



2020

Annual Volunteer Reorientation

Purpose of this education is to reorient you in the following:

Mission, Vision and Values of CoxHealth

Safety

Patient Confidentiality

Customer Service

Compliance

Code of Ethics

Confidentiality and Security



MISSION: To improve the health of the communities we serve through quality health care education and research.

VISION: To be the best for those who need us.

VALUES: Safety, Compassion, Respect and Integrity

Patient Confidentiality

HIPAA - Health Insurance Portability and
Accountability Act

Health Insurance Portability and Accountability
Act is a 1996 Federal law that restricts access
to individuals' private medical information.

Protects the Confidentiality, Integrity, and
Availability of Protected Health Information.

We must remember never to discuss the patients we see here (and any information about why they are here) with anyone.

We do not scan patient directories to satisfy our own curiosity as to who is here.

We do not discuss our patients with anyone unless we need to in order to perform our volunteer job.

When you do need to discuss a patient with a staff member —do so quietly so others may not hear.

We do not talk about what we see here when we are in the hallways, elevators, bathrooms or in the cafeteria—you don't know who is listening!

Bottom line for HIPAA violations and penalties: Failure to uphold HIPAA could result in disciplinary action and may be any where from \$100 fine to imprisonment.

What you do here...see here...say here...hear here...STAYS HERE!



Infection Prevention



ALWAYS wash your hands:

- when coming on duty
- when hands are obviously soiled
- after personal use of toilet
- after blowing or wiping nose
- before eating
- before serving ice and meal trays
- between handling of individual patients and/or objects in patient's room
- on completion of duty

How to WASH using water—when your hands are visibly dirty:

- Prepare paper towel.
- Use continuously running water.
- Use sufficient amount of antibacterial soap to form lather.
- Apply soap vigorously on all surfaces of hands.
- Wash hands using friction for 10-15 seconds. About the time you sing the Happy Birthday song 2 times.
- Keep hands down so the water will run into the sink and not up the arm.
- Avoid splashing. Rinse well.
- Dry well with paper towel. USE PAPER TOWEL TO TURN OFF FAUCET.
- Discard paper towel in the appropriate receptacle.



How to use ALCOHOL HAND RINSE: (Unless your hands are visibility dirty then wash with soap and water) the hospital approved alcohol hand rinse is the best way to clean your hands:



- Place a dime-size drop in the palm of your hand.
- Rub over the surface of your hands until dry.

**WASHING YOUR HANDS IS THE
SINGLE MOST EFFECTIVE WAY OF
PREVENTING INFECTION!**

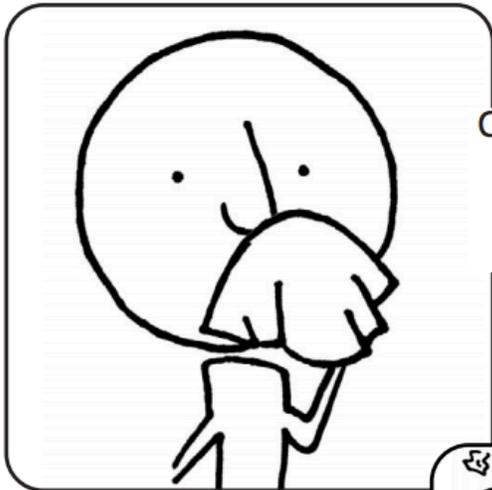
Seriously, something that simple?

-It's true!



Stop the spread of germs that make you and others sick!

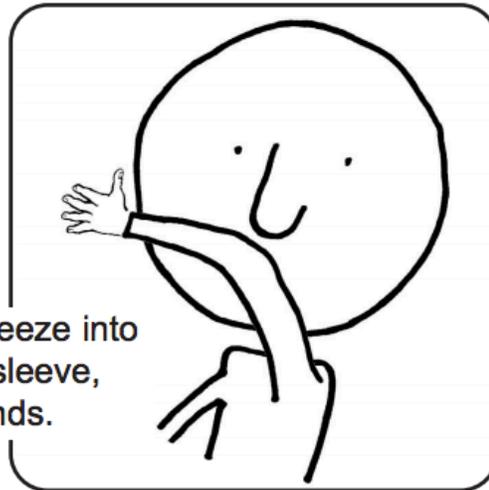
Cover your Cough



Cover your mouth
and nose with a
tissue when you
cough or sneeze

or

cough or sneeze into
your upper sleeve,
not your hands.



