



Welcome



2018



**Print the Answer Sheet before you
begin**

**Return the sheet to the Volunteer
Office**

 **Teens due by June 22**

 **Adults due by June 30**

Thank you for staying compliant!



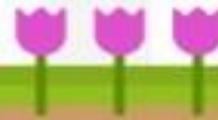
2018



St. Elizabeth
HEALTHCARE



Update



2018



St. Elizabeth
PHYSICIANS



St. Elizabeth
HEALTHCARE

2018

Mission, Vision, and Goals



Mission

As a Catholic healthcare ministry, we provide comprehensive and compassionate care that improves the health of the people we serve.

Vision



Healthy Community: St. Elizabeth will lead N Ky become one of the healthiest communities in America



Highest Quality Care in the Region



Leading Patient Experience



Best Place to work for Physicians, Staff and Volunteers

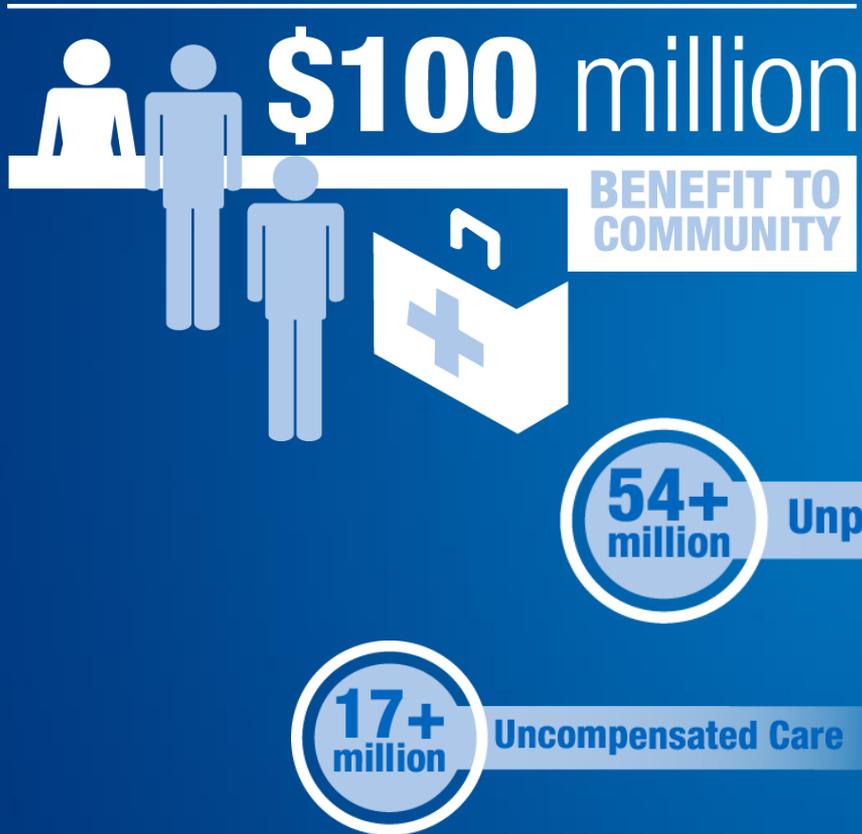


Best Community Partner

Year In Review



System-Wide Community Benefit



Medicare Losses

12+ million

Unpaid Costs, Medicaid & Indigent Care

54+ million

Free or discounted health services

11.5+ million

Uncompensated Care

17+ million

Healthy Community Goal



Healthy Community

Percentage of Northern Kentucky Community
Self-Reporting a Health Status of “Excellent or Very Good”



Other Health Indicators:

- Kentucky improved its health ranking from 45th in the nation to 42nd.^{**}
 - Boone, Kenton and Campbell counties are in the top 15% of Kentucky counties in health status.

Biggest Health Issues for Northern Kentucky:

- Heart Disease
- Substance Use Disorder
- Mental Health
- Cancer

* Interact for Health annual health survey, June 2017

** America's health rankings 2017 report

*** Robert Wood Johnson Foundation

Partnering in the Community



- Partnered with GoPantry to provide 1,112 boxes full of meals.
- Announced the NKY BUILD Partnership with four other Northern Kentucky community organizations to help reduce tobacco use in Covington and Gallatin County.
- Formed 231 teams, with 1,668 participants total and raised more than \$141,181 for American Heart Association Heart Race and HeartChase NKY.
- More than 700 St. Elizabeth associates and their family and friends built a Habitat for Humanity home for a Northern Kentucky family.



Our Stand Against Heroin



- **2017 Total Opiate ED Visits 3,244**

(Heroin ODs, Opiate ODs and Opiate Use)

- Opiate impact is **1.6%** of our **Annual ED System Volume**

\$3.3 million invested in addiction-related service and support

* Data based from our EMR(Electronic Medical Record) Disposition Diagnosis

- Dedicated resources to coordinate system-wide effort.
- Partnering on next Heroin Impact Community Plan for Northern Kentucky.
- Doubled addiction treatment capacity.
- Educated providers on appropriate opioid prescribing protocols.
- Advocacy for syringe access programs.
- Awarded Kentucky Opioid Response Effort (KORE) Grant of more than \$900,000 to fund BRIDGE program and Baby Steps.
- Enquirer partnership to raise awareness.
- Opioid 101 training for nurses.



Excellence in Healthcare

Leading Our Region in Some Areas



- Florence and Ft. Thomas received **Magnet® status** by the American Nurses Credentialing Center (ANCC)
- Radiology achieved **Diagnostic Imaging Center of Excellence**.
- Edgewood MICU and SICU received the **Beacon Award** for Excellence from the American Association of Critical-Care Nurses.
- Ft. Thomas received the **Healthgrades 2017 Patient Safety Excellence Award**.
- **Florence SNF recognized by U.S. News & World Report** as Top Performing and one of the Best in U.S.
- Grant named one of the **Top 20 Critical Access Hospitals** by National Rural Health Association.
- Achieved **Hospice Honors Elite Status** for Patient Satisfaction Survey Scores.
- **Precision Medicine Initiative** developed five-year plan for roll out of a centralized program.
- Designated as the **first SANE READY** healthcare system in the Commonwealth.



Our Docs Are the Best!



St. Elizabeth Physicians was recognized in 2017 as having the top rated providers in the region based on patient survey results from Press Ganey.



4.7/5

St. Elizabeth Physicians led the region in *MyChart* usage and other innovative access for our patients:

- Online scheduling
- eVisits
- Online ratings and reviews



Innovation

St. Elizabeth Healthcare was at the forefront of Orthopaedics, Spine and beyond:

- Performed first total knee replacement surgery using the new Mako Robotic-Arm Assisted Surgery System – technology available at only a handful of medical centers in the nation.
- First in the world to offer new, revolutionary shoulder replacement surgery – Rotator Cuff Sparing Method.
- First in the region, and one of the first in the nation, to offer the upgraded Mazor X technology for spinal fusion surgery.
- Ft. Thomas SUD unit for long-term IV therapy patients.
- First in country to implement Epic acuity system.





Building for the Future

Growth is Happening



- Announced our affiliation between the University of Kentucky and Northern Kentucky University to develop a UK Regional Medical School Campus in Northern Kentucky.
- Ramped up our precision medicine capabilities with plans for integration into primary care for preventative health.
- Invested in marketing resources, including dedicated social media team, sophisticated customer relationship management (CRM) system and capabilities and new ad agency.

Coming to
Northern Kentucky

**University of
Kentucky**
Regional Medical School

Learn more at stelizabeth.com



Comprehensive Cancer Center

- Announced a major commitment to growing our cancer program, including a new \$120 million cancer center on the Edgewood campus.
- Launched the 10th St. Elizabeth Foundation Vision Campaign to raise funds for the creation of a Cancer Center and to support our Associate Crisis Fund.
- \$1.5 million was pledged by associates and providers with 70% participation. Increased SEP participation from 30% to 63%!
- The Foundation will begin its external campaign to raise funds.



Other Projects Will Further Expand Access

Partnerships

- Clinical Research Institute
- SUN Behavioral Health
- Regional Lab with St. Elizabeth and TriHealth
- Sports Medicine growth through strategic partnerships with Griffin Elite and OrthoCincy

Edgewood

- Installation of Linear Accelerator
- CEI Expansion
- IR Room 2 Enhancement
- Thoracic OR/PICU Expansion

Grant County

- ED Expansion
- Main Entrance Renovation

SEP

- Dearborn Multi-specialty Building
- Journey Recovery Center
- Multi-specialty Building at US-27

Florence

- Physical Therapy Relocation

Owen

- Outpatient Services and Urgent Care



Thank You!

Questions?



St. Elizabeth
HEALTHCARE

Volunteer Services



News



2018

Announcements: Volunteer Survey

THANK YOU to the 522 volunteers who completed this survey in May!

