Volunteer Orientation
Community Services

- Valerie Englade, SVP, Community Affairs
- Nina Victory, Director
- Wendy, Supervisor
Senior Leadership

Macon Moore
SVP, Operations

James Hritz, MPH, JD
Senior Vice President
Compliance and Legal Services

Gerald L. Parton
President / Chief Executive Officer

Bob Riley
Chief Financial Officer

John McDermott
Chief Information Officer

Ruby Brewer, RN, MSN, MBA
Chief Quality Officer/
Chief Nurse Officer

Valerie Englade
Senior Vice President
Community Affairs

Rob Hinyub, Jr., JD
Vice President
Legal Services
Volunteer Advisory Committee

Our Volunteer Advisory Committee assists in the planning of volunteer events such as the Volunteer Recognition Luncheon, Holiday Party, Treat Weeks and more.
A Proud History

- Opened on February 14, 1971
- Louisiana’s first Nurse Magnet hospital
- Member of the MD Anderson Cancer Network
- A Community Hospital, but receives no tax support
Our Mission Statement

East Jefferson General Hospital, community-owned, provides the highest quality, compassionate healthcare to the people we serve.
Our Vision Statement

East Jefferson General Hospital will be the region's healthcare leader providing the highest quality care through innovation and collaboration with our team members, medical staff, and community.
Our Values

• Quality
• Integrity
• Collaboration
• Continual Improvement
• Compassion
• Stewardship
Quality
We commit to quality in everything that we do, through achievement and innovation, always contributing to excellent care and patient satisfaction.

Integrity
We uphold the highest standards of behavior encompassing fairness, trust, respect, and ethical practices.
Collaboration

Teamwork is the key to our success. Working together, we ensure everyone benefits from our collective wisdom.

Continual Improvement

We embrace and encourage creativity and innovation, as well as on-going self-evaluation of our processes and outcomes.
Compassion

By our thoughts, words, and deeds, we create and maintain a caring, compassionate environment.

Stewardship

We are accountable to make wise use of time, skills, and resources.
Our Service Statement

Gerald L. Parton

Providing care and comfort is our highest mission...

We pledge to our guests and each other:
The finest in personal service
  Courtesy and respect
A satisfying experience
The Patient’s Perspective

“The care and well-being of our patients should drive every decision we make.”

• Patient Satisfaction Surveys – the opportunity for our patients to give us feedback and help us improve
• Patient Information Packet – orient patients and family members to our facility and set the expectation of excellence
• Guest Services Department – assist with patient and family concerns
• Patient and Family Advisory Council – the VOICE of our patients and family members
• Team Members and Physicians – an advocate for the patient and their family
• Patient Centered Care – creating an organization focus on patient-centered care
Patient Satisfaction

HCAHPS
(Hospital Consumer Assessment of Healthcare Providers and Systems)

• Federally mandated survey creates valid comparisons across hospitals locally, regionally and nationally
• All adult inpatient stays (except for psych) are eligible to be surveyed
• Hospitals must use approved vendors for these surveys – EJGH uses Press Ganey, a nationally regarded healthcare research provider
• Publicly reported at hospitalcompare.gov
• Scores effect the hospital’s Medicare Payments – funds withheld for poor scores
HCAHPS Categories

1. Communication with Nurses
2. Communication with Doctors
3. Responsiveness of staff to patients’ needs
4. Management of Pain
5. Communication About Medicines
6. Discharge information
7. Environment – Cleanliness
8. Environment - Quietness
9. Patients’ overall rating of the hospital
10. Willingness to recommend hospital
11. Post Discharge Care
Value-Based Purchasing

• Hospitals will be paid for inpatient acute care services based on care **quality**, not just the **quantity** of the services they provide.

• Designed to promote better clinical outcomes for hospital patients as well as improve their experience of care during hospital stays.

