



# Marshfield Medical Center Eau Claire

## VOLUNTEER HANDBOOK



### **Volunteer Services**

2310 Craig Road

Eau Claire, WI 54701

Office Hours: Monday – Friday, 8:00 a.m. – 5:00 p.m.

Lindsay Carberry

Volunteer Services

Phone: 715-858-8240

[carberry.lindsay@marshfieldclinic.org](mailto:carberry.lindsay@marshfieldclinic.org)



Marshfield Medical Center  
Eau Claire

Welcome!

Thank you for choosing to serve our patients, their families, visitors and staff here at the Marshfield Medical Center – Eau Claire. You will be serving in a vital role requiring dedicated effort, loyalty and enthusiasm. The sharing of your time, talent and compassion truly impacts the experience of all those entering our hospital.

The guidelines in this handbook will help introduce you to your new volunteer position. Please read it carefully before beginning your service. Then, refer to it often in order to answer your questions and make your volunteer efforts and experience as effective and rewarding as possible.

As a new volunteer, you'll be looking at our processes with a "new set of eyes" and your comments, suggestions and concerns are very important to me. Please don't hesitate to stop in my office for a visit, email or phone me with your thoughts.

I sincerely hope you enjoy your volunteer experience.

Lindsay Carberry  
Volunteer Services  
(715) 858-8240  
[carberry.lindsay@marshfieldclinic.org](mailto:carberry.lindsay@marshfieldclinic.org)



Dear Volunteers,

On behalf of the Marshfield Clinic Health System Board of Directors and myself, I am sincerely happy to welcome you as a Marshfield Medical Center – Eau Claire volunteer.

No doubt, volunteers have long played important roles in helping hospitalized patients as they continue through their health care journeys.

No matter what you choose as your volunteer efforts, you are helping patients. Whether it's providing comfort, distributing reading materials, staffing a family waiting room, or connecting family and friends with their loved ones through the Lobby reception desk, you will make an incredible difference.

Many volunteer opportunities await you, in clinical and non-clinical areas, and I'm glad you choose to share your time and talents with those who will truly appreciate them. Through your volunteering, I hope you feel a true sense of accomplishment as you help patients and a true sense of pride for the role you play in living our mission of enriching lives.

Our patients have come to expect the very best, compassionate care and you, now, are a vital part of that care.

Sincerely,  
Dr. Susan Turney  
Chief Executive Officer  
Marshfield Clinic Health System





## Executive Leadership Team



**Bill Priest**  
*Chief Administrative Officer*



**Dr. Humayun Khan**  
*Vice President of Medical Affairs*



**Pam Jochimsen**  
*Chief Nursing Officer*



**Eric Pritzl**  
*Chief Financial Officer*



**Miriam Gehler**  
*Administrative Director –  
Regional Operations*



**Jennifer Schermerhorn**  
*Human Resources*

## MISSION, VISION, VALUES



We enrich lives.

### MISSION

#### WE ENRICH LIVES

...to create healthy communities through accessible, affordable, compassionate health care.

### VISION

#### WE WILL INNOVATE AND DEFINE THE FUTURE OF HEALTH CARE FOR GENERATIONS

...and will be the consumer's first choice for health care.

### VALUES

**PATIENT-CENTERED:** We listen, serve and put the needs of the patient first.

**TRUST:** We earn trust through honesty, integrity, respect and compassion.

**TEAMWORK:** We work together, respecting each other and our professional roles.

**EXCELLENCE:** Through research, education and best practice, we deliver exceptional quality.

**AFFORDABILITY:** We are accountable as we manage resources and deliver value-based care.



---

Mark D. Bugher, Chair



---

Susan L. Turney, MD, CEO

September 10, 2016



Marshfield Clinic

HEALTH SYSTEM

## **Volunteer Pledge**

1. I will be punctual and conscientious in the fulfillment of my duties and will accept supervision graciously.
2. I will conduct myself with dignity, courtesy, and consideration for others.
3. I will consider as confidential all information which I may hear directly or indirectly concerning a patient, physician, or any member of the staff, and will not seek information with regard to a patient.
4. I will take any concerns, criticisms, or suggestions to the Volunteer Services Manager.
5. I will endeavor to make my work of the highest quality.
6. I will uphold the traditions and standards of this hospital, and will interpret them in a positive manner to the community at large.

## **Rights for Volunteers**

A volunteer has the following rights:

1. The right to be treated as a unique support to our hospital, not just as free help.
2. The right to a suitable assignment, with consideration for personal preference, temperament, experience, education, and employment background.
3. The right to know as much about the hospital as possible, including its policies, people, and programs.
4. The right to training for the job, through thoughtfully planned and effectively presented programs.
5. The right to continuing education on the job, as a follow-up to the initial training, including information about new developments and training for greater responsibility.
6. The right to sound guidance and direction, by someone who is experienced, patient, well-informed, and thoughtful; and who has the time to invest in giving guidance.
7. The right to a designated place to work which is orderly, conducive to work, and worthy of the job to be done.
8. The right to promotion and a variety of experiences, through advancement to assignments of more responsibility, through transfer from one activity to another, and through special assignment.
9. The right *to be heard*, and to have a part in planning; to feel free to make suggestions, and to have respect shown for an honest opinion.
10. *The right of recognition*, through promotions, awards, and fair treatment on a day-to-day basis.

## **Annual Volunteer Requirements**

A volunteer meeting is held each year to review Marshfield Medical Center – Eau Claire policies, emergency response, and safety information. This is important because Marshfield Medical Center – Eau Claire and the Joint Commission on Accreditation of Healthcare Organizations require all staff and volunteers to review this information annually. This is also an opportunity for you to share your suggestions and concerns related to your volunteer role. Your input is very important.

Annually, you will be required to receive a flu vaccine and complete a TB questionnaire in the online Employee Health System ReadySet..

## Volunteer Benefits

Volunteers at Marshfield Medical Center – Eau Claire receive some benefits designated especially for them.

- We can provide a **record of volunteer hours and letters of recommendation**, when you need them for job applications, National Honor Society or scholarships. Please note: Letters of recommendation will only be provided to volunteers in good standing who have served more 30 hours. If you need a letter of recommendation or reference, please contact our office at least **two weeks in advance** of your need so we have adequate time to complete your request.
- **Health work:** A volunteer health assessment will be scheduled for all volunteers through the Employee Health Department at no cost to the volunteer. This is designed to not only protect our patients but volunteers as well. Because of the cost of this health work, you are asked to volunteer a minimum of 6 months or a total of 30 hours. Volunteers are required to adhere to the policies addressing T.B. tests and the flu vaccine. Failure to comply may result in temporarily suspending your volunteer service until compliance is recorded. ALL hospital staff and volunteers are governed by the same policies.
- **Annual Volunteer Appreciation Event:** The annual Appreciation Event is held in April during National Volunteer Month to recognize your volunteer service and present service awards.
- **Complimentary Meal:** Simply show your badge in the Valley Bistro. Please eat before or after your shift – not during. Complimentary coffee and soda is available all throughout your shift.

### And the intrinsic benefits as well!

- Flexibility—variety of shifts and positions
- Continue to do worthwhile work
- Share your skills
- Stay active
- Looks great on your resume
- Gain practical experience

## Volunteer Responsibilities

### Personal Appearance (Dress Code)

As a service organization concerned with health, patient care, infection control, safety, and business relations, Marshfield Clinic Health System has criteria to govern attire and personal appearance at all of their sites. These criteria emphasize the value of projecting a professional image and are based on business necessity, but attempt to recognize individual difference in taste.