Results (Mostly/Completely Agree):

Q1: The associates I interact with express appreciation for my service: **94.23%**

Q2: The associates in the area where I volunteer make me feel part of the team: **93.05%**

Announcements: Volunteer Survey

Results (Mostly/Completely Agree):

Q3: I would recommend St. Elizabeth as a good place to volunteer: **97.31%**

Q4: St. Elizabeth is the BEST place for me to volunteer my time: **94.99%**

Q5: My interactions with the Volunteer Services office staff are positive: **97.04%**

Self-Review & Contact Information

Volunteer Self-Review

THANK YOU for returning this **required** review!

- Will be reviewed individually
- Can expect follow-up within 2 months, if requested

Updating Contact Information

- Cell Phone, Email, Emergency Contact
- **LET US KNOW!**

Save The Date!

Volunteer Christmas Week

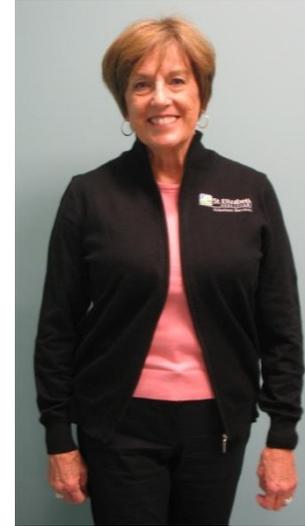
- December 10th-14th



\$10 Off Uniform Purchase thru July 13



Many Styles to choose from!



Special
available
until
July 13th !

Stop by Display Table to
see samples and get an
order form!

Special
available
until
July 13th !

FREE “I’m Right Here” St. E T-shirts

Join St. E associates in letting our community know St. Elizabeth is there for them with an “I’m Right Here” t-shirt!



Stop by Display Table to see samples and get an order form!

These shirts are NOT replacements for your uniform shirt.

Limited Inventory!

Sizes vary and are not typical!

Volunteers Needed!!

- **YOU** are our best referral source!!
- Refer a new person; once they begin volunteering **YOU** get a \$25 gift certificate to the Gift Shop
- Please use info pads to help “spread the word”



Eucharistic Minister
Volunteer Barb Lewin recently received \$200.00 in referral certificates for her recruitment efforts!

Culture of Caring

In 2017, Volunteer Services began a new opportunity for Volunteers to be part of the compassionate and caring culture at St. Elizabeth.

Culture of Caring Monthly Items are needed items requested by various departments for their patients. These items are primarily provided through donations.

Please check the Volunteer Voice for the item of the month and bring your donation to any Volunteer Office.

**June Item(s):
Packs of new socks and underwear for less fortunate patients who visit St. Elizabeth**



\$8000 in Scholarships Awarded



St. Elizabeth Florence Auxiliary, Ft. Thomas Auxiliary and The Second Time Around Thrift Shop awarded eight \$1,000 college scholarships to current graduating teen volunteers. *Teen volunteers must accumulate a minimum of 100 hours of service by December 31st of their senior year and be actively volunteering at the time the scholarships are awarded.*

PrimeWise – Are you a Member?



PrimeWise is a *free* membership program for adults 50+ offered by St. Elizabeth.

Benefits include:

- **Discount Directory**
- Assistance with questions about **health insurance** or **Medicare**
- Newsletter filled with **programs, screenings,** and fun **travel** opportunities
- Support and assistance for **Caregivers**
- *Free notary*
- **Knowledgeable and caring staff**

Linking Adults 50+ to
Health and Wellness

THANK YOU



Because of **your generosity and dedication**, St. Elizabeth can embrace our mission to lead Northern Kentucky to become one of the healthiest communities in America.

Together, we'll make a lasting impact – right here at home.



ABOUT THE FOUNDATION

St. Elizabeth Healthcare provides over \$100 million annually in uncompensated care to our community.

Initiatives supported by the St. Elizabeth Foundation include the following:

CAPITAL PROJECTS:

Carol Ann & Ralph V. Haile Jr. US Bank Foundation
Hospice Center
Heart & Vascular Institute
Cancer Center

STATE OF THE ART TECHNOLOGY:

da Vinci Robot
Mobile Mammography Van

COMMUNITY SUPPORT:

Pack 'n Plays & Car Seats through the *Street of Hope* Fund
Hospice STARS: *Grief Support for Kids* Program
Patient Needs through the *Indigent Care* Fund

CANCER CENTER

New Project!

This world class center will bring:

- Multidisciplinary collaboration:
Providing cancer detection, diagnosis and treatment services under one roof.
- Genetic screening
- Precision medicine
- Clinical Trials
- Community Support:
Increasing cancer education, screening, prevention and support services.



JOIN US

Second Time Around Shop

- Located in Covington on Eastern Avenue near 20th Street
- Looking for independent community members who love a bargain
- Volunteer at least **one** shift per month
- All proceeds benefit St. Elizabeth

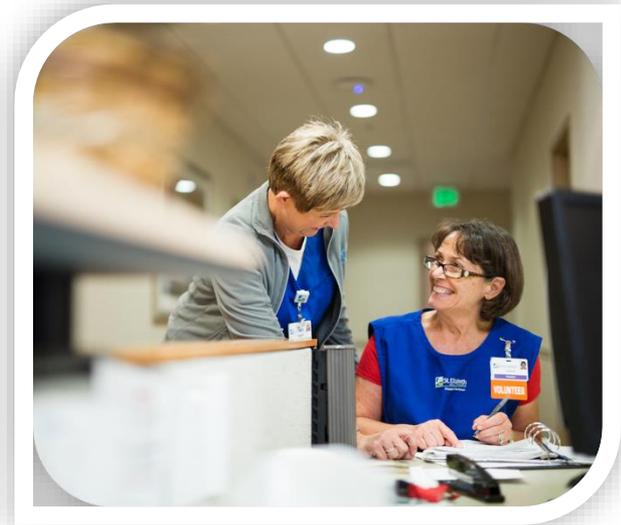
Florence and Fort Thomas Auxiliary

- Attend quarterly card parties and baby showers
- Connect with a wonderful group of women
- \$15 / year or \$150 / lifetime commitment

BECOME AN INSPIRED GIVER

As a dedicated volunteer, your gift to St. Elizabeth qualifies you as an **Inspired Giver**, and we honor your generosity and your gifts of time and talent.

- **One-time gifts:** Monetary and/or item donations
- **Benefactor Club:** A gift of \$100 or more for at least three consecutive years
- **Samaritan Society:** A gift of \$10,000 or more through a multi-year pledge or a one-time donation
- **Heritage Circle:** A lasting gift to St. Elizabeth Healthcare through your will or trust



THANK YOU

We appreciate your generosity with
your gifts of time and talent!

1 Medical Village Drive, Edgewood, KY 41017

(859) 301-3920

stefoundation@stelizabeth.com

www.stelizabeth.com/foundation



YOU
are the
Patient Experience

AIDET

Our tool for complete communication

Acknowledge – 10/5 Rule

Introduction – Yourself and/or your service

Duration/**D**estination –

Provide a timeframe or directions

Explanation –

Give as much information as you can

Thank You – My pleasure to assist you!

AIDET

How does AIDET impact patients/guests?

Acknowledge- increases sense of security

Introduction- decreases anxiety

Duration- increases chance for successful encounter

Explanation- increases quality of experience

Thank You- increases satisfaction with encounter

Best Practice

Escort Guests to their Destination

- Nothing exceeds expectations than being escorted all or a portion of the way
- Not always possible
 - Provide clear direction – 3 steps at most
 - Do not point!
 - Can be misread – use open hand gesture if needed

I.D. Badge

Wear your badge
on your upper body
at **all** times when
volunteering.



- The I.D. badge identifies you as a member of the St. Elizabeth team.
- Must be returned if you cease volunteering.

Dress Code

- St. Elizabeth is a professional environment; the dress code for Volunteers and Associates reflects that expectation
- Volunteers are required to wear their uniform at all times when volunteering
 - Easy to identify
 - Professional appearance
 - Some specific exceptions



Dress Code

- **Slacks/Pants**

- Solid color dress or casual style
- Ankle length (NO capris or shorts)
- Not made of denim or nylon

- **Shirt/Tops** (if not uniform shirt)

- Dress or casual shirt or top is to be worn
- No T-shirts, hoodies or sweat shirts
- No sleeveless tops with the vest
- No shirts with writing or logos except St. Elizabeth



Personal Technology

Cell Phone Use

- Must be on vibrate or silent; customer service is **FIRST**
- If must take a call or text, excuse yourself and move out of ear shot. **Never** text in a patient room or in front of a guest.
- NOT to be used to check websites or play games



Laptops and Tablets

Laptops and Tablets are not to be used while volunteering unless specifically permitted by your Area Supervisor.