Put your used tissue in
the waste basket.



AIDET

It is a simple but powerful tool when communicating and making a connection with another person, such as:

- Our Patients
- Families or visitors
- Co-workers

It also allows us to share our experience, knowledge and training.

Defining AIDET

Acknowledge

- Purpose: Shows courtesy and respect
- Key Message: You are important; I see you

Introduce

- Purpose: Builds trust
- Key Message: You can count on me

Duration

- Purpose: Keep them informed and decrease anxiety
- Key Message: I respect your time

Explanation

- Purpose: Keep them informed
- Key Message: You have the right to know what I'm doing and why

Thank You

- Purpose: Show value and appreciation
- Key Message: I enjoy helping you

- A** - Acknowledge the customer with eye contact, a smile and remember to use proper names.
- I** - Introduce yourself with your name and who you are. It is also your opportunity to manage yourself or others up. For example: Tell patients we are going to take good care of them. This starts to reduce anxiety and build confidence in the Cox team.
- D** - Duration means to give them an expected time frame and update them if there are delays.
- E** - Explain things, as you are doing your duties let them know what you are doing and why.
- T** - Thank our patients for allowing us to take care of them and **ALWAYS** ask them if there is anything else we can do for them.

PARTNERS Behaviors

These are the guiding principles for how we conduct our behavior at CoxHealth. We expect each employee and volunteer to use them.

Positive attitude: Focusing on what is useful, beneficial and worthwhile in each and every situation. Your attitude is displayed in your words, actions and facial expressions with co-workers and customers.

Accountability: Being responsible for your actions and behavior as they impact co-workers and customers.

Responsive: Being quick to respond in a sensitive manner to needs and expectations.

Teamwork: Helping each other to win and taking pride in each other's victories. No one person or department alone can provide for the comprehensive needs of our customers. We achieve our goals and save lives by working together as a team.

No excuses: A culture of no excuses acknowledges that mistakes will be made and seeks to correct them rather than rationalize or justify the problem.

Exemplary: To serve as a model for positive actions. Strives for high performance standards and delivers results. Demonstrates technical competence. Sets high standards for self, demonstrating integrity and superior customer service skills.

Responsibility: Acting with initiative and courage, understanding that the organization and its customers are depending on us.

Service: Everything we do to exceed the needs and expectations of our customers.

First Impressions



First Impression Checklist

How do you rate?

Take a few moments to think about your role here at CoxHealth. Do you make a good “first impression”?

Do you speak first when you see a customer?

Are you quick to smile at customers? Do you make eye contact with your customer?

Do you try to speak with your customer on the same physical level? So they can hear you?

Do you introduce yourself, giving your name clearly?

Do you wear a visible/legible identification badge at collar level? Wearing it at your belt is awkward for the customer to look at.

Do you listen to your customer’s initial statement without interrupting? Let them tell their story first.

Do you stop personal conversations when a customer approaches you? Give them your full attention?

Do you respond to requests with kindness and an attitude of helpfulness?

Is your cell phone put away while you are working?

Do you use courtesy words—please, thank you, you’re welcome?

Do you speak clearly, distinctively and without medical jargon?

Do you refrain from making negative remarks about staff or the hospital? Patients want to know you support the hospital. It gives them confidence in our staff.

Do you appear happy in your position?

Cell Phone and Social Media



Cell Phone and Social Media policies

Are cell phones allowed?

- Not in the presence of patients, staff or visitors. When sitting at an information desk, do not use your cell phone.
- Go to a nonpublic area if you need to use your cell phone.
- Cell phones may only be used in a lounge, in the cafeteria and non public areas.
- Put your phones on silence while here to volunteer.
- Do not text or talk on your phone while walking in the halls.
- Cell phones may interfere with patient care equipment.
- Obey signs that prohibit use of cell phones.
- Most cell phones have photographic capabilities. Remember that photos of our patients can be violation of HIPAA. So, do not take photos while here. You could accidently get a patient in the photo.
- Do not talk about patients on any social media such as Facebook, Twitter, Snapchat, Instagram, etc.