### Footwear

#### Appropriate

- Clean and in good repair
- Close toed shoes highly recommended

- Professional, open-toed shoes may be worn in non-patient/non-lab areas ONLY if no safety issues. Open-toed shoes are not allowed in patient care areas.
- Athletic shoes acceptable

#### Inappropriate

- NO flip flops, beach sandals, hiking boots or heels over 3 inches

### **Attire**

#### Appropriate

- Simple, clean and professional
- Dress pants/slacks highly recommended
- Skirts, dresses and capris acceptable if they cover knees
- Jeans acceptable but MUST be clean and without holes
- Shirts/tops should be professional and not expose shoulders, back, chest or abdomen

#### Inappropriate

- NO mini-skirts or shorts
- NO hoodies
- NO excessive make-up or perfume (scents can make patients nauseous)
- NO suggestive or ill-fitting clothing
- NO sweats, workout clothes, or jogging suits
- NO sleepwear
- NO hats or caps, unless medically necessary
- NO clothing with potentially offensive graphics or words
- NO halter tops, sheer or revealing clothing (e.g., bare midriffs, tube tops)
- NO spaghetti-strap or dresses unless covered by a jacket or sweater
- NO leggings that are sheer. Or leggings worn with shirts that are shorter than mid-thigh
- Jewelry should not present a safety or infection control hazard and should reflect a professional appearance. Body and facial piercing is allowable provided it does not interfere with your ability to communicate with staff, patients, and volunteers, or impact safety or infection control practices.
- Tattoos found to be offensive must be covered. Examples include, but are not limited to: pictures or words of a sexual nature, gang affiliations, violence, profanity or derogatory words/images.
- When in doubt, don't wear it.

### **Hair and Grooming**

- Hair must be kept clean, brushed and well managed
- Hair including facial hair must not interfere with work, protective equipment or fall onto the patient

### **Hygiene and Scents**

- Employees are expected to be free from excessive scents or offensive odors, out of consideration of co-workers and patients with whom they may come in contact
- Nails should be properly maintained and must adhere to the standards in the Hand Hygiene Policy

### **Tattoos and Jewelry**

- Jewelry or accessories should be kept to a minimum and be conservative to reflect a professional, business-like image



- Body piercings may be allowed provided they do not interfere with employee and patient communication, safety, and infection control practices
- Tattoos may be allowed but must not display derogatory or offensive material

### Safety Risk

- When there is a safety risk, there may be special dress and grooming codes. The employee’s direct manager will notify the employees if there are such provisions.

### Violation

- Should the volunteer fail to follow the Personal Appearance policy the volunteer may be required to leave to correct their attire or grooming issue
- Management will determine violations of this policy at their discretion and will follow the Systems Corrective Action policy in addressing such violations

### Other

- Badge ID visual on shoulder or on a lanyard

### Identification Badge

Volunteers must wear provided nametag visibly on or near the neckline.

The nametag is a safety mechanism for identification to our patients and families, as well as a security mechanism to gain access to our building. The nametag also alerts other staff members that you have been cleared to be at Marshfield Medical Center – Eau Claire.



### Volunteer Lanyards

Upon your orientation you will received your Volunteer lanyard that is yours to keep.

### Personal Belongings

Personal belongings must be kept in the locker room. Lockers have been designated specifically for the volunteers. Upon orientation, you will be given a locker with a special code.

### Smoking *(see Tobacco Free Environment policy Document ID# 4FAR5N4RSFP7-3-97)*

For the health and safety of our patients and visitors, the sale or use of tobacco products (cigarettes, cigars, chewing tobacco, snuff, pipes, etc.) or electronic smoking devices, such as e-cigarettes, is prohibited in or on all Marshfield Medical Center – Eau Claire owned or leased buildings, grounds, parking lots, and company vehicles.

### Drugs & Alcohol *(see Drug Free Workplace Document ID #4FAR5N4RSFP7-3-23)*

Reporting for your shift at Marshfield Medical Center – Eau Claire while under the influence of alcohol, controlled substances, prescribed medications, or over-the-counter medications that impair your ability to safely and effectively perform your duties is strictly prohibited. All volunteers will be required to complete a drug screening as part of the application process.

### Electronic Devices *(see Cell Phone and Personal Electronic Device Document ID #KT2N6QC5SZE5-3-1966)*

You may use an ipad/kindle during slow periods at desk positions. Be alert to your surroundings and guests or patients approaching you for assistance. Cell phones should be stored in a locker or secured in a safe place; they should not be carried while on duty. If you need to make a personal phone call, please step away from the area and do so in a private

place. *NO TEXTING during your shift.* The use of camera phones is prohibited near patients or anywhere patient confidentiality could be compromised.

## **Standard of Behavior and Professionalism** *(see Standards of Behavior and Professionalism policy Document ID #4FAR5N4RSFP7-3-320)*

The system is committed to providing a patient-centered environment that fosters communication, teamwork, accountability and professionalism. Our Standards of Behavior and Professionalism are based on trust. Patients trust the system to provide exceptional quality and service; and colleagues trust each other, working as a team to provide exceptional care. These standards are expectations to ensure that all physicians, staff and volunteers deliver exceptional service. Each person is a vital link in providing outstanding patient-centered service and expected to maintain the values set forth by the systems' Mission-Vision—Values statement. These standards extend to all interactions that physicians, staff and volunteers have in the communities the system serves.

## **Volunteer/Employee Conduct** *(see Employee Accountability and Conduct policy Document ID #4FAR5N4RSFP7-3-293)*

The system strives to promote a culture of compassion, integrity, dignity and safety. All staff are expected to maintain a positive, inviting and professional work environment, treating everyone with respect, kindness and courtesy. Patient and system needs will be met through serving customers in an efficient, timely and caring manner.

The system will not condone volunteer behavior that is offensive or harmful to the health, safety, or morale of other employees, or to the interest of the organization, its patients or other customers. In order to avoid such behaviors before they occur, the system has developed policies to describe the kinds of behavior that are unacceptable and the rights and responsibilities of all parties.

The system uses corrective disciplinary action when a volunteer's conduct or performance is unsatisfactory or when the organization's rules and regulations have been violated. The purpose of corrective action is to address volunteer behavior in accordance with system policies and procedures.

## **Corrective Action/Dismissal** *(see Performance Management and Corrective Action policy Document ID #4FAR5N4RSFP7-3-291)*

Some violations of work rules are serious. Offenders may receive an oral or written warning in order to facilitate positive change. Immediate suspension or dismissal may occur depending on the offense.

Reasons for dismissal include:

- Breach of confidentiality; as a volunteer, you will be trusted to keep confidential any information you may learn about the patients you encounter.
- Inappropriate attitude or behavior:
  - o Verbal outbursts
  - o Insults or criticism against others or our organization
  - o Condescending language
  - o Physical threats or actions
  - o Not following policy/protocol
  - o Being disrespectful
  - o Harassment
- Failure in following dress code.
- Unexcused absences.
- Using computers for non-volunteer related business such as computer games, e-mail, instant messenger and other internet usage.
- Breach of work practices and rules (may be at Volunteer Manager's discretion).

## Etiquette

- Volunteers are asked to maintain a friendly attitude whenever they are on duty. Do not become emotionally involved with patients. In all cases, please use common sense.
- Even though you may report to a specific supervisor in the area where you work, remember that all volunteers are under the general supervision of the Manager of Volunteer Services.
- A good slogan to remember is: "When in doubt, ask." If you have any questions regarding your assignment, ask the Manager of Volunteer Services, or your immediate supervisor.
- Children and Visitors: When volunteering, DO NOT bring children, relatives, or other visitors with you.
- Doctors in Patient's Rooms: Do not enter a patient's room if a doctor is in the room. If one should enter while you are there, please leave promptly. You may return after they leave.

