

Shands at UF Volunteer Services

Volunteer Orientation

Revised and Updated 01/2010

Welcome Message

Dear Friend:

Welcome as the newest member of the Shands HealthCare team. Volunteers have an important role at Shands and the organization is grateful for your decision to join us. As an academic medical center, the physicians, medical staff and hospital personnel of Shands HealthCare are dedicated to improving the health status of our community. You have the opportunity to work side by side with our faculty and team members to ensure that our patients receive the best of care.

Volunteers bring their own unique experiences with them and we value your ideas. I look forward to receiving your feedback and suggestions on ways in which we can improve care to our patients. Please share your thoughts with me by routing them through the Volunteer Office.

Your gift of time and talent towards furthering our mission is greatly appreciated. I know you will find your service here rewarding and meaningful.

With kindest regards,
Timothy M. Goldfarb
Chairman, Shands Jacksonville Board of Directors
Chief Executive Officer, Shands HealthCare

Shands HealthCare

Mission & Vision

- Shands HealthCare Mission
 - Provide excellent patient care (treat);
 - Collaborate in improving community health (service);
 - Create an environment that supports education and research in the health sciences (educate).
- Shands Healthcare Vision
 - Partner with University of Florida Health Science Center;
 - Be a model of excellence for an integrated academic health system;
 - Be a healthcare leader in the Southeast.

Shands HealthCare Values

- Shands values are the principles guiding our ethical behavior everyday at Shands.
- These values determine how work is accomplished and how we interact with each other and with customers and patients.

Accountability, collaboration, compassion, competence, communication, creativity, empowerment, excellence, integrity, respect, and trust.

BEST

Building Excellent Service Together

- The BEST program is designed to support the Shands HealthCare mission and vision.
- The BEST program helps us link all our efforts across the system to improve:
 - Patient satisfaction
 - Quality and safety
 - Employee satisfaction & engagement
 - Access to services

BEST Program

- The BEST program provides the foundation to:
 - Connect efforts across Shands.
 - Improve internal communications.
 - Motivate improvement.
 - Create a culture of service.
- The BEST Behaviors are customer-focused expectations for staff and volunteers.
 - Customer Focus
 - Teamwork
 - Adapting to Change
 - Patient Safety

Customer Service is Key

- Providing quality customer service in a friendly caring manner is a priority for Shands HealthCare staff and volunteers.
- Volunteers are asked to greet patients, visitors, staff, and fellow volunteers with a smile and provide assistance as needed.
- Customer service is KEY to our success and Shands continues to recognize and reward employees and volunteers who provide excellent customer service.
- If you observe a staff member or volunteer going above and beyond (exceeding expectations) while assisting an individual; please take the time to nominate him/her for a Customer Service KEY.
- Nomination forms are available throughout the hospital and in the Volunteer Office.

Patient Rights

- Patients have specific rights during their treatment at our facilities. Shands HealthCare provides a copy of these rights as patient information.
- This affects volunteers because patients have a right to be treated with courtesy, respect, dignity, and privacy.
- Wearing your badge allows patients to know who you are and that you are a volunteer.

Notice of Privacy Practices

- Posted in or near each elevator is the “Joint Notice of Privacy Practices”.
- This notice, sometimes called the “Patient’s Bill of Rights”, describes how medical information about a patient may be used and disclosed and how you can get access to this information.
- For further questions, contact the Privacy Office for Shands HealthCare at 1-866-682-2372 or the Privacy Office for UF Health Science Center at 1-866-876-4472

Patient Confidentiality

- Medical Records
 - All requests for medical records or patient information must be obtained through the Health Information and Records management (HIRM) department.
- Computers
 - We have to make sure all health information is secure, which includes information on computers. Those who use computers have a duty to keep this information secure.
 - Information is protected in the following ways:
 - o Proper signing-on with an user names and passwords
 - o Signing – off computers if walking away from desk
 - o Keeping user names and passwords CONFIDENTIAL

HIPAA

Health Insurance Portability and Accountability Act

- Purpose: HIPAA was created to simplify administrative functions, create consistency, establish security, and privacy standards and provide a basic level of protection for health care information.
- Provisions: (1) Privacy, (2) Security, (3) Electronic Data Interchange (EDI).
 - Privacy Rule establishes a national privacy standard. Covered entities are forbidden from releasing protected health information (PHI) unless authorized by the patient or by regulation.
 - Security Rule deals with the technical and physical protection of PHI in all forms.
 - Electronic Data Interchange rule requires covered entities to use a uniform set of codes when processing covered transactions electronically. This requirement will simplify electronic process of health care transactions as well as reduce time, costs and errors.

HIPAA

Health Insurance Portability and Accountability Act

- Protected Health Information includes any information created or received by a covered entity, transmitted or maintained in any form, that is *individually identifiable*, meaning it could lead to the identification of the individual.