Personal Injury



Report any injury to your supervisor to complete a **Patient/Visitor/Volunteer Incident Report**

- Inform Volunteer Services
- Depending on the severity of the injury; will be asked to see your doctor or go to Emergency
- If injury is the result of negligence on the part of St. Elizabeth, your insurance will not be billed and cost will be covered by St. Elizabeth
- If injury is not the result of negligence, your insurance will be billed but you will not be asked to pay deductibles or co-insurance amounts

Volunteer Health



- You need to notify the Volunteer Office if you are:
 - ✓ hospitalized;
 - ✓ off for a medical reason; or
 - ✓ under medical care for an illness or condition that impacts health or safety

even if for a short time
- Hospital policy requires you to have a physician complete a ***Return to Volunteer form***
- Any Volunteer Office can provide you with the form

Volunteer Policy Reminders

- Act within the boundaries of your Volunteer position description, accepting the direction of the supervisor where you volunteer.
- Talk with Volunteer Services if you have concerns about your position, your supervisor or any other issues.
- Complete all required training and health testing/immunizations annually.

Volunteer Conduct

Volunteers may be dismissed for:

- Serious or intentional breach of confidentiality
- Misappropriation of funds
- Failure to comply with hospital policies as:
 - Abuse of alcohol or drugs
 - Violating the No Smoking policy
 - Discriminatory or inappropriate conduct
- Falsification of information given to the Volunteer Office



Volunteers...Enhancing St. Elizabeth.

"St. Elizabeth volunteers are passionate about their role in making a positive difference in the patient experience."





Required Review



2018

Thank You

**For choosing to
volunteer in
healthcare!**

St. Elizabeth volunteers are
p a s s i o n a t e
about their role in making a
p o s i t i v e
difference in the patient
e x p e r i e n c e .



- More laws, rules and regulations than most any other industry
- To be applauded for accepting the challenge!



The Joint Commission

- **TJC** stands for **The Joint Commission**
- St. Elizabeth is accredited by **The Joint Commission (TJC)**
- TJC holds volunteers to the same standards as paid staff
- **TJC reason annual training is required**



The Joint Commission

- 2018 is a TJC Survey Year
- Expecting a separate survey for each of the 3 major locations most likely between July and October
- Have a new survey approach for evaluating risk
- Continue to use the tracer methodology for onsite survey process



The Joint Commission

- As of 2018, **ANY** observation by a surveyor of an *individual* failure to perform **hand hygiene** in patient care will result in a deficiency citation
 - That includes all staff, physicians, and volunteers



The Joint Commission

Surveyors often speak with a volunteer

- Answer questions directly; make eye contact and smile
- Is fine to say “I don’t know. But I know where to go to find out.”
- Then go to your area supervisor or call your Volunteer Office



The Joint Commission

Surveyors often speak with a volunteer

- Please do not –
 - Offer more information than requested
 - Provide your opinion
 - Joke with the surveyors
 - Be negative



The Joint Commission

What is a surveyor most likely to ask a volunteer?

- Fire/Safety
- Training you receive
- How you know you are competent for your role
- St. Elizabeth Mission/Values
- Confidentiality



The Joint Commission

You are Prepared! Be Confident.

- Through this annual training and area training and updates – you have the tools to perform your volunteer role within all TJC requirements and expectations!

You are TJC Ready!



St. Elizabeth
HEALTHCARE

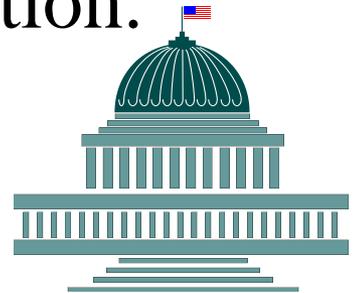


Confidentiality Refresher

Purpose of HIPAA

“**HIPAA**” stands for the **H**ealth **I**nsurance **P**ortability and **A**ccountability **A**ct.

- Its purpose is to establish nationwide protection of patient confidentiality, security of electronic systems, and standards and requirements for electronic transmission of health information.
- The two parts of HIPAA are:
 - (1) **Privacy** and
 - (2) **Security**
- Healthcare providers are **required** to train their associates and **volunteers** on these regulations.



HIPAA Security and Privacy Officers



Alex Rodriguez
Chief Information
Officer / IT Security
Chancellor Data Center
(859) 301-6198



Lisa Frey
Privacy Officer
Edgewood Campus
(859) 301-5580

What is Protected Health Information (PHI)?

Protected Health Information (PHI) is any health information that may identify the patient, such as:

- Name
- Address
- Date of Birth
- Telephone Number
- Fax Number
- E-mail addresses
- Social Security Number
- Medical Record Number
- Health Plan Beneficiary Number
- Account Number
- Genetic Information
- Diagnosis
- Finger or voice prints
- Facial Photographs
- Age greater than 89
- Any other unique identifying number, characteristic, or code

HIPAA protects PHI in any form, whether verbal, electronic, paper, or computer storage.



Patient Rights

HIPAA requires SEH to provide patients access to our **Notice of Privacy Practices**.

The Notice is presented/offered to each patient as registered. The Notice informs patients of their right to:

- Obtain access to their PHI
- Request additional privacy protections
- Request an amendment to their PHI
- Receive an accounting of the uses and disclosures of their PHI
- Be notified if there is a breach of their PHI

Uses and Disclosures of PHI

Use: when we review or use PHI internally (treatment, audits, training, customer service, quality improvement).

Disclosure: when we release or provide PHI to someone (e.g., an attorney, a patient, faxing records to another provider, etc.).

St. Elizabeth is permitted to use and disclose PHI, **without** obtaining authorization from the patient, for payment, treatment, and healthcare operations.

Keep It Confidential

- We are required to treat everyone and everything we “see” while at St. Elizabeth as **confidential**.
- Patients are NOT just those in patient rooms.
- HIPAA rules apply in all situations – inpatient, outpatient, in waiting areas, on elevators and in lobbies

Privacy Policies – Access of PHI

- Associates/Volunteers may **NOT** use the St. Elizabeth Healthcare computer system to **access medical or financial records of themselves, their children, their spouse, their neighbors, their co-workers or anyone else**, without a business based reason to do so.
- **St. Elizabeth Healthcare takes violations of this policy very seriously.** If it is determined that an associate/volunteer has accessed PHI without a business-based reason to do so, **discipline will be issued.**

Keep It Confidential

- What You Do:
 - Cover or turn papers over so that persons nearby cannot read patient names or other information.
 - Be aware of those around you – do **not** talk with others about patients.
 - Place all notes or papers that include any PHI in a HIPAA bin before leaving
- Do not let others look at your computer screen
- LOG OFF whenever you leave your computer



Reasonable Safeguards

HIPAA **requires** us to use “reasonable safeguards” to protect our patients’ PHI. “Reasonable Safeguards” include:

- Do **NOT** discuss a patient with another associate or volunteer unless you are both involved in that patient’s care.
- When you do discuss patients, do so in a **private place**, when possible. If you need to speak in a public area, keep your voice down. Do not talk in the elevator or cafeteria or...
- Do **NOT** view the records of anyone who you do not have a business reason to access.

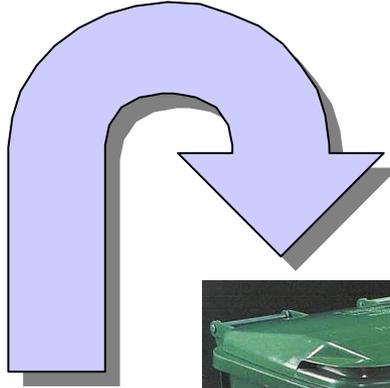
Reasonable Safeguards

Do **NOT** discuss **anything** with **anyone** that you have observed while volunteering that involves a patient outside of St. Elizabeth.

- Sharing with friends a situation with a patient that you saw when volunteering – even if you do not use any names.
- Mentioning to your parents/spouse friend/priest that you saw someone in the hospital – **that is a breach of confidentiality and a HIPAA violation.**

Dispose of PHI

Put in a shredding container



NEVER throw PHI in a garbage can

EPHI Access Auditing

- **All** St. Elizabeth Healthcare computer systems are subject to a regular audit review.
- The audit review may include:
 - ✓ EPHI that **you** have accessed.
 - ✓ Internet sites that **you** accessed.



HIPAA Penalties for Non-Compliance

Associate/Volunteer Discipline:

Violations by St. Elizabeth associates may result in disciplinary action, up to and including termination from employment or volunteering with St. Elizabeth Healthcare. You are personally responsible for the access of any information using your login.



Severe civil and criminal penalties:

In addition, you can be subject to civil and criminal penalties imposed by the federal government including fines and prison.



St. Elizabeth
HEALTHCARE



Reporting Concerns

Committed to Being Ethical

You should report anything that seems unethical including:

- Violations of patient, organization or associate confidentiality; HIPAA breaches
- Any kind of discrimination or harassment.
- Dishonest communications, including lying and obtaining goods and services under false pretenses.
- Theft or misuse of our organization's supplies, equipment, money, or labor for personal use.