## Changes in Address, Schedule, Service

Please contact Volunteer Services at 715-236-6255 if:

- Circumstances require you to change your volunteer schedule. We ask that you seek your own replacement whenever possible.
- Your address, phone number, or other information has been changed.
- You must terminate your volunteer service. At this time you will be expected to return your name badge to the department.

## Service Records and Liability Insurance

- It is very important for you to sign in when you come, and sign out when you leave, using the touch screen computer software located at the front desk in the hospital. If you forget to log in or out, please contact the Volunteer Services staff so this can be corrected as soon as possible.
- Because volunteers are not considered employees, they are not eligible for coverage under Worker's Compensation. However, Marshfield Clinic Health System does carry Volunteer Accident Liability Insurance should you be injured while performing activities on behalf of Marshfield Clinic Health system.

## Illness and Absences

- If you have been ill, have been in contact with someone who has been ill, or are just not feeling well, DO NOT COME IN. It is best for you and for the staff and patients that you stay at home.
- If you are scheduled to work on a regular schedule and know ahead you will be unable to volunteer, please make every attempt to find a replacement. If you need assistance, contact the Volunteer Service Manager at 715-858-8240.

## Children and Visitors

- When volunteering, please do not bring children, relatives or other visitors with you. You have been cleared by our Employee Health Office and instructed in confidentiality, infection control, and other Marshfield Medical Center – Eau Claire policies and procedures. The friend/visitor who comes with you is not informed of our policies and is not covered by our liability insurance.

## Excused from Volunteering

- Holidays: When one of these holidays falls on your scheduled day, you are excused from volunteering: New Year's Day, Good Friday (afternoon), Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas, Christmas Eve.
- Inclement Weather: If school is canceled due to inclement weather, you are excused from volunteering.

## In the Event of an Emergency

If you happen to be volunteering in an area where there is a medical emergency, active shooter, threat, or fire, **dial 911 FROM AN INTERNAL MMC-EC PHONE** to activate the response team. 911 calls will be received by local EMS Dispatch Center.

Questions you will be asked by our hospital operator:

- Identify yourself (name and that you are a volunteer)
- Location of incident
- Does the incident involve a patient, visitor or associate?
- Brief description of what happen (i.e., fainting, chest pain, dizzy, etc.)

## Safety Practices

- When lifting, bend at the knees and hips; keep the back straight, holding the object close to the body.
- Wipe up all safe spills such as water or drinks. Never touch blood, body fluids or any unknown spills – report them instead to the nearest staff person.
- Be careful when rounding “blind corners.” Check the mirrors located on the walls in these areas.
- Pick up objects from the floor.
- Push wheelchairs down the center of halls to prevent hitting persons coming from rooms on either side.
- Be sure you have adequate training prior to pushing people in wheel chairs.
- If an accident occurs while you are on duty, report it immediately to Volunteer Services or to your immediate supervisor. If Volunteer Services is closed, report the accident the next day. If you have been injured, or for an emergency, go to the Emergency Department.
- If a patient makes a request of you, please clear it with the nurse in charge before doing what is asked.
- Do not administer any medications.
- Do not bring into MMC– EE any unauthorized articles, such as drugs or alcoholic beverages.
- Do not remove patients from their units unless you have permission from the nurse in charge.
- Do not help patients in or out of a bed or wheelchairs. Call a staff member for assistance.
- Please do not use your scheduled hours of service as a time for visiting a friend or relative who is a patient.
- We are a non-smoking facility. Please do not smoke on duty, or wear clothes that smell of smoke.

## Reporting an Incident

- Definition of an “Incident”: An incident is broadly defined as any happening (occurrence) which is not consistent with the routine operation of the facility. Included in this broad spectrum are accidents (with or without injury) involving staff members/volunteers.
- It is the responsibility of each and every staff member/volunteer to report any and all incidents/injuries which may occur at Marshfield Medical Center – Eau Claire.
- Contact Volunteer Services Manager, Lindsay Carberry at 715-858-8240 immediately to report the incident—EVEN IF YOU BELIEVE YOU ARE WITHOUT INJURY.
- You will receive assistance in completing an Occurrence Report form.
- It is the responsibility of each staff member/volunteer to seek assistance and advice about matters of concern regarding safety at Marshfield Medical Center – Eau Claire.

## Fire Safety

The hospital has an overall fire response plan and each hospital unit has their own unit specific action plans in the event of a fire. What do you need to know if there is a fire?

- A fire will be announced through the overhead paging system as “Attention please – a Fire Alarm Situation (or drill) has occurred, stand by for further information”. After determining location from remote alarm panel, switchboard sample page: Attention please, Fire Alarm Situation (or drill) + location”
- Response to a fire includes:
  - ✓ **R** = Rescue or remove persons from immediate danger, using evacuation routes, move behind nearest fire doors
  - ✓ **A** = Alarm – notify switchboard of location of fire situation if smoke detector has not been activated
  - ✓ **C** = Confine fire/smoke by closing doors at fire site
  - ✓ **E** = Extinguish fire only if safe to do so
- To operate a fire extinguisher
  - ✓ **P** = Pull pin from extinguisher
  - ✓ **A** = Aim extinguisher at base of fire
  - ✓ **S** = Squeeze handle of extinguisher
  - ✓ **S** = Sweep back and forth on base of fire
- To evacuate
  - ✓ Through the adjoining smoke compartment (through the fire doors)
  - ✓ Horizontally into an adjoining building, if needed
  - ✓ Down the stairwells, if needed
  - ✓ Do not use elevators

## Active Shooter Response

Active shooter situations are unpredictable and evolve quickly. Typically, the immediate involvement of law enforcement is required to stop the shooting and mitigate harm to victims. Active shooter situations are often over within 10-15 minutes, and possibly before law enforcement arrives. Individuals need to be prepared both mentally and physically to deal with an active shooter situation.

In the event an individual(s) come into the facility displaying a firearm or as an “active shooter”, employees, visitors, volunteers and patients in the affected area should quickly determine the most reasonable way to protect their own life. Remember that visitors are likely to follow the lead of employees during an active shooter situation.

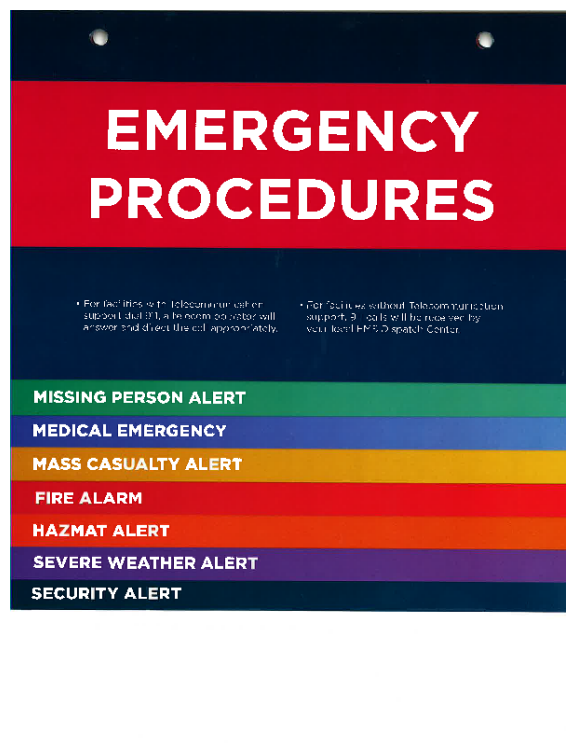
- **Run**-if there is an accessible escape path, attempt to evacuate the premises. Be sure to:
  - Have an escape route and plan in mind
  - Evacuate regardless of whether others agree to follow
  - Leave your belongings behind
  - Help other escape, if possible
  - Prevent individuals from entering an area where the active shooter may be
  - Follow the instructions of any police officers and keep hands visible
  - Do not attempt to move wounded people
  - Call 911 when you are safe. If available, dial 911 from any telephone within the hospital and inform the operators to activate the Active Shooter/Armed Intruder Alert
- **Hide**-If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:
  - Be out of the active shooter’s view
  - Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
  - Not trap you or restrict your options for movement to prevent an active shooter from entering your hiding place:
    - ✓ Lock the door