It includes the following:

Name	Address	Age
SSN	Phone Number	Email
Diagnosis	Medical HX	Account #
Observations	Medical Record #	Plan #
Drivers License	Vehicle Number	Photos
Any other unique identifying number		

5 Privacy Principles

1. Consumer Control: Individuals have the right to file complaints, receive a “notice of privacy practice”, and request an “accounting of disclosure” which is a list of the places the facility has sent their information other than for treatment, payment or health care operations.
2. Boundaries: limits how PHI is used and disclosed. The general rule is that written permission is needed before disclosing information to anyone external to Shands. Some employees & volunteers are granted access to the computer for a professional purpose. Patient information can only be accessed on a **need to know** basis. It is NOT appropriate to view for curiosity, convenience, or to help a friend or family member.
3. Minimum necessary standard: this requires that only the **minimum amount** of information will be disclosed for the purpose needed. Only get the information necessary to do the job.

5 Privacy Principles

4. Safeguards: to ensure the privacy and security of our patients' information, there are written policies and procedures addressing how we use, disclose and protect information, a disciplinary process and a complaint process.
5. Balance: laws recognize that some situations the individuals rights are balanced against the governments interest in using and collecting information; therefore, there are some situations where NO patient permission is required prior to disclosing a patient's information, including the following: healthcare oversight, public health, research (limited), judicial proceeding, law enforcement (limited), emergencies and national defense.

Penalties: It is against hospital policy to improperly share, use or dispose of patient information in the wrong way. Under HIPAA, there are fines and penalties. Breaches in privacy can result in termination. Wrongful or willful disclosure of health information carries civil and criminal penalties along with fines & jail time.

Volunteer Confidentiality Responsibilities

1. Don't discuss patient information in public areas.
2. Only look up patient information when it is required for your job.
3. Don't read patient medical records.
4. Don't share information about a patient to family, friends or other agencies unless authorized.
5. Dispose of patient information properly by shredding or storing in locked containers for destruction.
6. Notify security if you see an unescorted visitor in a private area.
7. Remove yourself from treatment team discussions, physician consults, or other patient conversations if you are not directly involved in the care of the patient.
8. Report improper disclosures to the unit supervisor, Volunteer Office, or the Quality Management Department.

NOTE: If a patient chooses not to be registered/included in the hospital directory of admitted patients, volunteers or staff should not acknowledge that the patient is in the hospital if asked by others.

Disaster Preparedness

- **Shands HealthCare** has comprehensive emergency management plans to identify for each facility how we, corporately and individually, are to respond in the event of a disaster. Generally speaking all disasters fall within two categories: external and internal disasters.
- **Mass Casualty Response** plan addresses those events that occur outside of our facility, such as a plant explosion or train wreck. These are events that would stress our immediately available resources and require us to make changes in our daily operations. Staff will direct volunteers if they are in the facility in such an event.

Disaster Preparedness

- **Internal Disaster:** an event in which happens at or inside our facility. It is imperative that employees are able to identify their role in the disaster plan and volunteers should follow staff instructions and unit/department plan.
- **Hurricane/Inclement Weather:** The hurricane season officially runs from June 1st to November 30th, although most tropical storms and hurricanes typically occur during August – October. During a weather event, volunteers should plan to stay home and follow their emergency plan. The safety and emergency preparedness of your own home and family come first.

Disaster Preparedness

- **Other Disasters:** There are additional types of disaster planning for which we, as an institution, must be prepared as emphasized by the September 11th attacks. Such disasters may also involve chemical, biological, nuclear, or radiological agents. Protective equipment and intensive training and education are provided to those who are at greatest risk for interaction with contaminated patients and public. All of these situations are addressed in the hospital's Disaster Plan. Each department maintains a copy of this disaster plan.

CODE RED

- Shands HealthCare emergency fire code is **CODE RED**.
- Fire Safety Facts
 - Fire is fast: a flame can take only minutes to grow into an inferno. “Flashover” can occur when the air is hot enough to ignite every combustible object in the room.
 - Fire is hot: heat can burn lungs and fuse clothing to skin.
 - Smoke can kill: smoke contains toxic gases that can kill within minutes. Carbon monoxide poisoning causes 75% of all fire deaths.

CODE RED

Three primary causes of hospital fires:

1. Smoking - not permitted in any building.
2. Electrical Equipment - report any equipment in disrepair and outlets overloaded; extension cords, adapters are not permitted.
3. Combustible materials – always store flammable materials away from heat.

Two key physical barriers:

1. Doors – hospital doors are fire retardant. They will contain smoke and fire when closed.
2. Smoke Dampers – internal smoke and heat detectors in the ceilings will activate ventilation dampers and alarm system when smoke is present or a certain temperature is reached.