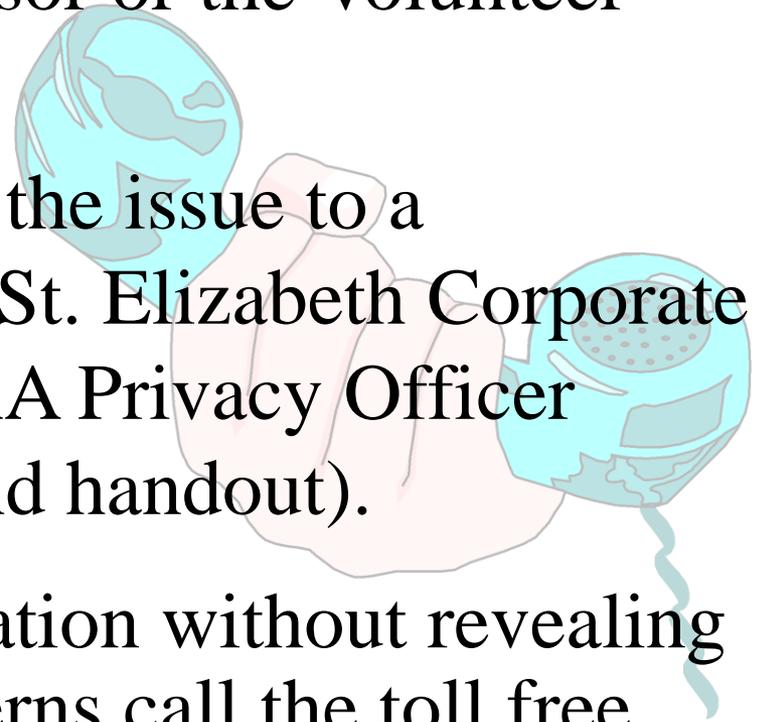
Corporate Compliance Program

The Corporate Compliance Program requires each of us to know what is expected of us. We all should:

- Be aware of and obey relevant laws and rules;
- Ask questions when we are unsure of what the right action or decision might be;
- Speak up when we discover something that doesn't seem quite right; and
- Support others' efforts to do the same.

How to Report Concerns

1. Contact the supervisor in the area where you volunteer. If the supervisor is unable to solve the problem, contact their supervisor or the Volunteer Services staff.
2. If you would rather not report the issue to a supervisor, call Lisa Frey, the St. Elizabeth Corporate Compliance Officer and HIPAA Privacy Officer (number in phone directory and handout).
3. You may want to report a situation without revealing your identity. For those concerns call the toll free Compliance Line (number in phone directory).



The Compliance Line

- The Compliance Line is a toll-free 24-hour hotline.
- The number is **1-877-815-2414** (listed in phone directory).
- Operators from an outside company make a complete report of your issue and send it to our Corporate Compliance Officer to resolve.
- All calls are confidential. You do not need to give your name if you would prefer not to.
- Our Compliance Line does not use Caller ID and does not try to trace calls.



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No Retaliation Policy

- SEH **forbids** retaliation against anyone who reports a concern in good faith.
- Making a good faith report will **not** put your volunteer position at risk. We protect every volunteer (and associate) who reports a concern in good faith.
- Anyone who retaliates in any way is subject to immediate discipline – up to and including termination.
- Report retaliation concerns immediately to the Corporate Compliance / HIPAA Privacy Officer – Lisa Frey at (859) 301-5580.



St. Elizabeth
HEALTHCARE



Health Refresher

Hand Hygiene



- Simplest way to prevent the spread of infection and is the most protective practice one can use - **period**.
- Most hospital acquired infections can be prevented by thorough hand hygiene.

Hand Hygiene

- Hand hygiene **MUST** be performed **EVERY** time you enter and exit a patient room.
- Hand hygiene should be performed, no matter what your volunteer position, several times during your shift.
- Hand hygiene can be performed using soap and water or waterless alcohol antiseptic gel or foam.

Hand Hygiene Options

ALWAYS use Soap and Water

- After using the restroom
- Before eating
- When hands are visibly dirty or contaminated with body substances or food



Washing with Soap and Water

- Wet hands first then apply soap
- Rub hands together vigorously for at least 10-15 seconds; covering all surfaces up to wrists
- Rinse then dry with disposable towel; using towel to turn off faucet; dispose of towel

Hand Hygiene Options

Waterless Alcohol Antiseptic – when hands not soiled

- Apply foam or gel to palm of one hand and rub hands together
- Cover all surfaces up to wrist and rub until hands are dry.
 - **This takes about 15 seconds**
- Should not be used on hands soiled with organic material (such as grease, blood, body fluids, food residue) because it is not effective.
- Alcohol antiseptic is available in every patient room and department and in many public areas.



Cough Etiquette

To control the spread of respiratory infections:

- Coughing into your elbow or sleeve is the best practice/preferred
- Cough into a tissue
- Turn your head away from others
- Throw tissues in trash
- Wash your hands if fluid got on hands



Isolation

If you see
one of
these
signs ...



- VISITORS SEE NURSE FOR INSTRUCTIONS BEFORE FIRST VISIT
- Patient should not visit public areas: cafeteria, gift shop, smoking area.

ROOM: Private room recommended.

GLOVES: Must be worn to enter room.

HANDS: Wash hands with soap and water before and after patient contact.

GOWN:



- VISITORS SEE NURSE FOR INSTRUCTIONS BEFORE FIRST VISIT
- Patient should not visit public areas: cafeteria, gift shop, smoking area.

ROOM: Negative pressure room necessary. Keep door closed.

HANDS: Wash hands with soap and water or hand sanitizer before and after patient contact, or after contact with surfaces.

COUGH ETIQUETTE: Teach patient to cover mouth with tissues when coughing. Throw away tissue after use.

MASK: N95 Respirator or PAPR must be worn by staff to enter room. (Wear a surgical mask-no respirator required.)

TRANSPORT: Mask the patient. Assist patient with hand hygiene before leaving the room.

EQUIPMENT: Disinfect before use on another patient, or return to SPD for processing.



- VISITORS SEE NURSE FOR INSTRUCTIONS BEFORE FIRST VISIT
- Patient should not visit public areas: cafeteria, gift shop, smoking area.

ROOM: Private room.

HANDS: Wash hands with soap and water or hand sanitizer before and after patient contact, or after contact with surfaces.

ETIQUETTE: Teach patient to cover mouth with tissues when coughing. Throw away tissue after use.

MASK: Mask the patient. Assist patient with hand hygiene before entering room. Disinfect transport vehicle after use.

EQUIPMENT: Disinfect before use on another patient, or return to SPD for processing.

... **DO NOT ENTER!**

There are specific exceptions. Department training must occur.

Seasonal Influenza

- Highly contagious viral illness spread by coughing, sneezing, or contact with infected nasal secretions or contaminated surfaces
- All persons 6 months and older should be immunized
- Immunized SEH physicians, associates and volunteers protect patients, visitors and their own families



An annual Influenza Immunization (a flu shot) is REQUIRED for all SEH Volunteers, Associates and Physicians. Notice provided in September.

TB - Tuberculosis

- Caused by germs that spread from person to person through the air
- Germs enter the air when a person with TB coughs, sneezes, speaks or sings and can stay in the air for several hours
- If not treated, a person with TB can die
- Annual TB testing of all healthcare workers and volunteers is required by the State of Kentucky

Gloves

- The use of gloves does not replace the need for hand hygiene
- Do not touch door handles or other surfaces with contaminated / soiled gloves
- Do not walk in the halls with gloves
- Remove gloves after each task and wash your hands; gloves may carry germs

Reminders

- Use hand hygiene before and after contact with a patient and several times every shift if you do not have direct patient contact
- Report water leaks, water stains, damaged caulking, and mold growth
- Do not eat or drink in a patient care area
- Use gloves when using purple lid wipes to disinfect wheelchairs or other surfaces – surface should remain wet for 2 minutes

Provide Appropriate Emergency Medical Care

The Emergency Medical Treatment and Active Labor Act (EMTALA) requires all Medicare participating hospitals with a dedicated emergency department to:

- Provide an appropriate medical screening examination to any individual requesting such examination;
- Determine if the individual has an emergency medical condition; and
- If the person has such a condition;
 - ✓ Stabilize that condition; or appropriately transfer the patient to another hospital.

Protecting our Patients from Falls

IS EVERYONE'S RESPONSIBILITY

Why is preventing falls so important?

- Falls are among the most common hospital adverse events reported
- According to TJC, 100s of thousands of patients fall in hospitals each year with 30 to 50% resulting in injury
- Between 2012-2013, 55% of all unintentional injury deaths among adults 65 or older were due to falls

Protecting our Patients from Falls



Three key steps:

- ✓ Be aware of environmental causes
- ✓ Notice when a patient is at risk
- ✓ **TAKE ACTION** to prevent the fall

Be Alert to Environmental Causes

- ✓ Poor lighting/bulbs burned out
- ✓ Loose handrail
- ✓ Leaking, dripping faucets
- ✓ Water or food spills on floor
- ✓ Cluttered room or common area
- ✓ Wheels on beds/chairs not locked
- ✓ Bed in high position
- ✓ Cords/wires in the way
- ✓ Loose floor tiles
- ✓ Trash on the floor



Take Action if you see a fall hazard!