- ✓ Blockade the door with heavy furniture
- ✓ Silence your cell phone and/or pager
- ✓ Turn off any source of noise (i.e., radios, televisions)
- ✓ Hide behind large items (i.e., cabinets, desks)
- ✓ Remain quiet
- ✓ Remain calm
- ✓ Dial 911, if possible, to alert police to the active shooter's location
- ✓ If you cannot speak, leave the line open and allow the dispatcher to listen
- ✓ Only leave the area after the "All Clear" is announced or directed by law enforcement
- Fight-As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:
  - Acting as aggressively as possible against him/her
  - Throw items and improvising weapons
  - Yell
  - Commit to your actions

Please go to YouTube and type in the search bar: **Alice Institute** Training. Then select **An Introduction to ALICE Institute** Training. This is a link to a 7-minute training video that explains what is discussed above and adds additional information that is useful in such an event. <https://www.youtube.com/watch?v=9HC82qGHoFk>

## Emergency Procedures

Emergency procedure flip charts like the one below are located near each phone, and provide information on dealing with various types of emergencies.



## **Pain Management** *(see Pain Management policy Document ID#KT2N6QC5SZE5-3-1616)*

Our MCHS mission is to provide compassionate health care; managing pain and alleviating patient suffering is part of the mission and patients have the right to have the highest level of pain relief that can realistically and safely be provided to them. Therefore, if you are interacting with a patient that expresses they are in pain or having pain, please alert a staff member right away.

## **Cultural Diversity**

The ability to understand, communicate with and effectively interact with people across different cultures is extremely important. It is extremely important that you, as a volunteer, are aware MCHS provides care to patients with many diverse values, beliefs, and behaviors. Examples of ethnic categories within our demographics are: Hispanic, Latino, Asian, Amish, American Indian, African American and Hmong. MCHS values and respects the diversity of all individuals who interact with our health system.

## **Interpreter Services**

If you come in contact with a patient/family that does not speak English, or speaks a minimal amount of English, please note that there are interpreter services available. Should you identify this need, please notify a charge nurse and/or manager to contact Interpreter Services and they will follow-up accordingly.

## **Patient Bill of Rights and Responsibilities**

MCHS recognizes that each individual is important, unique, and deserves to be treated with respect and concern. This includes respecting basic rights and personal dignity of all patients without distinction and discrimination.

The Patient Bill of Rights and Responsibilities is based on federal and state laws, accreditation standards, and core values. Patients' Rights and Responsibilities will be displayed on the public website, in prominent locations within the facilities, and given to the patient at the time of hospital admission.

### **Patients have the following rights in accordance with the Patient Bill of Rights:**

- Access to care
- Considerate care
- Privacy
- Notification of admission
- Identity of physicians and staff
- Confidentiality
- Information
- Health care decision making
- Communication
- Informed consent
- Personal safety
- Continuity of care
- Consult another physician
- Refusal of treatment
- Transfer
- Research
- Advance directives
- Pain management
- Explanation of healthcare facility charges
- Restraints and seclusion

- Children's rights

**Patients have the following responsibilities:**

- Provision of information
- Compliance with instructions
- Refusal of treatment
- Payment of charges
- Healthcare facility rules and regulations
- Advance directives
- Respect and consideration
- Concerns or complaints

**Caregiver Misconduct** (see *Responding to Allegations of Patient Abuse, Neglect, or Misappropriation of Patient Property* policy Document ID# TM7XN2FTXHRM-3-209)

It is the responsibility of all staff, physicians, allied providers and volunteers to honor **all patient rights** listed in the MCHS "Patient Bill of Rights and Responsibilities" policy, including the following:

- *Patients have the right to receive considerate, respectful care from qualified personnel who respect the patient's dignity, personal values, spiritual values, belief system and culture, and the right to be **free from all forms of abuse or harassment***
- *Medical providers and other staff will do everything possible **to ensure the patient's safety** while in the facilities*

**Patient Abuse and Reporting:**

Abuse is any action by a caregiver (also referred to as **caregiver misconduct**) that is not in line with MCHS policies or procedures, is not part of the patient's treatment plan and is done intentionally to cause harm (e.g. inflicting pain or injury, denying patient rights, causing mental or emotional harm, stealing a patient's belongings, etc.)

Examples of caregiver abuse include:

- Physical – hitting, slapping, pinching, kicking, shoving, pushing, forcible administration of a medication without a valid order, etc.
- Sexual – harassment, inappropriate touching, intercourse, assault, etc.
- Verbal abuse – threats of harm, saying things to intentionally frighten a patient, etc.
- Mental abuse – humiliation, harassment, intimidation, threats of punishment, threats of depriving care or possessions, etc.

Any volunteer who witnesses or becomes aware of any caregiver misconduct needs to report it as soon as possible and no later than 2 hours after the perceived misconduct was observed.

**Volunteers need to report caregiver misconduct to the nursing supervisor. Using an internal phone, dial 46142. If no one answers, continue until you talk to the supervisor.**

Additional information on Caregiver Misconduct can be found in MCHS's policy titled "Reporting Allegations of Patient Abuse, Neglect, or Misappropriation of Patient Property (Caregiver Misconduct.)"

**Grievances**

**Patient Safety or Quality of Care Concerns**



We strive to provide safe, high-quality patient care at Marshfield Medical Center – Eau Claire. We design and monitor our processes to eliminate or minimize errors. If something does go wrong, we follow up to learn why and prevent reoccurrences.

Our top priority is to provide the best in quality health care at Marshfield Medical Center – Eau Claire. Any staff/volunteer who has concerns about safety or quality of care provided at Marshfield Medical Center – Eau Claire may report these concerns. We rely on individual staff members to identify and report concerns and risks. We want you to bring your concerns to Management/Administration; the Risk Manager or Patient Safety Manager; the Environment of Care, Patient Safety, or Safety Committee; or the Laboratory Medical Director or Laboratory Quality Manager. Marshfield Medical Center – Eau Claire will take no disciplinary action because a staff member/volunteer reports safety or quality of care concerns. You also may contact these agencies about issues concerning patient safety and quality of hospital care that has not been addressed to your satisfaction:

**The Joint Commission**

One Renaissance Boulevard  
Oakbrook Terrace, IL 60181  
Phone: 1-800-994-6610  
E-mail: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)  
[www.jointcommission.org](http://www.jointcommission.org)

**Wisconsin Division of Quality Assurance**

P.O. Box 2969  
Madison, WI 53701-2960  
Phone: 608-266-8481  
Fax: 608-267-0352  
Email: [www.dhs.wisconsin.gov](http://www.dhs.wisconsin.gov)

**Livanta LLC** (for Medicare beneficiaries)

BFCC-QIO Program  
10820 Guilford Road, Ste 202  
Annapolis Junction, MD 20701-1262  
Phone: 1-888-524-9900 or  
1-888-985-8775 (TTY)

For Laboratory Concerns:

**Center for Medicare & Medicaid Services (CMS) Central Office**

Division of Laboratory Services (CLIA)  
7500 Security Boulevard, Mail Stop S2-12-25  
Baltimore, MD 21244-1850  
Phone: 1-877-267-2323 ext. 63531

**MetaStar**

2909 Landmark Place  
Madison, WI 53713-4235  
Phone: 800-362-2320  
Email: [www.metastar.com](http://www.metastar.com)

**Patients have the right to complain about the quality of their care.** Many patient complaints can be addressed quickly. Please use the following script for a complaint.