• Scores based on:
  – Clinical Process of Care Measures - 70% of score
  – Patient Satisfaction Measures (HCAHPS) – 30% of score
Focus on Service Excellence

It is our hope that through our efforts, patients, family members, and visitors will have a positive experience. The goal for every patient at East Jefferson General Hospital is excellence.
Guest Services Center

Hours: M-F, 8am – 4:30pm

After hours – Administrative Representatives on Duty

Guest Services Liaisons

Patient Concierge Line – extension 3333 from the patient’s room

Concierge Services for patients – newspapers, magazines, wheelchair assistance, guest computers

Interpreting Services

Valet Parking – Second floor, Hudson Garage
Exceptional Patient Experience

AIDET: 5 Fundamentals of Patient Communication

A - Acknowledge
I - Introduce
D - Duration
E - Explanation
T - Thank You

Use AIDET…
Every Day
Every Encounter
<table>
<thead>
<tr>
<th>Overall Scores</th>
<th>Job Duties</th>
<th># Unsatisfactory Ratings</th>
<th>TOTAL RATING</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.00</td>
<td>0</td>
<td>0.00</td>
<td>0.00</td>
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</table>

**Core Values**

**Performance Appraisal Ratings Definitions**

<table>
<thead>
<tr>
<th>Score</th>
<th>Description</th>
</tr>
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<tbody>
<tr>
<td>4</td>
<td>Exceptional Score of 81 - 100 Performance is consistently superior to the requirements of the job. Acts as a role model, provides leadership, fosters teamwork and promotes excellence in others.</td>
</tr>
<tr>
<td>3</td>
<td>Exceeds Standards Score of 61 - 80 Performance consistently exceeds the requirements of the job. Acts as a role model and motivates others to perform at a higher level.</td>
</tr>
<tr>
<td>2</td>
<td>Meets Standards Score 41 - 60 Performance consistently meets the requirements of the job. This is the level of performance expected of a trained and qualified team member.</td>
</tr>
<tr>
<td>0</td>
<td>Unsatisfactory Score of 0 - 20 Performance is below the requirements of the position and effort is needed to improve performance. A written plan for improvement must be developed and reviewed with the team member. (90-day Prob)</td>
</tr>
</tbody>
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**General Job Summary:**

- **Reporting Relationships:**

  - **Job Requirements:**

    - **Working Conditions:**

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**50% Job Duties**

**50% Guest Relations**

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**... guest relations MATTER.**
HIPAA
Health Insurance Portability and Accountability Act
HIPAA Privacy & HIPAA Security

♦ HIPAA" is an acronym for the Health Insurance Portability & Accountability Act of 1996, which is a federal law affecting all participants in the country's health care system and that includes EJGH.

♦ HIPAA Privacy regulations were required for compliance in April of 2003 to protect patient confidentiality.

♦ HIPAA Security regulations were required for compliance in April of 2005.
HIPAA Privacy & HIPAA Security

– HIPAA Privacy & Security Officer
  • Jim Hritz - Compliance Department

Responsible to ensure:

Policies & procedures are documented to protect confidentiality, integrity, and availability of information systems and ePHI (electronic protected health information)
There is a direct relationship between privacy and security:

**Privacy** is ‘what’ will be protected PHI (patient health information) and ‘why’ we protect PHI

**Security** is ‘how’ to protect ePHI (electronic patient health information)

Procedurally, physically & technically
Team Members/Volunteers are PROHIBITED from saving ePHI (electronic patient health information) on EJGH or Vendor workstation

(c: drive - hard drive) or electronic media (flash drives, zip drives, CD’s, diskettes or other portable media)
EJGH & Vendor Workstations or Electronic Media

• PROTECT ACCESS
  – Lock or log-off workstation when left unattended or when shift is complete.
  – When a common id/password is used by several members of the workforce (to share a device), log out of applications accessing ePHI (electronic patient health information) in addition to locking the workstation.
EJGH & Vendor Workstations or Electronic Media

• PHYSICAL PROTECTION
  – Take reasonable precautions to physically protect ePHI and business confidential information.
  • position display screens such that they cannot be readily viewed by others.
  • physically locate devices to minimize the risk of unauthorized access.
Vendors

- Vendors are considered to be any outside worker. Some examples of vendors would be sales persons, computer or copier repair persons, etc.