- Immediately wipe up small spills
- Contact EVS for larger spills
- Empty overflowing trash
- Let someone know about other hazards

Be Alert to Patients at Risk of Falling

Watch for a purple armband

- The patient will have a purple arm band
 - ✓ If they are deemed a high fall risk



ALERT!!!
Patient is a High
Fall Risk when you
see a Purple Arm
Band and
yield sign



Everyone should be on alert for patients at risk.

Be Alert to Patients at Risk of Falling

Watch for a yellow arm band

- **The patient will have a yellow arm band**
 - ✓ **If they are admitted as a result of a fall**
 - ✓ **If they have fallen in the hospital.**

ALERT!!!

Patient Has Fallen
Yellow Arm Band



Everyone should be on alert for patients at risk.

Take Action!

If you see a patient having difficulty getting out of bed or walking, say....

“Please sit down and I will get a nurse or an aide to help you.”

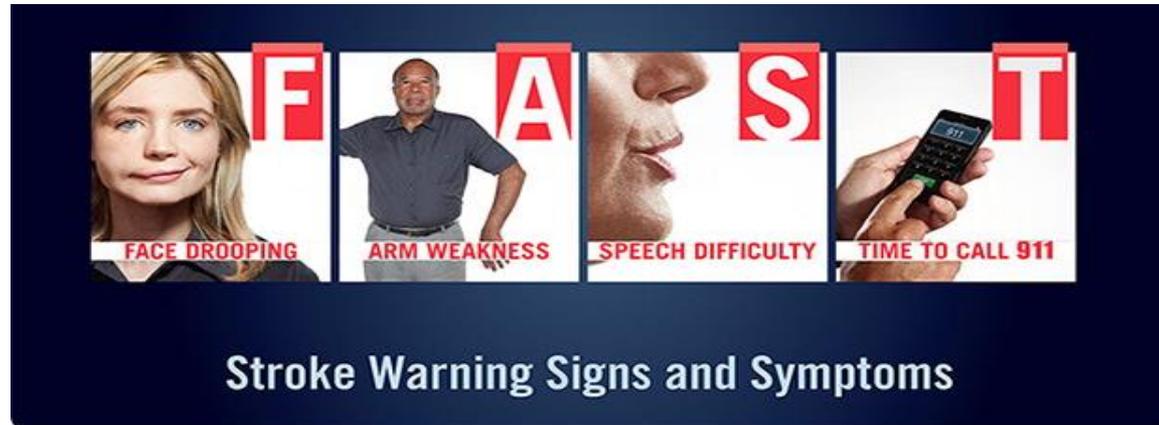
Then use the call light. Please stay with the patient until the nurse or aide come.



- ✓ Don't be afraid to tell nursing that you think a patient might be at risk for falling and ask them to intervene.
- ✓ Keeping our patients safe takes all of our eyes and ears and effort.

Signs and Symptoms of Stroke

For a Brain Attack think F-A-S-T



F=face drooping, especially one side

A=arm numbness or weakness, especially one side of body

S=speech slurred or difficulty speaking or understanding

T=time to call 911 when occur suddenly or are accompanied by:
the loss of vision, the loss of balance with dizziness or the worst headache of your life, with no known cause, both sudden and severe.

Stroke is a Medical Emergency

- St. Elizabeth Edgewood, Florence and Ft. Thomas are certified by The Joint Commission as **Primary Stroke Centers**
- St. Elizabeth Covington and Grant are certified **Acute Stroke Ready** by The Joint Commission

We provide the highest level of care for our stroke patients

If you see warning signs of a stroke in someone at St. Elizabeth, call 2-2222; Off site call 911



Heart Attacks have “Beginnings”

- “Beginnings” can occur days or weeks before a heart attack takes place.
- The “beginnings” occur in over 50% of patients.
- If recognized in time, these “beginnings” can be treated before the heart is damaged!
- Damage to the heart can begin 2 hours prior to a heart attack.
- 85% of heart damage occurs within the first two hours of a heart attack.

BEFORE HEART DAMAGE OCCURS

TAKE ACTION!!

Recognizing Symptoms

- Chest pressure, squeezing or fullness or discomfort
- Pain that travels down one or both arms
- Sudden heavy sweating
- Nausea
- Upper back pain
- Shortness of breath
- Jaw pain

Sudden dizziness or light headedness, unusual unexplained fatigue and/or anxiety; may be combined with one or more of these symptoms

People may or may not experience any or all of these symptoms

Recognizing Symptoms in Women

- Nausea/Vomiting
- Jaw/Arm/Upper back pain
- Chest discomfort/pressure
- Shortness of breath
- Syncope
- Sudden dizziness
- Unexplained or extreme fatigue



Women's symptoms may be more subtle than men's and may include some that are less common

People may or may not experience any or all of these symptoms

Heart Attack is a Medical Emergency

**If you notice one or more of the warning signs of a heart attack in someone at St. Elizabeth, call 2-2222
Off site call 911**

You are the first link – don't wait.

St. Elizabeth Healthcare is a certified Chest Pain Center through the Society of Cardiovascular Care



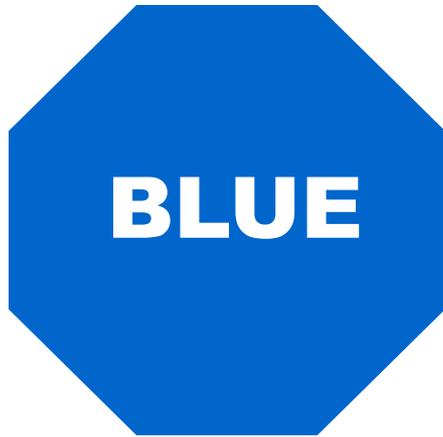
St. Elizabeth

HEALTHCARE



Safety

Emergency Codes – Code Blue



To call a
Code Blue
Dial **2-2222**

- Occurs when a medical emergency such as a **cardiac or respiratory arrest** has occurred somewhere in the hospital.
- Dial 2-2222 to call a Code Blue within the hospitals. **Non-hospital sites call 911**
- Team is notified through a pager system. Code is **not** announced.

Emergency Codes – Code Pink



- When you hear a **Code Pink** announced, it means an Infant /Child abduction has been confirmed.
- If you have any information call Security at **12270** *immediately*.
- Protections in place include locked units and infant/mother bracelet alarms.

Emergency Codes



**TORNADO
WATCH**

- The US Weather Service has issued a **Tornado watch**
- Conditions are favorable for a tornado or severe weather.
- Keep patients and guests updated.
- Remain calm and alert for further information.

Emergency Codes

A tornado has been sighted in Boone, Campbell, Kenton or Grant Counties

**TORNADO
WARNING**

**Issued by the
US Weather
Service when
a tornado is
sighted**

- Return to/stay in your area
- Close doors, blinds and drapes
- Move to area of safety as designated in your Disaster Plan – ask staff.
- **In patient care areas**, ambulatory patients and guests move to patient bathroom
- Cover patients with blankets
- For personal safety, seek cover in unit kitchen or clean utility
- Guests seek shelter in lower level hallway away from windows



Emergency Codes – Code Yellow

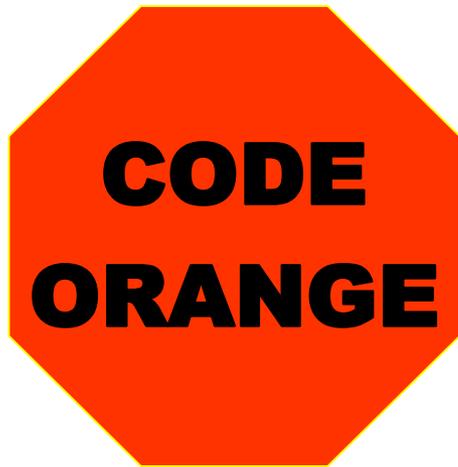
**CODE
YELLOW**



- A Code Yellow is called when a large influx of patients is expected due to a man - made (like an airplane crash) or natural disaster (like a tornado).
- Get direction from your supervisor

Emergency Codes – Code Orange

A **Code Orange** is called when a hazardous material spill has occurred.



Secure the area

Protect people in area from exposure

Inform others of the spill, call **2-2222**

Leave cleanup to trained personnel

Emergency Codes – Code Armstrong

- A **Code Armstrong** is called when a hostile situation exists

- Call **2-2222** to report

- Security will respond to the area announced.



**CODE
ARMSTRONG**

Emergency Codes – Code Silver

A **Code Silver** is called when an armed person is sighted.