*"I'm sorry you had a bad experience. We care about your comments and I'd be happy to call a staff member for you to speak with. Please have a seat and I'll contact someone right away."*

Please call:

1<sup>st</sup> Patient Experience at Ext. #7-5300

3<sup>rd</sup> House Supervisor at Ext. #2-8146

When complaints cannot be addressed quickly and easily, patients have the right to file a grievance. A grievance is a formal complaint. If a patient wants to file a grievance a staff member will:

- Explain the grievance process at Marshfield Medical Center – Eau Claire and the name of the staff person to contact.
- Explain how grievances may be filed with the state agencies. This is true whether or not the patient has already used the facilities internal grievance process.
- Give the patient the phone number and address for filing a grievance with the state.

**Corporate Compliance** means following business laws. In recent years, government agencies have started to look more closely for healthcare fraud and misconduct. A lot of Federal money has been used to investigate and prosecute suspected fraud. Laws for Healthcare are:

- Medicare regulations; *meet standards of care and bill accurately*
- Federal False Claims Act; *illegal to submit a falsified bill to a government agency*
- Stark Act; *illegal for physician to refer patient for financial gain*
- Anti-Kickback Statute; *illegal to give or take kickbacks, bribes, or rebates for healthcare*
- Sections of the Social Security Act; *illegal to pay physicians to limit services to Medicare patients or offer gifts to Medicare patients to get their business*
- Mail and wire fraud statutes; *illegal to mail a fraudulent bill to Medicare*
- The Emergency Medical Treatment and Active Labor Act (EMTALA); *must screen patients who may have an emergency and stabilize patients who have an emergency condition regardless of ability to pay*
- HIPAA
- "Red Flags" Rule; *protect patients from identity theft*

When a provider is convicted of breaking any of the laws for healthcare, penalties can include:

- Criminal fines
- Civil damages
- Jail time
- Exclusion from Medicare or other government programs
- In addition, a conviction can lead to serious public relations harm.

The **Corporate Compliance Program** is designed to **prevent** any accidental and intentional violations of the laws, **detect** violations if they occur, and **correct** any future noncompliance.

## **Sexual Harassment in the Workplace.**

Title VII of the Civil Rights Act of 1964 defines sexual harassment as:

- Sexual advances
- Requests for sexual favors
- Other sexual conduct

When these actions are unwelcome and:

- Affect job status
- Interfere with work performance, or

- Create a hostile work environment

To work toward eliminating sexual harassment in our facility:

- Be aware of the definition
- If you are a victim, confront the harasser directly, if you feel able to do so.

Report the behavior to the Volunteer Services Manager or Human Resources.

## Infection Prevention and Control

The Marshfield Medical Center – Eau Claire Infection Prevention and Control department would like to thank you for all the valuable support you provide to our patients. Here is what you need to do to protect yourself and to prevent the transmission of infection at MMC-EC.

Please remember to follow the principles of infection transmission prevention:

Before entering a patient's room, look for an isolation sign under the room number. If you have received training and have been approved to enter isolation rooms, follow the instructions on the isolation signs. Practice proper hand hygiene before entering every room, after exiting every room, and always after removing gloves, gowns and/or masks. Practice hand hygiene in the presence of the patient whenever possible. This is the bare minimum required.

### **Following precautions correctly with every patient demonstrates our commitment to keeping the patient first.**

- Remember to stay home if you are sick, or if someone in your family has a communicable infection. If you have been exposed to an infectious disease (such as chickenpox, measles, mumps, COVID-19, or tuberculosis), notify Volunteer Services prior to working your volunteer schedule. They will notify the appropriate department as necessary. Volunteers exposed at work must notify Employee Health immediately.
- All volunteers must be free of skin, eye, respiratory, or gastrointestinal infections.
- All volunteers should have their vaccinations up-to-date to prevent communicable diseases like measles and pertussis.
- All volunteers must complete their COVID-19 vaccine series prior to volunteering or have been cleared by exemption.
- All volunteers must get their annual influenza vaccination before November 1.
  - **Provided free of charge through Employee Health. Note, if under the age of 18, parent consent is required.**
- Remember that volunteers should **not** clean up spills of blood or body fluid. In case of a spill, a staff member should be called immediately. The volunteer should avoid being exposed to blood or body fluid.

If a volunteer does experience a significant exposure to blood or body fluid:

- The exposed site must be thoroughly cleansed/rinsed as soon as possible
- The volunteer must **immediately** report the incident to the supervisor, who will begin appropriate follow-up
- A staff member will complete an incident report
- Do not rub or touch your eyes, nose, or mouth if your hands have been in contact with any blood or body fluid
- Gloves generally are not needed unless required by your service duties (i.e., cleaning toys on Peds, etc.) **or** you have skin rashes or broken skin and should always be removed and hands cleansed between patients

### **Hand Hygiene**

Hand hygiene is the single most important behavior to prevent infections. Hand hygiene means that you either use alcohol-based hand sanitizers or wash your hands with soap and water for 20 seconds.

**Hand sanitizers** are promoted by the CDC over traditional hand washing when hands are visibly clean. They allow freedom of movement away from traditional hand washing sinks and take less time. The

sanitizer formulas (with emollients) are often easier on the skin than the antimicrobial hand soaps. However, sanitizers cannot be used if the hands are visibly soiled (dirt, oil, blood, urine or feces). There is no residual action of the sanitizer once the alcohol is absorbed or evaporated. To be effective, the alcohol must be rubbed onto all surfaces of the hands, including between fingers and under fingernails.

**Handwashing** is the traditional method for cleaning hands and is required after using the bathroom. Antimicrobial soap has residual properties so your hands do stay cleaner longer. The down side is that you must have a sink available and it takes at least **20 seconds** of friction to thoroughly clean the hands. The whole hand washing procedure takes about 1 ½ -2 minutes. Over time with multiple uses antimicrobial soap may be irritating to the skin. Using a facility approved lotion can help your skin maintain its health and should be used frequently after washing your hands. **If your hands are visibly soiled, find the nearest sink and thoroughly wash your hands with soap and water.**

### Cough Etiquette

**Cough into your elbow while turning away from others and then wash your hands.** Never cough into your bare hands; always use a Kleenex if you do not cough into your elbow and discard the Kleenex before cleansing your hands.

### Transmission-Based Isolation Precautions

Please be attentive for Marshfield Medical Center – Eau Claire Precaution signs. These signs have pictures and written instructions to assist staff, visitors, and volunteers. **The signs have their own individual color coding and are always displayed under the room number.** Please see examples below.

Where do I find the room's precautions?

Example of contact precautions posted outside of room.