Your response to a CODE RED will be unit/department specific. Know the location of the nearest fire alarm, fire extinguisher and emergency exit in your assigned area.

- **R.A.C.E** is the acronym to remember when responding to a fire.

R – rescue/remove patients or victims in immediate danger

A – activate or sound the alarm

C – contain or confine the fire

E – extinguish the fire, or evacuate

- **P.A.S.S** is the acronym to remember when using a fire extinguisher, which are located on every floor next to stairwells and pull stations.

P – pull the ring pin (giving yourself a distance of 10 feet)

A – aim the nozzle at the base of the fire

S – squeeze the lever

S – sweep from side to side, toward the base of the flames

Infection Control

- **Shands HealthCare** has general infection control policies in place to prevent the spread of infection or communicable diseases to patients, employees, volunteers, or visitors.
- **The single most important method of controlling the spread of infection is proper hand hygiene.** Proper hand-washing and/or hand sanitizing is the number one way to fight infection and germ transmission.

Hand Hygiene

- When washing hands, use hospital – approved antimicrobial soap. If not available, use alcohol gel. **Remember to wash hands frequently!**
- Follow this technique:
 - Use warm water, angle hands downward.
 - Apply soap and lather well.
 - Scrub well for at least 10-15 seconds (the friction removes the germs).
 - Get under nails, around cuticles and between fingers.
 - Rinse with hands angled downward.
 - Dry hands with clean paper towel or air dryer.
 - Use paper towel to turn off the faucet.

Infection Control

- **Exposure Control Plan:** the hospital has a written plan that addresses exposure to blood-borne pathogens. The exposure control plan outlines in detail what to do in the event of a possible exposure or contact with hazardous materials or waste, accidental needle stick, etc.
- **Hazardous Materials:** volunteers should be aware that all potential hazardous material or waste is disposed of according to the hospital's Hazardous Waste Plan. Material of this kind, liquid or solid, must never be mixed with regular trash. Biomedical waste must be put in a red bag and is disposed of differently. Examples are used sharps (needles), soiled linens with blood, etc.

Infection Control

- **Isolation Precautions:** Volunteers need to be aware of their surroundings and note isolation/precaution signs posted on doors regarding “contact precaution”. Volunteers must be properly directed and trained as to how to enter these rooms (e.g. gowns, gloves, mask). There are three general categories: (1) Airborne Precaution; (2) Droplet Isolation; (3) Contact Isolation.
- **Personal Protective Equipment:** the items include gowns, gloves, goggles, etc and are used in direct patient care areas when there is a possible exposure to blood and other bodily fluids. Direct patient care staff will assist volunteers in which equipment to use when necessary during patient contact.

Infection Control

- **Standard Precautions:** this term means that all patients are considered potentially infectious. This does not apply to casual patient contact, only when blood or bodily fluid contact is anticipated. *Protective measures*, such as wearing gloves, is necessary anytime you anticipate contact or exposure with a patient's blood or bodily fluids.

While volunteers do not provide direct care that would put you at risk for exposure or with specimens, blood, or bodily fluids, and/or needles; thus, an accidental needle stick or exposure is unlikely. However, if it were to occur, volunteers must report the incident immediately to their supervisor on the unit as well as Volunteer Services. Those involved would follow the Volunteer Infection Control policy.

Safety

- Volunteer Identification
 - Volunteers should always be in their appropriate uniform while on duty, **including** your name badge.
 - Please do not wear your name badge or shirt on campus if your are not performing your volunteer duties.
- Security for Shands at UF **352-265-0109**
 - Call security if you observe a suspicious person or encounter an aggressive person.
 - Please contact Security if you have security concerns, or require an escort to the parking garage or lot after hours.

Safety

- Safety Tips
 - Be friendly with patients and visitors and always remember your personal boundaries.
 - If you are involved in an uncomfortable situation, please remove yourself from the area and/or call out for assistance. Please inform Volunteer Services of any unwelcome situation.
 - Leave personal belongings in lockers provided in Volunteer Services. Cell phones and purses should not be taken to patient care units or clinics as there is no secure place for volunteer belongs. Volunteer Services is not responsible for lost or stolen items.

Safety

- Proper Body Mechanics
 - Remember safe lifting practices to prevent injury and know your own limitations.
 - Do not lift an object that is possibly too heavy or that could cause injury to you.
 - When lifting: bend your knees and hips, not your back.
- Accidents and Injuries
 - If you sustain an injury while volunteering, notify the unit supervisor/manager/director and Volunteer Services immediately. If medical attention is necessary, the volunteer will be taken to Occupational Health or Emergency Department. *The supervisor in the area where the injury occurred should complete the incident report.*

Transportation

- Volunteers are often asked to help patients or visitors with transportation via wheelchair. This act may help ease nervousness and relax an individual who may need a little extra assistance throughout the hospital.
- Guidelines
 - Volunteers can transport ambulatory and/or medically stable patients in wheelchairs.
 - Volunteers may not transport those on stretchers, with IV poles/pumps, unconscious individuals, etc.
 - If you feel uncomfortable or unable to transport due to safety concerns, please respectfully decline and help them find another person to perform the task.