- Vendors are required to obtain proper authorization upon entering the hospital (e.g. Vendor ID Badge which can be obtained from the Purchasing Department - on the 1st floor.)
What You Should Do To Be HIPAA Security/Privacy Compliant

- DON'T access data unless it is required to perform your job
- DO protect devices (position screens, passwords, physically secure).
- DO NOT download software (as they could have viruses that infect systems & data).
- DO recognize hoax e-mails & don't open e-mail or attachments.
- DO have anti-virus software on all devices you use.
- DO report risks and security incidents.

♦ Report HIPAA security incidents as quickly as possible to a Volunteer Services Staff Member at 503-5548.
Disposal of Documents Containing Confidential Information

Dispose of documents in recycle bins located within the department.

Always ask for assistance if not sure where to dispose properly.
HIPAA Security Violations

Disciplinary actions, up to termination, if you are accessing or attempting to access ePHI (electronic protected health information) when not authorized or improper disclosure.

Complete the Volunteer Receipt of Understanding Form
Step 4 of Volunteer Orientation
Confidential Ethics and Compliance Hotline

The EJGH Ethics Committee provides non-binding advisory opinions to assist in managing ethical issues concerning patient care. The committee reviews cases by request of physicians, patients, family members or surrogate or hospital staff members.

- Calls are taken by an independent company with operators trained in Hotline protocol
- Calls are never recorded or traced
- Caller anonymity and confidentiality will be protected to the limit of the law
- EJGH has a policy of non-retribution against anyone who calls the Hotline
- All information is thoroughly investigated

Toll Free Call 1-877-631-0016
Policies & Procedures

Infection Control

Standard Precautions (Universal Precautions)

Protects patient and healthcare worker

How Can You Protect Yourself?

HANDWASHING

Most effective
Entering Patient Rooms

If you see these signs on a patient’s door…

- Isolation
- Protective Precautions
- Always check at the Nurses Station

**DO NOT** enter a patient’s room!!!
Report of Accident or Injury

• If you are injured while volunteering, report to your supervisor immediately or Team Member Health. Notify the Volunteer Department as soon as possible.

Absence Due to Illness/Injury

• Prior to returning, a doctor’s release must be presented to our Team Member Health Nurse.
Attendance

Prompt arrival is crucial
Departments rely on volunteers

Scheduled Absences

If you know in advance . . .

Complete an Absence Report Form in the Volunteer Department

Notify your supervisor of planned absence in assigned area
Unscheduled Absences

If unexpected circumstances prevent you from reporting to your assignment . . .

Call the Volunteer Office at 503-5548

Three consecutive absences, without notification, will be considered as a resignation from the program.

Excessive absences, with notice, may be cause for removal from an assigned area, or active status.
Substance Abuse

East Jefferson General Hospital will provide a safe, productive work environment.

It is Prohibited to . . .

- be under the influence of drugs, or
- possess, sell or distribute drugs, or
- use other intoxicating substances while on the hospital’s premises.

Drug Testing

- Post Accident
- For Cause
Sexual Harassment

Sexual harassment is against the law!

- Verbal Abuse
- Joking or kidding that is sexually oriented and considered unacceptable and offensive

For additional information, request a copy of the policy

- Report immediately
- Appropriate action will be taken
Discipline

- **Disciplinary Action process:**
  - Conference
  - Written Warning
  - Final Warning
  - Discharge

- Disregarding a patient’s right to confidentiality
- Failure to comply with hospital policies, rules, regulations and procedures.
- Alcohol or drug abuse or dependency, or any health problem which prevents the volunteer from functioning in an assignment.
- Overstepping the role of a volunteer
- Rude or discourteous behavior toward a patient, visitor, team members, physician or another volunteer.
- Unsatisfactory attitude, work or appearance.
- Three consecutive absences without prior notification.
- Failure to comply with the Volunteer Commitment and Confidentiality Agreement.
The Joint Commission

• Is a voluntary, non-governmental organization that establishes standards for the operation of hospitals and nursing homes.

• Compliance with Joint Commission is recognized by the issuance of certificates of accreditation.