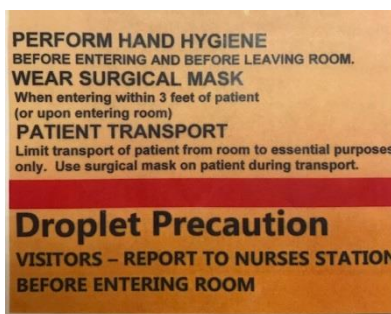
### CONTACT ISOLATION

**PRECAUTIONS** is used with patients who are "colonized or infected with epidemiologically important microorganisms" that can be transmitted by direct contact with the patient or indirect contact through touching the surfaces or items in the patient's environment. Some **examples** of these include multi-drug resistant bacteria; i.e., Methicillin Resistant Staph Aureus (MRSA), Vancomycin resistant enterococcus (VRE), RSV, and scabies. Gloves should always be worn on entering the patient's room, and add a disposable gown if you anticipate contact with the patient or their immediate surroundings. *Gloves should be put on when entering the room.*



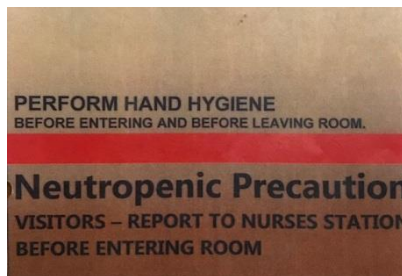
**AIRBORNE ISOLATION PRECAUTIONS** addresses isolating patients who are known or suspected of having diseases that are transmitted in air currents. The droplets that this person would release into the air by coughing or speaking or through some procedures are less than 5 microns in size and can travel long distances on air currents. **Examples** include tuberculosis, measles (rubeola) or chicken pox (varicella). Anyone entering that room must wear a fit tested **NIOSH** (National Institute for Occupational Safety and Health) approved respirator mask. **STOP!** *Do not escort guests into a room with this precaution sign. Take*

*them to the closest nurse's station for assistance.*



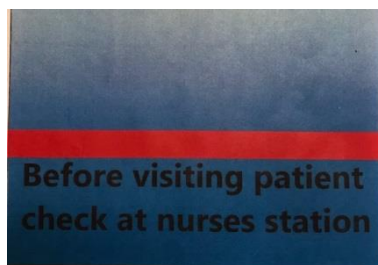
**DROPLET ISOLATION PRECAUTIONS** is used when patients are known or suspected of having diseases that they can transmit by coughing, sneezing, talking, or having certain procedures done, but the droplets are large and don't travel very far. The droplets are larger than 5 microns and can travel 3 to 6 feet. **Examples** of these include streptococcal pharyngitis, pneumonia and/or influenza. A surgical mask is needed if working within 3 feet of the patient or up to 6 feet if the patient is coughing hard without covering their mouth. *Ask the guest to put on a disposable mask, which will be located on the counter in the*

*patient's room.*



**NEUTROPENIC PRECAUTIONS** are used when a patient is admitted who is determined to be immuno-compromised usually following a treatment like chemotherapy or a disease process. Neutrophils (type of white blood cells) serve as the primary defense against infection so patients with severe neutropenia (ANC less than 500), are at increased risk for bacterial infections which may be life threatening. These patients are placed in a more protective environment. *For the safety of the patient, ask the guest to put on a disposable mask, which will be*

*located on the counter in the patient's room.*



**BEFORE VISITING PATIENT CHECK AT NURSES STATION** could be on the door for a variety of reasons including the patient's request for no visitors. *Ask guests to wait outside the room. Check with the nurse before you escort guests into the room.*



**A RAINBOW** means the patient has expired and body has not been removed from the room. **STOP!** *Do not escort guests into a room with this precaution sign. Take them to the closest nurse's station for assistance.*

**A LEAF WITH A TEARDROP** will appear on the door near the room number in the Women's Health department if the family has experienced a miscarriage, stillborn, or other infant loss. **STOP!** *Do not escort guests into a room with this sign. Take them to the nurse's station for assistance.*



## COVID-19 Response

Volunteer safety is our number one concern, especially during a global pandemic. We have set in place volunteer guidelines to potentially reduce the spread of COVID-19.

1. Volunteers must complete COVID-19 training prior to resuming or beginning their volunteer duties.
2. Volunteers must complete screening COVID-19 symptom logs every time they come in to volunteer. The symptom log is located next to the computer in a binder.
3. Volunteers must wear a surgical mask (see photo to the right) while in the medical complex.
  - a. Volunteers must be able to breathe through the masks
  - b. Masks must cover the nose and mouth
  - c. Volunteers must not touch the outside of the mask.
  - d. Volunteers need to perform hand hygiene after touching the masks..
  - e. Volunteers in direct patient care areas must wear eye protection.
4. Volunteers must review the hand hygiene policy in this handbook and practice hand hygiene often.
5. Volunteers are advised to keep socially distanced (six foot) from other individuals. Volunteers should also avoid gatherings with more than 10 people.
6. Volunteers are advised to sanitize commonly touched surfaces in their service area at the beginning of their shift and at the end. Examples include:
  - a. desk/counter tops
  - b. arm rests on chairs
  - c. pens
  - d. keyboards
7. If a volunteer is exposed to an individual with COVID-19, tests positive, or is showing symptoms, you are not permitted to volunteer until quarantine is completed.



## Employee Health

MMC-EC requires that all volunteers and employees complete health work. The Hospital provides this health work at no charge to you. ALL health work must be completed before service area training/shadowing. An appointment with the Employee Health RN will be arranged for you.

### Components for the health assessment:

- **Initial lab visit (appointment needed):** blood draw to check for immunity to measles, mumps, rubella and chicken pox, and TB exposure (approximately 10 minutes total).
- If the Volunteer is a minor, the consent form for minors must be completed and brought to this lab appointment. The parent/guardian would not need to be present if the Volunteer has a valid photo ID (driver's license, passport).

Depending on results, approval for volunteering will be sent to directly to Volunteer Services. Note: If you are non-immune to one of the titers tested, you may need to get the vaccination, which is covered by Employee Health. If this occurs, you will be contacted by Employee Health.

Employee Health and Safety Coordinator  
Shelonda Vetterkind, Administrative Assistant

715-858-4657  
715-858-4134

## HIPAA: Awareness Training for Volunteers

### Health Insurance Portability & Accountability Act

*Marshfield Medical Center – Eau Claire has a strong tradition of protecting the privacy of patient information. Confidentiality has always been part of the hospital culture. However, now there is a law that sets a **national standard** to protect medical records and other personal health information. It is called the **Health Insurance Portability and Accountability Act** or **HIPAA**.*

### What is HIPAA?

- HIPAA is a law passed by congress in 1996 and sets national standards for the protection of patient information.
- HIPAA applies to **ALL** health care providers: hospitals, physicians, associates, volunteers, insurance companies, labs, home care companies and surgery centers.
- HIPAA covers ALL forms of protected health information... oral, written and electronic.

### What is Protected Health Information (PHI)?

According to HIPAA, **all** of the following information can be used to identify a patient:

- Addresses
- Dates
- Patient Name
- Telephone or fax numbers
- Social Security Numbers
- Medical Records Numbers
- Patient Account Numbers
- Insurance Plan Numbers
- Vehicle Information
- License Numbers



- Medical Equipment Numbers
- Photographs
- Fingerprints
- Email addresses
- Internet addresses

This information is referred to as individually identifiable health information (IIHI). Removing a patient name from a chart is no longer sufficient to **de-identify** the patient. HIPAA refers to this information as **protected health information** or **PHI**. Any health information that identifies someone or can be used to identify someone **MUST BE PROTECTED**.

### Sharing Patient Information

HIPAA, under the Consent Rule, allows for the provider of care to use health information for **Treatment, Payment** and **Operations (TPO)**. Before HIPAA, it was common to use patient information for other purposes and to share more than the **minimum necessary** information. Now patients need to give prior authorization for the use of their health information for non-TPO purposes.

Under the **Minimum Necessary Rule**, volunteers should only have access to the information they need to fulfill their assigned duties.

### What is TPO?

HIPAA allows us to share patient information for:

<b>Treatment</b>	Providing care to patients
<b>Payment</b>	Getting paid for caring for patients
<b>Operations</b>	Normal business activities such as quality improvement, training, auditing, customer service and resolution of grievances.