**Do NOT approach
or attempt to
disarm**

- Weapons are prohibited on SEH property
- If you see an armed person **go to a safe area** and then call ***2-2222 immediately.***

Emergency Codes – Active Shooter

If you see an armed individual or a Code Silver is announced:



**The key to a safe
outcome is
*Knowledge and
Preparedness***

- Remain Calm
- Evaluate the situation and determine if you should:
 - ✓ Run
 - ✓ Hide
 - ✓ Fight

IF YOU ARE APPROACHED BY AN AGGRESSIVE INDIVIDUAL BUT “DO NOT” SEE A WEAPON

- Remain calm
- Be aware of your posture, gestures, tone of voice, speed of speech.
- Keep communication simple, supportive, positive and direct.
- Use de-escalation techniques when speaking.
- Don't argue; speak calmly and with respect.
- Call **2-2222** or 911 when you can safely do so

CODE SILVER/ACTIVE SHOOTER NOT IN YOUR AREA IN A HOSPITAL

When Code Silver is announced over the P.A. System

- Remain calm and “Shelter in Place”
- Stay away from the area where the incident is occurring
- Shut the doors to your unit or area
- Stay away from doors and windows
- Grab anything that can be used as a weapon, such as a fire extinguisher
- Assist patients/guests with barricading themselves in a room – if possible push the beds up against the doors and lock the wheels or use any heavy object

CODE SILVER/ACTIVE SHOOTER NOT IN YOUR AREA IN A HOSPITAL

- Barricade yourself in a room
- Turn off all lights and silence cell phones and pagers
- Remain in hiding until you hear the *All Clear* or are ordered to do so by Police or Security
- If you are ordered to move by the Police, do so in an orderly manner with your hands visible and above your head

CODE SILVER/ACTIVE SHOOTER “IN YOUR AREA” IN A HOSPITAL

If you see an armed individual in your area or you hear a Code Silver announced for your area

RUN

- Remain calm and save yourself first, you cannot help others if you are wounded
- If you can safely evacuate patients, visitors, and yourself, then do so by using the closest stairwell
- Do not stop because others will not go
- Leave personal belongings behind
- If you are able, call **2-2222** or hit a panic button

CODE SILVER/ACTIVE SHOOTER “IN YOUR AREA” IN A HOSPITAL

HIDE

- If you cannot safely evacuate, then Shelter in Place
- Grab anything that can be used as a weapon, such as a fire extinguisher
- Barricade yourself in a room – if possible push the beds up against the doors and lock the wheels or use any heavy object
- Stay away from doors and windows
- Turn off all lights and silence cell phones and pagers
- Remain in hiding until you hear the *All Clear* or are ordered to do so by Police or Security
- If you are ordered to move by the Police, do so in an orderly manner with your hands visible and above your head

SHOULD YOU BE CONFRONTED BY AN ARMED ASSAILANT

FIGHT

- **FIGHT AS A LAST RESORT**

- If you must fight do so in an aggressive manner, your life may depend on it
- Use anything you can find as a weapon – spray them with a fire extinguisher, throw things at them, do whatever you can to disable them



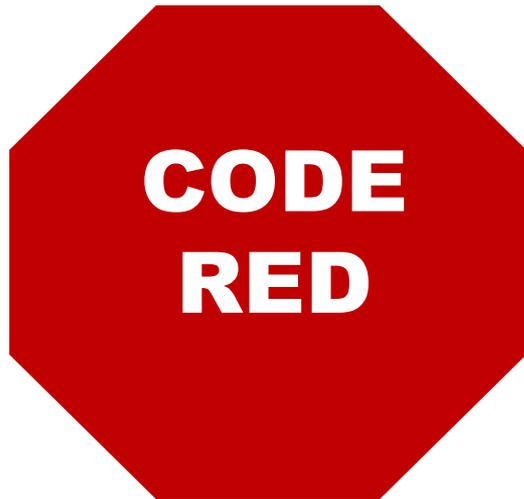
ACTIVE SHOOTERS AT OFF SITE LOCATIONS

- **Run** – leave the building if you can safely do so and respond to your designated assembly point
- **Hide** – barricade yourself in a room by locking the doors and placing large pieces of furniture in front of door, turn off lights, and silence cell phones and pagers
- **Fight** – only do this as a last resort to save your life. If you must fight do so aggressively and use anything you have available as a weapon - i.e. fire extinguisher, letter opener

Call 911 as soon as you are able

Emergency Codes – Code Red

If you detect smoke and/or flames of any type you must take **IMMEDIATE ACTION**



- Pull the nearest fire alarm
- Call **2-2222**
- Report a Code Red
- Give your name and the location of the fire
- Off-site – call 911

R.A.C.E.

- R** - **R**escue / **R**elocate all people in immediate danger from the fire.
- A** - **A**ctivate the nearest fire **a**larm. **A**lert all people in the area.
- C** - **C**ontain the fire and smoke.
Close all windows and doors.
- E** - **E**xtinguish the fire if possible.
Evacuate the area as instructed.

Fire Alarm

Activate the nearest alarm

- Fire alarm pull stations near exits and stairwells.
- When a fire alarm pull station is activated...
 - The fire alarm will sound
 - Fire doors will close
- Never obstruct the view of fire alarm pulls or fire extinguishers



Fighting Fires

Before you consider fighting a fire...

- Determine whether the fire is small and not spreading
- Confirm you have a safe path to exit
- Your first defense in a fire is the fire extinguisher



Fire Extinguishers

Red ABC fire

extinguishers are used in almost all areas throughout the hospitals for A, B and C type fires—not type D



CLASSES OF FIRES	TYPES OF FIRES	PICTURE SYMBOL
A Combustibles	Wood, paper, cloth, trash & other ordinary materials.	
B Chemicals	Gasoline, oil, paint and other flammable liquids.	
C Electric	May be used on fires involving live electrical equipment without danger to the operator.	
D Metals	Combustible metals and combustible metal alloys.	

To Use the Extinguisher

PASS

- **P** – Pull the pin
- **A** – Aim nozzle at base of fire
- **S** – Squeeze the handle
- **S** – Sweep out the fire from side to side



Stand 10 feet
away

Code Red Exercise

- **Code Red Exercise** or Fire Drills occur unannounced and require full participation
- If unsure, this is the time to ask questions
- **Can we use elevators?**
 - Edgewood fire alarms are activated by department/area. Fire alarm only rings where the problem occurs. Ex: If a fire alarm is activated on the 5th floor, the elevator will not work on the 5th floor but is active on the other floors.
 - At all other facilities, there is a general alarm and elevators are not used.



Emergency Codes – All Clear



- This code represents the conclusion of most of the emergency situations.
- Not announced after a Code Blue

Biohazard Waste

- **Biohazard symbol** indicates item contains or soiled with blood or body fluids
- Also referred to as “Infectious Wastes”
- If a concern arises regarding exposure to blood or other potentially infectious materials (OPIM), immediately contact your supervisor, Volunteer Services and go to Emergency



Red biohazard waste bags are used for infectious waste disposal



Yellow waste bags are used for chemo waste only

Safety Data Sheets or SDS

Safety Data Sheets (can be found on the SEH intranet) and contain information such as:

- Make-up of product
- Hazard Information
- Precautions to be taken when handling product
- Any protective equipment needed
- How to handle spills/exposures – first aid measures

In the US there are about 650,000 products that require a Safety Data Sheet

Hazard Label

Globally Harmonized System or (GHS) Hazard Label includes:



- Product Identifier
- Pictograms
- Signal word
- Precautionary statements
- Hazardous Statements
- Supplemental information
- Supplier information



St. Elizabeth
HEALTHCARE



Safe Environment

Workplace Violence



Workplace violence is defined as any situation that may:

- Threaten the safety of a volunteer or associate
- Have an impact on any volunteer or associate's physical, emotional or psychological well-being
- Cause damage to hospital property

Signs of Escalation

- Recognition of risk factors, potential triggers and warning signs are **critical** to your health and safety

Non-verbal or Behavioral Cues

- Arms held tight across chest
- Clenched fists
- Heavy breathing
- Pacing or agitation
- A fixed stare
- Aggressive or threatening posture
- Sudden changes in behavior

Verbal Cues

- Speaking loudly or yelling
- Swearing
- Threatening tone of voice

Steps

- Be on guard for behaviors that could indicate the potential for violent behavior
- Communicate calmly, clearly and respectfully
- Keep 1.5 to 3 feet of therapeutic space between you and the violent individual
- Never approach a subject with a weapon
- If you feel immediately threatened – call 2-2222 or Security at 12270
- Always report any acts of Workplace Violence to your Supervisor

Security and Sensitive Areas

- Identify people before opening doors/know to whom you are granting access
- Secure areas are equipped with panic alarms
- When accessing secure areas, make sure door closes securely behind you. This will not allow access by someone else.

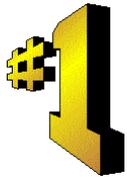


Security

Call Security immediately to report:

- Suspicious people
- Vandalism
- Assault
- Theft/missing property
- Disturbances
- Any other event you consider security related

Contact Security
Call 12270



Number one security problem is unattended or unsecured property like purses!