• Accreditation allows Medicare reimbursement

Visits are unannounced!
## EJGH Hospital Emergency Codes

<table>
<thead>
<tr>
<th>Code Red</th>
<th>Call 4111</th>
<th>Fire</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code Blue</td>
<td>Call 4333</td>
<td>Cardiopulmonary Arrest</td>
</tr>
<tr>
<td>Code Pink</td>
<td></td>
<td>Infant / Child Abduction</td>
</tr>
<tr>
<td>Code White</td>
<td></td>
<td>Security Alert</td>
</tr>
<tr>
<td>Code Black</td>
<td></td>
<td>Bomb Threat</td>
</tr>
<tr>
<td>Code Yellow</td>
<td></td>
<td>Surge - Mass Casualty</td>
</tr>
<tr>
<td>Code Yellow - Decon</td>
<td></td>
<td>Surge Mass Casualty Decontamination Required</td>
</tr>
<tr>
<td>Code Orange</td>
<td></td>
<td>Hazardous Materials Incident or Spill</td>
</tr>
<tr>
<td>Code Orange - Decon</td>
<td></td>
<td>Hazardous Materials Incident or Spill - Decontamination Required</td>
</tr>
<tr>
<td>Code Grey</td>
<td></td>
<td>Severe Weather</td>
</tr>
<tr>
<td>Code Green</td>
<td></td>
<td>Internal Flood</td>
</tr>
<tr>
<td>Code Silver</td>
<td></td>
<td>Weapon in Facility</td>
</tr>
<tr>
<td>Code Purple</td>
<td></td>
<td>Elopement by Involuntary or Incompetent Patient</td>
</tr>
</tbody>
</table>

### R A C E: Fire Prevention
- R - Rescue & Secure People From Danger
- A - Alarm, Pull Alarm, Call 4111
- C - Confine Fire, Ventilation/Close Doors
- E - Extinguish Fire

### P A S S: Fire Extinguisher Use
- P - Pull the Pin
- A - Aim at Base of Fire
- S - Squeeze the Handle
- S - Sweep Side to Side
RAPID RESPONSE TEAM

For immediate attention to Medical Emergencies, dial 41111

East Jefferson General Hospital

East Jefferson General Hospital, community owned, provides the highest quality, compassionate healthcare to the people we serve.

The Rapid Response Team (RRT) enables us to respond more quickly to changes in a patient’s condition. The team members at East Jefferson realize that friends and family members know their loved ones best. Your help in recognizing these medical emergencies is greatly appreciated and assists us in providing the highest possible level of care.

WHEN TO NOTIFY the Rapid Response Team

Notify your nurse or activate the Rapid Response Team if you notice a serious change in your loved one’s condition, such as:

- Difficulty breathing
- Bleeding
- Mental status changes or difficulty arousing
- Something is “just not right”
- Unrelieved concerns about a patient’s medical condition

HOW TO ACCESS the Rapid Response Team

- Dial 4111 on any hospital line. The Operator will ask you for caller identification, room number, patient name and patient concern. The Operator will then immediately notify the Rapid Response Team who will come to your assistance.
Our Environment of Care

EJGH Safety Manual

Material Safety Data Sheet (MSDS)

EJGH Emergency Preparedness
Management of the Environment of Care Plans

Safety
Security
Hazardous Material and Waste
Emergency Preparedness
Life Safety
Equipment
Utilities
Safety

Safety hazards, incidents or accidents

- Water on floor
- Elevator malfunction
- Visitor fall
- Lost Items
- Thefts
- Vehicle Accidents
- Vandalism
- Trip Hazards
- Burned out lights
- Defective doors
- Improper Lifting Techniques (Back Safety)

Report immediately to Safety & Security at extension 4059 or the Volunteer Department
BACK SAFETY

Four key elements of a SAFE LIFT

1. Hold Load Close to Your Body
2. Keep Back Straight
3. Bend at the Knees
4. To Turn PIVOT, Do Not Twist

How do you lift a large or heavy item?