If use of the information does not fall under one of these categories, **you must have the patient's signed authorization, before sharing that information with anyone!**

If personal health information (PHI) is involved, **STOP** and ask yourself: Does my sharing this information involve TPO for that patient (Treatment, Payment, Operations)?

If the answer is NO, don't pass it along unless you have been authorized to do so!

This includes information you may see or hear about hospitalized volunteers, friends and acquaintances. Sharing information for non-TPO purposes requires authorization from the patient involved.

### Scenarios

**#1 During your shift, you enter a patient room to find a fellow volunteer who has been hospitalized.**

**OK to:** Converse with the volunteer as you would normally do with other patients as part of your routine duties.

**NOT OK to:** Talk about the hospitalized volunteer, including sharing the information with the Volunteer Office, unless the patient has authorized the release of that information.

**OK to:** Mention if he/she chooses to have the Volunteer Office notified it would be best if he/she called the office directly.

**#2 – You work where you have access to the patient census. While performing your regular duties, you come across the name of a fellow volunteer or acquaintance.**

**OK to:** Continue with your regular duties disregarding the information you happened upon.

**NOT OK to:** Assume, because he/she is a volunteer, or a personal friend, it is OK to notify the volunteer office or others you know!

**NOT OK to:** Scan the census looking for people you know!

**OK to:** Only use patient census for minimum necessary to do your job, e.g., responding to a request for a patient room number.

**#3 - You are having lunch in the cafeteria with a group of volunteer friends and someone makes the statement, “Did you know that Mary is in the hospital?”**

**OK to:** Politely stop the conversation and remind your fellow volunteer that sharing personal health information for non-TPO purposes is not something we do. A reminder to all that we need to be HIPAA-wise would be a very appropriate comment.

**NOT OK to:** Talk about any person’s health information, without authorization, EVEN WHEN AMONG FRIENDS.

### **What are the consequences of not complying with the HIPAA law?**

It has always been against hospital policy to improperly share, use or dispose of patient information in the wrong way. Under HIPAA, there are now fines and penalties for this that can involve jail time.

We treat privacy seriously, which is why every volunteer and team member is required to sign a confidentiality form.

A breach of privacy may result in termination.

### **Why should we protect patient privacy?**

- It is the right thing to do.
- It is in keeping with the values of our organization.
- Think about how you would feel if it was your information or that of a loved one being disclosed.
- It is the law.

People in health care think they already do a good job protecting patient information, but HIPAA requires MORE protection.

We have to protect all health information!

## **What is with Patient Rights?**

Under HIPAA, patients have a right to know how their health information may be used or disclosed and that they have certain privacy rights. These rights (some new and some revised) are communicated to our patients through a document called Notice of Privacy Practices (NPP).

Patients have a right to:

- Obtain a list of who we have shared their health information with for the past six years
- Request to amend their medical record
- Request other communications such as asking to be notified of lab results only at work and not at home
- Review and copy their medical record
- Request restrictions on the use or sharing of their information, such as "opting out" of the hospital directory.
- Before HIPAA, it was not uncommon for patient's private information to be given to other companies for the purpose of marketing products or services. Now, HIPAA states you must get the patient's signed authorization before doing this.

## **Providing for the security of patient information**

### **With Computers**

We have to make sure all health information, no matter where it is, is secure. This includes information stored on computers. Everyone who uses a computer has a duty to keep health information secure.

HIPAA says we must protect all patient information on computers by:

- Properly signing-on with individual IDs and passwords
- Signing-off of computers if walking away from the desk
- Keeping IDs and passwords CONFIDENTIAL
- Protecting computer screens from unwanted viewing

### **Through Proper Disposal of Information**

We have to handle and dispose of patient information carefully, such as using a shredder instead of throwing patient information away. The procedure for the proper disposal of health information will be part of service-specific training!

RULE OF THUMB....NEVER dispose of patient information in any open area trash bin. When in doubt, ASK.

### **With the use of e-mail and faxes**

HIPAA says we must protect all patient information transmitted electronically. Volunteers involved with these tasks will receive special training.

### **Reporting Violations**

It is EVERYONE's responsibility to report violations, or wrong doings. Whether someone received patient information improperly, or shared patient information in the wrong way, everyone has a responsibility to report violations. HIPAA violations are punishable by fines (\$50,000) and imprisonment (up to 1 year). When in doubt...ASK!!

Chief Privacy Officer: 715-221-5411

Risk Manager: 715-236-6265

### **What's next?**

This awareness training is intended to give you a general overview of HIPAA, and will satisfy your core training requirement. If you routinely have access to patient information, as a result of your regularly assigned duties, you will likely receive further training on how HIPAA related policies and procedures might affect your work.

Help us to keep the HIPAA Awareness level HIGH! Be HIPAA wise and model the correct behavior.

### **Remember to.....**

- ALWAYS STOP, and ask yourself, should I be sharing this patient information?
- If it doesn't pertain to TPO, don't discuss it!!!
- Think of patient information about fellow volunteers, neighbors and acquaintances as protected information, not for sharing!!!
- Dispose of patient information by placing in appropriate shredding bins...never in an open wastebasket.
- Log out or lock computers if you leave the workstation for any reason.
- Report all violations....enforcing the regulations is everyone's responsibility!

### **Confidentiality – it concerns us all!**

**What you see here,  
What you hear here,  
Should stay here,  
When you leave here!**

Because of your responsibilities at MCHS, you may have access to confidential business and protected health information (PHI). This may include information concerning MCHS's financial status, business practices, strategic and marketing plans, employee records PHI (individually identifiable information derived from a relationship between patients and health care professionals). This information is to remain **CONFIDENTIAL**.

Access to PHI while performing service duties is on a minimum necessary basis only. Confidential information must not be disclosed to or discussed with anyone outside the facility or in public areas within the facility. Discussion of patient information by employees/volunteers is permissible only to the extent necessary to carry out their job responsibilities. Gossip and careless remarks regarding a patient, in or out of the system, are violations of trust and the confidentiality policy, as well as potential violations of state and/or federal privacy laws.

A breach of confidentiality can occur in a number of ways. Here are some common examples of PHI breaches:

1. Unauthorized Disclosure or Sharing
  - a. Discussing a patient situation on social media (Even if the situation is discussed generically and no PHI is shared, a patient could be identified by the context of the situation.)
  - b. Sharing sensitive patient information (e.g., patient listing) with others without a business need
  - c. Talking about a patient in a public setting

2. Unintentional Disclosure
  - a. Leaving printed information containing PHI (e.g., patient listing) face-up next to a printer in an area where others may see it
  - b. Leaving PHI information in a pocket, smock or vest

Staff and volunteers should take the following steps to protect patient privacy and avoid breaches:

1. Discard confidential patient documents by shredding or placing them in labeled recycling containers
2. Place patient documents face down on desks so they cannot be viewed by others
3. Do not leave computers, laptops, convertibles, iPads, etc., unattended
4. Log off or lock the computer before walking away

## Patient Transport

Volunteers *must* be trained in how to use a wheelchair before they may transport patients. Always try to use the correct sized chair. **If a volunteer ever feels uncomfortable transporting an assigned patient, for whatever reason, please do not transport the patient.** Volunteers are not expected to handle/transport patients whom they feel unqualified to handle. Talk to a staff member and explain why you are unable to transport.

Only patients who are *medically stable* are to be transported by volunteers. **Evaluating “stability” is the responsibility of the requesting department.**

## Evaluation Guidelines

Patient must be:

- Able to get into and out of wheelchair without lifting assistance
- Able to have their ride pick them up at an entrance to our facility

Volunteers may guide a patient into or out of a wheelchair if needed. **Never lift a patient or adjust any medical equipment.** When arriving for a patient transport, to maintain confidentiality, please use patient’s first name only and room number or destination.