St. Elizabeth
HEALTHCARE



Identifying and Reporting Abuse

Every Hospital Associate/Volunteer is REQUIRED by KY law to know:

1. The definition and signs of abuse
2. That Kentucky Law requires you to report any instance where abuse is alleged or suspected **OR** abuse is witnessed.
3. How to report abuse
4. That patients who are exhibiting difficult behavior are more likely to be abused
5. That experiencing personal 'Burnout' can contribute to abuse occurring

Definition of Abuse

The willful infliction of:

- injury
- unreasonable confinement
- intimidation
- and/ or punishment



Resulting in:

- physical harm
- mental anguish
- or deprivation of necessary goods and services

Forms of Abuse

Verbal – the use of oral, written or gestured language that willfully includes derogatory terms to or about person



Physical- physical force resulting in injury impairment or pain, or the threat of such force

Mental – the use of behaviors intended to humiliate, harass, punish or deprive the person and produce fear

Forms of Abuse



Neglect - physical pain, mental anguish or emotional denial of essential services by a caregiver

Self-Neglect- the individual fails to provide for own health and safety

Sexual- Sexual contact without consent



Misappropriation of Property - the deliberate misplacement, exploitation or wrongful use of a patient's property without consent

Abuse

Signs of Abuse may include:

- Tension between caregiver and patient
- Agitation, apathy, withdrawal
- Dirty, unbathed, foul odors
- Inadequate/improper clothing
- Untreated medical issues
- Dehydration and/or malnutrition

Difficult patient behaviors can contribute to occurrences of abuse.

- Don't take it personal – remain professional
- Attack the problem, not the person
- Discuss concerns with team members and develop a plan
 - *Never* isolate or ignore the patient, as these are abusive actions

Reporting Abuse

If you witness abuse OR **suspect or hear of alleged abuse**, you are **required by law** to:

- **Report the situation immediately to the unit supervisor/patient nurse or Volunteer Services**
- The supervisor then contacts Social Services or the Skilled Nursing Unit Administrator who will report it
- The situation, by law, is then reported to the Cabinet for Health and Family Services

During a State inspection a surveyor may ask you about abuse and what you would do when you hear of alleged abuse, suspect abuse or witness abuse.



St. Elizabeth
HEALTHCARE



Ethics Committee

Functions of the Ethics Committee

Consultation and policy review:

- To advise and serve as a resource to St. Elizabeth associates, volunteers, administration, and medical staff
- To clarify complex ethical issues that arise in the care of our patients

Education:

- To assist in the development of educational programs related to bioethics

Ethics Consultations

- Usually called when there is confusion and/or disagreement about how to proceed in a difficult clinical situation.
- Most commonly, these conflicts arise over end-of-life care and mother/baby complications.



How Ethics Committees Help

An Ethics Committee consult includes:

- Listening to patients, families, physicians, and clinical associates
- Identifying the conflicting bioethical issues
- Supporting all through the process to resolve complicated, stressful patient care situations

Hospital Ethics Committees do not make decisions.

- **This is a common misconception about their role.**
- **Final decisions are made by the patient, family and the health care team.**

Our Faith-Based Heritage

St. Elizabeth Healthcare follows the United States Conference of Catholic Bishops'



Ethical and Religious Directives for Catholic Health Care Services.

A copy of these directives can be found:

- On the website: nccbuscc.org/bishops/directives.htm
- With the manager in the area where you volunteer

Ethics Committee

Any patient, family member, physician or associate can contact the Ethics Committee:



- to **ask questions** or seek consultation on ethical and/or moral questions that arise.
- to **have a discussion** about ethical and/or moral issues or concerns.
- to **seek help** to deal with a conflict with patient/family issues regarding care or treatment decisions.



St. Elizabeth

HEALTHCARE



Diversity

Our Diversity Model

Embracing
diversity
revolves
around
RESPECT.
Respect for
all our
similarities
and
differences.

PeRsonal

LanguagE

Spiritual

Psychosocial

GEnerational

Cultural

OrganizaTional

Language & Communication

- Communication goes beyond just the words we share
- The inability to communicate easily will increase the level of frustration for the speaker and the listener.
- An important factor affecting communication is your awareness of people who have Limited English Proficiency (LEP).
- The same law that directs us to provide an interpreter to the deaf also directs us to do so for those with LEP.

St. Elizabeth provides Interpreters

- Telephone Interpreters
- Live video interpreters
- In-person interpreters
- Translations of written documents into language other than English.
- Sign Language Interpreters – available for the deaf and hard-of-hearing.



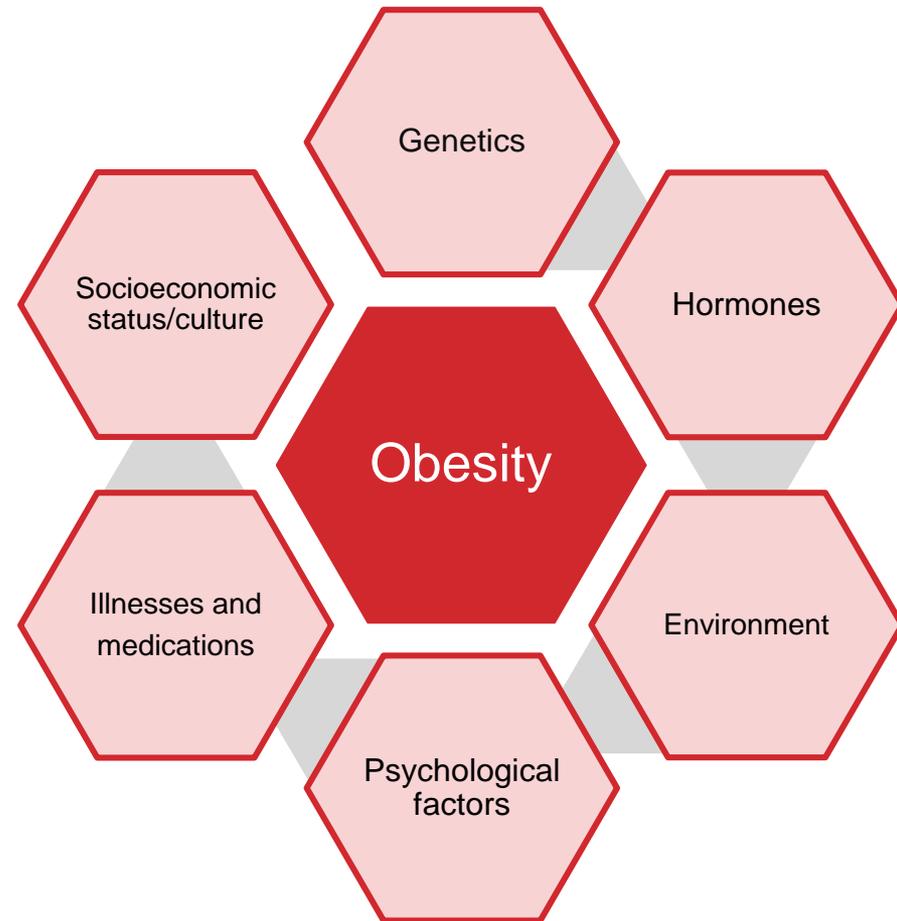
**Contact information
is in every
department.**

Discrimination is Prohibited

Healthcare programs that receive Federal assistance are prohibited from discriminating on the basis of race, color, national origin, sex, age or disability.

Obesity Facts

- In 2016, all states had more than 20% of adults with obesity.
- In Kentucky, 30 to 35% of adults report that they are obese.
- Obesity is a complex, **chronic disease** that develops from an interaction of genotype and the environment.



Weight Bias in Healthcare

- Nearly 95% with the disease of obesity feel like they have been discriminated against
- Ask yourself:
 - Am I comfortable with people of all shapes and sizes?
 - Am I sensitive to the concerns of obese individuals?

How might you feel if...

- you are in the hospital and the gown is too small?
- you overheard someone asking for the “big wheelchair?”
- you are worried that the chair in the hospital waiting room would not hold your weight?

Respecting Differences

- Culture guides day-to-day behaviors and helps us to interpret other people's actions.
- Today, one in four Americans is a member of a racial or ethnic minority group and by 2070, one in two Americans will be.
- In a multicultural environment like St. Elizabeth, there are many different cultures operating simultaneously, increasing the chances of a misunderstanding the more we interact with each other.
- For the first time there are more people over the age of 60 than under the age of 16

Organizational Diversity

Benefits of a Diverse Workforce

- Different perspectives along with higher creativity enhance company performance
- Employee morale increases while turnover rates decrease
- Integrated work environments help eliminate discriminatory practices
- Stress-related illnesses and related benefit claims are reduced

The diversity and inclusion goal at St. Elizabeth Healthcare is to create an atmosphere where we all come together in respect, and strive to understand and value all differences.