1. Split Load into Smaller Parts
2. Get Help, Use the BUDDY System
Security Management

Security in the Parking Garages

- Security Patrols - 24 / 7
- Security Escorts - 24 / 7
- Emergency Phones - 24 / 7
- JPSO Patrols
Hazardous Waste & Materials

(Material Safety Data Sheets)

LOCATION

Each Department
Safety / Security - Master Copy
Team Member Health - Master Copy

PURPOSE

TM has “Right to Know” about hazardous materials they are working with or that are in the work environment
Provide information on use, handling, storage of hazardous materials

SPILL CLEANUP

Within one (1) minute after spill is reported
EJGH Fire Plan

• Code Red

R.A.C.E.

R = Rescue
  Secure patients from danger

A = Alarm
  Pull alarm, Call 4111

C = Confine
  Close doors to contain fire

E = Extinguish
  Extinguish fire
In the event of a fire, all volunteers will take direction from the unit/department supervisor or designee.

The unit/department supervisor or designee will go over their department specific plans with you when reviewing your orientation checklist on your first day.

**Life Safety/Fire Extinguisher**

Plans Multi-purpose fire extinguishers

P = Pull the pin
Set extinguisher on floor then pull pin
DO NOT lean over extinguisher

A = Aim at base of fire
S = Squeeze the trigger
S = Sweep from side to side
Utility Failure

Loss of water, power and / or telephone
Water - EJ’s has a well
Power - Red outlets, emergency generator
Telephone – Satellite Phones
Medical Gases
  Oxygen
  Nitrogen
  Nitrous Oxide

Elevator Malfunction
Failure of Utilities
Plans For Improvement
Workplace Violence

If you hear a direct or implied threat, report to supervisor who then calls Security at extension 4059

If imminent danger to life, call 911, security, and then notify supervisor
Parking Guidelines

- Volunteers park in the Canal Garage
- Please, **DO NOT** park below the 3rd floor
- **DO NOT** park in a reserved space
- **DO NOT** park near Cardiology/Respiratory or Emergency Entrances
Wheelchair Training

If you are assigned to a department/unit that requires you to escort by wheelchair, you will be trained by a staff member.
Cultural Diversity

At East Jefferson General Hospital diversity is the inclusion of those qualities and characteristics that reflect the similarities and differences of our workforce and the community we serve.

“To fulfill our mission statement and meet the needs of our community, we at EJGH are committed to creating an environment in which we value diversity.”

Gerald L. Parton
President & Chief Executive Officer
Volunteer Uniform

--Volunteers are required to wear their uniform each time they work in the hospital.

--Your nametag must be worn at all times when you are on assignment.

--Shoes must be closed in and comfortable.

--If you lose or forget your name badge, a new one must be obtained from the Volunteer Department. If you volunteer on weekends or after hours, please report to Security.
Volunteer of the Month

• Nominated by your department
• Introduction to the Leadership Team
• Announcement on the hospital’s intranet website – *Teamtalk and the external website www.ejgh.org*
• You and a guest will be invited to the Volunteer Awards Luncheon
• Parking spot on the 1st floor Canal Garage for the month
• Your photo will be placed on the Volunteer Recognition Wall located on the first floor in the hospital
Holidays

- New Year’s Eve
- New Year’s Day
- Mardi Gras
- Good Friday
- Easter

- July 4th
- Labor Day
- Thanksgiving
- Christmas Eve
- Christmas

*Double hours on holiday*
Discounts

- Cafeteria Discount
- Wellness Center Discount
  (discounted membership is available)

Benefits

- Annual Recognition Luncheon
- Holiday Party
- Volunteer Treat Weeks
- Free coffee, tea, cocoa in the Volunteer Lounge
The Next Step…

- Report to the Volunteer Office on your assigned day and time.
- Lockers are available for you.
- We will show you how to “Sign-In”.
- You will be escorted to your assigned area.
- At the end of your shift, return to the Volunteer Office to sign out.

**NOTE:** If you are volunteering evening, weekend or off-site, please speak to an office staff member regarding your assignment.
You may not volunteer if. . .

- We do not receive your personal references by your **Start Date**!
- You do not complete the medical clearance process.
- You are not in uniform.

**Final Paper Work**

- Volunteer Agreement
- Forms must be returned to Volunteer Services
Making it great every day.

Thank you