Volunteers may also provide wheelchair transport to outpatients or visitors within the hospital. If an outpatient or visitor has a problem getting into or out of a wheelchair or you are unable to push them a staff member from the area should be notified. When escorting an ambulatory patient or visitor, please use the elevators (do not offer the option of using the stairs).

Patients must NOT:

- Be attached to an IV or hospital oxygen tank (patients with capped off IV’s or personal portable O2 tanks are OK)
- Be identified as a “fall risk” patient. Patients considered at risk for falling will be identified by: yellow armband and yellow foot booties.
  - o If you enter a fall risk room and see a patient trying to get out of bed/chair alone, walking around, or on the floor, press the call light immediately to notify a staff member. Try to encourage the patient to wait for help.

## GENERAL REMINDERS:

- For extra security, stand behind wheelchair and hold the handlebars when staff is assisting patient into or out of wheelchair.
- Ask the patient to place hands in lap so elbows do not extend beyond armrests.
- The person being transferred should have shoes or slippers on – no stocking feet.
- Do not allow patients to pull on you when transferring **AND DO NOT LIFT PATIENTS**.
- Turn blind corners cautiously. Check mirrors at corners in hallways for oncoming traffic.
- Use staff elevators whenever possible. Avoid using the visitor elevators.
- Use automated doors at entrance/exit and whenever possible. Ask for help opening doors if needed. DO NOT allow doors to close on patients.

### **WHEELCHAIR PROCEDURES:**

- Put wheelchair close to patient.
- Introduce yourself and explain your role using AIDET (see following section).
- Lock the brakes.
- Move footrests out of the way (bend at knees to do so).
- Guide patient into or out of the wheelchair.
- Ensure patient comfort/safety.
- Place patient feet on footrests.
- Release the brakes.
- Use good body mechanics when transporting.
- Get staff assistance for transporting patient with extra equipment.

### **ELEVATOR PROTOCOL:**

- Put elevator on HOLD before wheeling patient in or out.
- **BACK CHAIR INTO ELEVATOR** so patient is facing doors.

Volunteers may also provide wheelchair transport to outpatients or visitors within the hospital. If an outpatient or visitor has a problem getting into or out of a wheelchair or you are unable to push them an associate from the area should be notified.

### ***AIDET: The Five Fundamentals of Patient Centered Care***

- Acknowledgment
- Introduction/Welcome
- Duration/Time Expectation
- Explanation
- Thank you

#### **Acknowledgment**

As a Marshfield Medical Center – Eau Claire Volunteer committed to patient care, every time you meet a patient, staff or visitor acknowledges their presence:

- **STOP** what you are doing and provide a visible sign that you are acknowledging the presence of the person, so that the patient, visitor or staff knows they are important.
- Do this by **calling them by name**.
- Do this by **making eye contact**.
- Do this by **smiling**.

**When you acknowledge the people around you, you show that you care.**

### **Introduction/Welcome**

- **WELCOME** the patient to Marshfield Medical Center – Eau Claire, extending to them a warm greeting.
- **INTRODUCE** yourself by name and by title
- **Explain YOUR ROLE** as a Volunteer on campus.
- Get up and offer your **ASSISTANCE** to help with way finding.
- Make the first impression powerful!

You may ask: Why are we asking you to focus on the Five Fundamentals of Patient Centered Care? The answer is that the Volunteers at Marshfield Medical Center – Eau Claire are committed to providing the best patient care possible.

**When you introduce yourself, you show that you care.**

**A good patient experience means a favorable recommendation of Marshfield Medical Center – Eau Claire to family and friends.**

### **Duration/Time Expectation**

You are asked to inform people of Duration/Time Expectations by:

- Informing your customers how soon you will get their information to them. For example, if you need to call someone for further information state, "It will just be a minute while I call the register/house supervisor/that dept."
- If a patient has a procedure scheduled, you may state, "You will need to take a few minutes and stop at the registration desk through those doors"
- Informing the people you are helping about the typical distance to their location. For example, "It is a bit to the Café, would you like a wheelchair?", or "I'll take you to the Birth Center elevators, it's a little bit of a walk" Then get up and walk them to the elevators

**When you inform the patient of how long something will take or how long they may have to walk, you show that you care. Remember, what you may consider to be routine, may be a first-time experience for the patient.**

### **Explanation**

When working with visitors/patients/staff, please:

- **Explain** who you are and what your role on campus is.
- **Speak positively about the hospital and its providers.**
- **Explain what they need to do once they get to their destination.** "Here is the restaurant, there is a grill up front, and inside there are entrée's, your drinks and dessert, the silverware is outside past the cash register."
- If you have a "helpful hint" for about finding their way out or filling their time while waiting, share it with the patient/visitor
- Offer to answer any questions or concerns and refer any complaints to the appropriate staff that can address it immediately.

**When you take time to explain what people can expect, you show that you care.**

### **Thank You**

When working with others you are asked to show your gratitude for the opportunity to serve them by:

- Exercising courtesy by using the words **"PLEASE"** and **"THANK YOU"** frequently in conversations.
- Saying, **"Thank you for the opportunity to help you out today."**
- Expressing your gratitude at having met them today! **"Thanks for stopping in today, I hope all goes well"** when your service is complete.

**When you say thank you, you show they matter and that you care.**

***You may ask: Why are we asking you to focus on the Five Fundamentals of Patient Centered Care - AIDET? The answer is that the Volunteers at Marshfield Medical Center – Eau Claire are committed to providing the best customer service possible.***

## **Joint Commission**

Joint Commission is the nation's oldest and largest standards-setting and accrediting body in health care. Joint Commission seeks to continuously improve health care for the public, in collaboration with other stakeholders, by evaluating health care organizations and inspiring them to excel in providing safe and effective care of the highest quality and value. To earn and maintain The Gold Seal of Approval from The Joint Commission, an organization undergoes an on-site survey by a Joint Commission survey team at least every three years (Laboratories are surveyed every two years).

### **Why is this important to volunteers?**

A Joint Commission Surveyor can ask questions to any staff member or volunteer about MCHS policies, procedures, and other hospital related topics. If a surveyor asks you a question and you don't know the answer, it is okay to tell him/her that you don't know the answer, but that you know where to go FIND the answer. Locate the closest employee for assistance or come to the Volunteer Office and we will help you.

Handbook Updated: 7/22

## **Next Steps**



**Paperwork:**

Complete all required paperwork given at your interview and return to the Volunteer Services Manager.

**Health Work Appointments:**

ALL health work must be completed before service area training/shadowing.

You will be contacted via email by Employee Health to set up a health work appointment. Due to the timeliness of getting blood samples to the lab, this appointment will have to be scheduled between 8:00 a.m. and 12:30 p.m., Mondays-Fridays.

**Components for the health assessment:**

- **Initial lab visit (appointment needed):** blood draw to check for immunity to measles, mumps, rubella and chicken pox, and TB exposure (approximately 10 minutes total).
- If the Volunteer is a minor, the consent form for minors must be completed and brought to this lab appointment. The parent /guardian would not need to be present if the Volunteer has a valid photo ID (driver's license, passport).

Depending on results, approval for volunteering will be sent to directly to Volunteer Services. Note: If you are non-immune to one of the titers tested, you may need to get the vaccination, which is covered by Employee Health. If this occurs, you will be contacted by Employee Health.

**Service Area Training/Shadowing:**

Once all required paperwork and health work are completed, someone from Volunteer Services will be in contact to set up training and shadowing in your designated volunteer area.