Code Blue



Code Blue

- Code blue is a person who has stopped breathing and/or whose heart has stopped beating effectively and needs Cardio-Pulmonary Resuscitation - often called CPR. The Code Blue team will immediately run the area that is announced overhead.
- Get help immediately.
 - In patient rooms, press Code Blue call button.
 - If you are near a phone, call 333 and tell the operator you need a code blue. It is important for you to be specific in your request -use those exact words “I need the code blue team”, so the operator will start the paging.
 - If you are not hear a phone, yell for help and be specific: **“Help CPR.”**
- Do not hesitate to initiate a code blue. It is better to be safe than sorry.

Rapid Response Team



Rapid Response Team

- Rapid response is called when someone is in obvious distress and needs help. Since the person is still breathing, the Rapid Response team will take up to 5 minutes to arrive. Not to worry.
- If you are near a phone call 333 and tell the operator you need the rapid response team. It is important for you to be specific in your request -use those exact words “I need the rapid response team”, so the operator will start the paging.
- If you are not hear a phone, yell for help and be specific: **“I need the rapid response team”**.
- Do not hesitate to initiate a rapid response. It is better to be safe than sorry.

Fire and smoke safety



What do I do when I see smoke or fire?

You use this acronym: **RACE**

Rescue (any people from the area)

Activate (activate 2 alarms: pull the nearest red fire pull box and call 333). Calling 333 activates the alarm within the hospital and the red pull box activates the alarm to the Fire Department.

Contain (shut doors and windows to the area),

Evacuate (leave the area.)

Do not go through closed fire doors, until the all clear is given overhead.

Tornado Warning



What do I do if I hear “tornado warning” announced overhead:?

This is never a drill.

Proceed to indoor corridor or room, shutting all doors and windows.

If you are asked to assist in moving patients into hallways and are comfortable doing this, please help.

Remain in the safe area until the all clear is given overhead.

Important signs



Do I see this sign like this or something similar on a door?

Any signs with the familiar triangle
And yellow color is a radiation
hazard, stay out—do not enter.

Even if staff tell you it is ok,
Never enter a room with this
Posted.



What do I do if I see a sign like this?

Unless you have special Level 2 training, do not enter. (A select few volunteers have this training.)

If you have Level 2 training follow
The guidelines for Personal Protective
Equipment (PPE) on the sign.

Contact Isolation Precautions-Hand hygiene, gown & gloves required
(e.g. MRSA, VRE, uncontrolled wound drainage)

STOP!

CONTACT Precautions
To prevent the spread of infection

Hand hygiene before and after.

Wear gloves.

Wear a gown.

Use dedicated or disposable equipment. If unable, disinfect.

Contact Infection Prevention with questions:
Springfield 269-5159
Monett 354-1434 Branson 335-7351

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Contact Precautions Checklist

- Contact Precautions Sign posted.*
- Place patient in a private room or cohort if like organism.
- Isolation gown and gloves available at entry way to room. Perform hand hygiene and place gown and gloves on with each entry into patient room or zone.
- Remove PPE at entry way of patient's room and perform hand hygiene.
- Disposable or dedicated supplies (thermometer, stethoscope, blood pressure cuff, tissues, pen, etc.)
- Educate patient/family/visitors on contact precautions, hand hygiene, and use of PPE.
- Ensure hand hygiene supplies are readily available and used.
- Ensure appropriate hospital-approved disinfectant available and used for equipment cleaning per policy.

* Do not remove isolation sign until room has been cleaned by EVS

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Security



"THEY WERE WAY AHEAD OF US IN PASSWORDS."

If you are issued a CoxHealth sign on you are required to change your password every 90 days.

Passwords should meet the following criteria:

- A password that has not been used previously
- Contain a minimum of 12 characters
- The password contains at least 3 of the 4

characters below

Uppercase Letter: A-Z

Lowercase Letter: a-z

Number: 0-9

Symbol: ~!#\$%^&* _-+= ` | \ () { } [] : ; " ' < > , . ? / @

Before *May 30, 2020*:

1. Complete your online reorientation and sign off on it
2. Sign your online confidentiality and security form.
3. Complete the Code of Conduct and the Compliance online education.
<https://ext.coxhealth.com/NEC/NEC/Cert/21/22>

Thank you for taking the online reorientation which completes your annual education.

After completing, return to the sign-on page:

- 1) Click on the box that indicates you understand your information.
- 2) Click on the box that says you have completed it.

If you are having trouble with anything please call us in the volunteer department. 269-4169.