Legal and Ethical Issues

- Liability
 - Volunteers performing service in a nonprofit organization, without compensation, are protected under the Florida Volunteer Protection Act (Fl. Statute 768) as long as they are volunteering within the scope of their volunteer responsibly. *Essentially, volunteers are not permitted to perform any direct patient care and/or task that requires licensure or certification.*
- Belief Systems
 - Be respectful of patients' right to their own beliefs, right to privacy, and their right to determine their own personal choices. Do not initiate religious conversations or prayer with patients or visitors.

Legal and Ethical Issues

- Volunteers are prohibited from performing the following:
 - Placing identification arm bands on patients.
 - Changing a patient's body position and/or moving them in/out of bed without staff assistance.
 - Emptying bed pans or urinals or cleaning blood.
 - Taking physicians' orders or patient test results over the phone.
 - Monitoring critically ill patients or touching monitors or medical equipment.
 - Reading or writing on patients' medical charts.
 - Accepting patient valuables.
 - Entering a patient's room if a physician is present.
 - Always check with the nurse before giving patient's water or filling a request for any kind of food or snack.

Legal and Ethical Issues

- Other things volunteers may not...
 - Accept tips or gratuities.
 - Conduct personal business on the hospital premises.
 - Solicit, sell, or distribute any items or services at any time while at the hospital.
 - Do not ask patients about their diagnosis or treatment. Often times patients will offer information, please listen respectfully and respond to their feelings rather than the factual information.
 - Offer personal opinions or attempt to provide medical advice, or discuss personal medical history, as the focus of the conversation should kept on the patient.
 - Distribute religious literature.
 - Wear lab jackets while volunteering.

Age-Specific Competencies

- Skills which enable you to care for individuals at their stage of life.
- The ability to communicate with each patient that is appropriate to his or her particular age, capabilities, or disabilities, temporary impairment, emotions, stresses, culture and individual station. While we do not communicate with everybody in the same way, everybody receives the same respectful treatment.
- Volunteer Services will provide a handout outlining the age-specific competencies upon request.

Age-Specific Competencies

- These skills are grouped into categories:
 - Communication
 - Safety and Security
 - Health
 - Recognition of Common Illnesses

- The ability to use age-specific competencies will:
 - Help you care for each person at every stage of life.
 - Ensure patients are receiving individualized care.

Training

- Volunteers receive training through the online orientation, which is verified by the online orientation quiz, their interview with the Volunteer Coordinator, and specific unit training depending on assignment.
 - The online training includes confidentiality and HIPAA information which allows volunteers to serve in direct patient care assignments.
- Volunteer records are kept active while a volunteer is serving in a regular position.
 - Volunteer records and hours will be kept for 5 years after the volunteer's service ends. At such time the service record is destroyed, deleted, or disposed of.

General Information

- Uniform
 - Royal blue polo, khaki pants, closed-toe shoes, and Shands name badge. The shirts are available for purchase at the Gift Stop. Some areas may have an alternative dress code.
- Commitment
 - College volunteers commit to a three (3) hour shift once a week for a complete semester. Adult volunteers tend to serve on an ongoing basis. Your assignment and schedule is determined at your interview.
- Absences
 - Advise the office and your assignment if you are going to be absent for your scheduled shift. College students are allowed two (2) absences per semester.

General Information

- Expectations

- Lend assistance whenever and wherever needed. However, if asked to do something that does not fall within your responsibility, please (a) decline; (b) inform that they have not been trained for this task; (c) indicate this task has not been approved for volunteers.
- Volunteers are “staff extenders”; they do not replace staff. Volunteers are here to support staff and enhance the services of their assigned area.
- Advise Volunteer Services of any questions or concerns or issues in a particular assignment.
- Maintain a professional image.
 - o Appearance, attitude, and behavior.
- Enjoy your experience!

Volunteering vs. Shadowing

- Volunteering

- Shands Volunteer Services places volunteers in a variety of units and departments within Shands at UF, including some UF clinics.
- Volunteers must go through application process as outlined in order to be accepted as a Shands at UF volunteer.
- Volunteers are assigned to a service area where they assist as needed.
- Volunteers may not shadow, specifically, physicians or residents during their shift.

- Shadowing

- A one time opportunity for an individual to “shadow” or observe a UF Physician.
- The agreement is contracted by the “shadower” and individual being shadowed. No matching programs are available.
- For further information and guidelines, please visit:

<http://privacy.health.ufl.edu/shadowing>