St. Elizabeth
HEALTHCARE

Volunteer Services



TJC Review



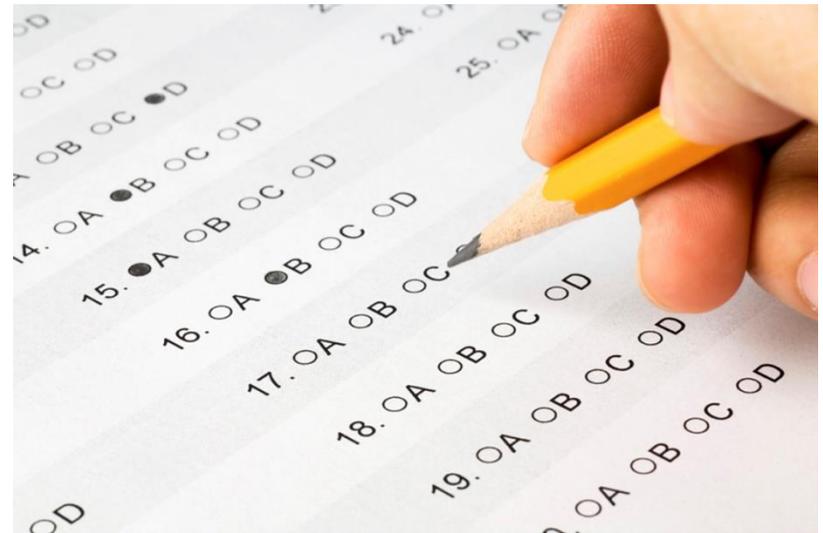
2018



Required TJC Review

Please get out your
Review Sheet!

*Make sure to print
your name on
the top.*



TJC Review

1. I know that I am the patient experience.

A. True

B. False

TJC Review

2. AIDET is a communication tool that stands for:

A. Arrive; Identify; Deliver; Edit; Terminate

B. Acknowledge; Introduce; Duration; Explain; Thank

C. Announce; Initiate; Decide; Educate; Terminate

TJC Review

3. I understand that we have a Dress Code and am expected to wear my Volunteer I.D. badge on my upper body whenever you are volunteering.

- A. True**
- B. False**

TJC Review

4. If you are hospitalized, off for a medical reason, or under medical care for an illness or condition that impacts your health or safety (even for a short time), you are required to have your physician complete a *Return to Volunteer* form.

A. True

B. False

TJC Review

5. I am aware of St. Elizabeth's Tobacco Free policy and abide by it.

A. True

B. False

TJC Review

6. The Joint Commission holds volunteers to the same standards as associates.

- A. True**
- B. False**

TJC Review

7. TJC will survey St. Elizabeth in 2018 and if I am observed going in or out of a patient room without performing hand hygiene St. Elizabeth will receive a deficiency.

- A. True**
- B. False**

TJC Review

- 8. Which of the following describes the function of the Notice of Privacy Practices offered to all patients?**
- A. Lets patients know what the Health System is doing to protect their PHI**
 - B. Informs patients about their privacy rights.**
 - C. Explains to patients how they can exercise their privacy rights.**
 - D. All of the above.**

TJC Review

9. You can look yourself up in Epic because, after all, it is your own personal information.

A. Yes

B. No

TJC Review

10. HIPAA violations by St. Elizabeth associates/volunteers may result in disciplinary action up to and including termination from employment or volunteering.

- A. True**
- B. False**

TJC Review

11. St. Elizabeth is committed to being ethical in every way. If you think something isn't right, we want you to communicate your concerns.

- A. True**
- B. False**

TJC Review

12. If you have a concern to report, you may contact:

- A. St. Elizabeth's Corporate Compliance Officer**
- B. The Compliance Hotline**
- C. Your supervisor**
- D. Volunteer Office Staff**
- E. All of the Above**

TJC Review

13. The toll free Report Line is open 24 hours a day, 7 days a week and is totally confidential for the caller.

A. True

B. False

TJC Review

14. Prevention of hospital associated infections is best accomplished by performing hand hygiene before and after patient contact.

- A. True**
- B. False**

TJC Review

15. Alcohol foams and gels are effective for hand hygiene on unsoiled hands but are NOT effective on hands visibly dirty or contaminated with body substances, food, or after using the restroom.

- A. True**
- B. False**

TJC Review

16. You should always wash hands with soap and water after using the bathroom.

A. True

B. False

TJC Review

17. It is okay to enter a patient room marked “Isolation” or “Precautions” when you are volunteering.

A. True

B. False

TJC Review

18. Receiving an influenza vaccination, unless allergic, is an annual requirement for SEH volunteers, associates and physicians.

A. True

B. False

TJC Review

- 19. You observe that a patient who is walking down the hall alone appears unsteady and confused. You should:**
- A. You do not need to do anything. The yellow armband means she is OK.**
 - B. Pay no attention. You are not a nurse, so this doesn't have anything to do with you.**
 - C. Stay with the patient and call for a nurse or a Nurse Assistant.**

TJC Review

20. It is important to prevent falls because:

- A. Falls are a leading cause of death in people ages 65 and older**
- B. Injuries from falls can increase a patient's length of stay.**
- C. It is the right thing to do.**
- D. All of the above.**

TJC Review

21. Preventing falls is the responsibility of:

- A. Nurses**
- B. Transporters**
- C. Volunteers**
- D. Phlebotomists**
- E. Every member of the St. Elizabeth team**

TJC Review

22. You need to report water leaks, water stains, damaged caulking, and/or mold growth.

A. True

B. False

TJC Review

23. Which of the following is a symptom of stroke?

- A. Facial droop**
- B. Arm weakness**
- C. Slurred speech or difficulty speaking**
- D. All of the above**

TJC Review

24. If you believe someone inside St. Elizabeth is having a stroke, you should call 2-2222.

A. True

B. False

TJC Review

25. If you observe anyone with the signs/symptoms of a heart attack inside the hospital you call 2-2222.

- A. True**
- B. False**

TJC Review

26. Heart attacks can have ‘beginnings’ which can occur hours or weeks before the actual heart attack.

- A. True**
- B. False**

TJC Review

27. You should call 2-2222 whenever a hostile or violent situation exists and a Code Armstrong will be called.

A. True

B. False

TJC Review

28. When noticing a patient or guest has a weapon, you dial 2-2222 for a Code:

- A. Armstrong**
- B. Silver**
- C. Yellow**
- D. Pink**

TJC Review

29. If a Code Silver-Active Shooter is announced outside of your area in a hospital, what should you do?

- A. Stay away from the area of the shooter**
- B. Turn off lights, cell phones and pagers**
- C. Shut doors and shelter in place**
- D. All of the above**

TJC Review

30. If a Code Silver-Active Shooter is announced in your area in the hospital, you should:

- A. Save yourself first, you cannot help someone if you are wounded**
- B. Evacuate if you can safely do so**
- C. Grab anything that can be used as a weapon**
- D. Barricade yourself in a room and push a bed or heavy object against the door**
- E. All of the above**

TJC Review

31. Any volunteer who detects smoke and/or flames of any type must take immediate actions and follow the plan R.A.C.E.

- A. True**
- B. False**

TJC Review

32. If there is a fire in your area, what do you do?

- A. Call the operator and move everyone downstairs**
- B. Yell fire and allow people to go to another area**
- C. Rescue anyone in danger, activate the alarm, contain the fire if possible, and extinguish the fire or evacuate.**
- D. Call Security and put out the fire.**

TJC Review

33. The PASS concept stands for:

- A. Medication administration procedures**
- B. The steps to take in using a fire extinguisher correctly**
- C. Safer driving technique on 2 lane roads**

TJC Review

34. The red ABC fire extinguisher can be used on what types of fires?

- A. Chemical**
- B. Electrical**
- C. Combustible**
- D. All of the above**

TJC Review

35. The biohazard symbol indicates that the item contains or is soiled with blood, body fluids or other potentially infectious materials.

- A. True**
- B. False**

TJC Review

36. A Safety Data Sheet (SDS) contains information about the hazards of a chemical and how to control them.

A. True

B. False

TJC Review

- 37. Which of the following is an example of workplace violence?**
- A. A patient who assaults a healthcare professional who is trying to treat him.**
 - B. An associate or volunteer who routinely berates and verbally abuses those with whom he works.**
 - C. The domestic partner of a volunteer who shows up at the hospital and threatens his or her partner.**
 - D. All of the above**

TJC Review

38. If you are a victim of workplace violence, you need to immediately report it to your supervisor or if necessary Security.

A. True

B. False

TJC Review

39. You are required, by law, to report witnessed, suspected or alleged abuse.

A. True

B. False

TJC Review

40. We are required by law to provide an interpreter to patients with limited English proficiency and to those who are deaf.

- A. True**
- B. False**

TJC Review

41. Studies have documented weight bias in healthcare against patients that suffer from the disease of obesity.

- A. True**
- B. False**

TJC Review

42. The Ethics Committee makes decisions for the patient, family and healthcare team.

A. True

B. False

TJC Review

43. The St. Elizabeth Ethics Committee is guided by the Ethical and Religious Directives for Catholic Health Care Services.

- A. True**
- B. False**

TJC Review

44. The Diversity and Inclusion Goal at St. Elizabeth Healthcare is to create an atmosphere where we all come together in respect and strive to understand and value all differences.

A. True

B. False

Thank You!

You have completed your Annual Training for 2018!

Please give your TJC Answer Sheet to a staff person as you leave



2018