



Part 3 - New GBMC Information and Patient Experience

2020

GBMC

*... To every patient, every time, we will
provide the care we would want for our
own loved ones...*

Agenda

- Workforce Policies
- Volunteer ‘News You Can Use’
- Patient Experience
 - Mission, Vision and Greater Behaviors
 - Language of Caring
 - All in This Together

Detailed information is in the new edition of the Volunteer Handbook

- GO TO www.gbmc.org/volunteer-services-handbook (password: 6701)

Language of Caring

- GO TO www.gbmc.org/volunteer-loc-handbook (password: 6701)

Workforce Policies

Volunteers are considered part of the 'workforce' at GBMC.

Policies which apply to employees also apply to volunteers.

Human Resources has asked us to inform you of these.



Agenda - Workforce Policies

- Just Culture
- Diversity & Inclusion
- Anti-Harassment, Discrimination, Retaliation and Bullying
- Weapons Policy
- Substance Abuse
- Incident Reporting

**Detailed information is in the new edition of the Volunteer Handbook*

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Just Culture

GBMC is an organization which manages human risk by distinguishing among:

- Human Error: an inadvertent action, slip, lapse
- At-Risk Behavior: a choice that increases risk, where risk is not recognized or mistakenly believed to be justified
- Reckless Behavior: a choice to disregard a substantial and unjustifiable risk

The emphasis is on coaching and process improvement versus punitive measures.

Diversity & Inclusion

‘The diversity and inclusion mission of GBMC Healthcare system is to create a more diverse workforce and foster an inclusive workplace to provide culturally competent care and service of the highest quality to every patient, every time, leading to better health, better care, with the least waste of time, and with more joy for those providing the care.’

- We are expected to treat everyone with respect, regardless of culture or background.

Diversity & Inclusion

We treat everyone with respect, regardless of cultural dimension or background.



Anti-Harassment, Discrimination, Retaliation and Bullying

GBMC has zero tolerance for behaviors that undermine a culture of safety including, but not limited to: threatened or physical violence, intimidation, bullying, unwelcome or aggressive behavior, comments, remarks and/or gestures, including sexual misconduct.

Please raise any concerns, through Volunteer Services or your management chain of command.

Weapons Policy

- Weapons cannot be carried openly or concealed on the GBMC campus
- Does not apply to service weapons carried by personnel of any Federal, State or Local law enforcement agency while on duty or in accordance with the rules of their respective agencies

Substance Abuse

‘GBMC strictly prohibits the unlawful possession, use, consumption, sale, purchase or distribution, dispensation, or manufacture by any employee of marijuana, or other illegal drugs, alcohol, or prescription medication without a prescription on GBMC premises or within its facilities at any time during the course of a volunteer’s service. This includes being impaired or under the influence on GBMC premises.’

Volunteers are required, to notify the Volunteer Office of any criminal conviction involving drug or alcohol use.

- WHY? This may have an impact on licensure and contracts within GBMC Healthcare.
- Depending on the circumstances, we will work with you on next steps.

Incident Reporting

What is an incident?

- An incident is an event that is not consistent with desired operations of the organization and/or care of the patient.

Both “actual” incidents and “near miss” incidents should be reported to learn from mistakes and prevent the same event from happening again.

The RL Datix system is used to report incidents of actual or potential harm.

As volunteers you may be asked to contribute to the reporting if you are involved or have observed an incident.

Volunteer 'News You Can Use'

- ***'KIOSK on MY PHONE'***
- New Bereavement Benefit

KIOSK on MY PHONE

- To help avoid another ‘touch’ during the pandemic
- Can avoid use of hospital KIOSK
- Puts the Sign In/Out screen right on your smartphone!

New Smartphone Sign In & Out

The directions are on the next slide.

However, look for another video on gbmc.org called 'KIOSK on MY PHONE'

New Smartphone Sign In & Out

- These directions will work on your smartphone, tablet or computer
- Using your smart device, Click on:
<https://www.volgistics.com/ex/touch.dll/?FROM=11739&PW=502394297>
- The sign in screen will appear on your device
- Bookmark the link
 - Using the three dots on the bottom right on your smartphone
 - Using the bookmark on your web browser
- Use the bookmark whenever signing in or signing out

New Smartphone Sign In & Out

An alternative if using the KIOSK

- A 'stylus' used on personal devices

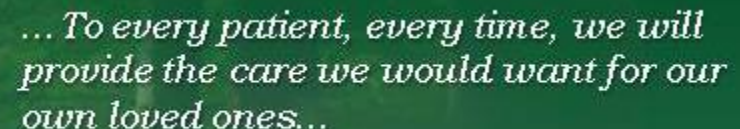


New Bereavement Benefit

- Offered through the Gilchrist Bereavement Department
- For those who have lost a loved one, may soon be losing a loved one, or have a loved one who has a serious or terminal illness
- Anticipatory grief counseling is also available for those dealing with serious or terminal illness
- Call Christine Broderick at 443-849-8251, or Lois Fitzgerald, at 443-539-4086, (Howard County), or Care Navigation Department, at 888-823-8880 for information

Full Benefits List is in the new edition of the Volunteer Handbook

– GOTO gbmc.org/volunteer-services-handbook (password: 6701)

The logo for GBMC (Gilchrist Bereavement and Care) is displayed in a white, serif font against a dark green background. The letters are large and stylized, with the 'G' and 'B' being particularly prominent.A dark green rectangular area at the bottom right of the slide, containing white text. The background of this area shows a blurred image of green foliage.

*... To every patient, every time, we will
provide the care we would want for our
own loved ones...*

Agenda - Patient Experience

- Mission
- Vision
- Greater Behaviors
- Language of Caring
- Patient Experience

These are what distinguishes GBMC from other institutions!

The logo for GBMC, consisting of the letters 'GBMC' in a white, serif font, set against a dark green background. The background of the entire slide features a blurred image of green foliage.

GBMC

... To every patient, every time, we will provide the care we would want for our own loved ones...



Mission

The **Mission** of GBMC is to provide medical care and service of the highest quality to each patient and *to educate the next generation of clinicians*, leading to **health, healing and hope** *for the community.*

Because GBMC is a teaching hospital, the reference to education was added to the mission statement in 2020.

GBMC

... To every patient, every time, we will provide the care we would want for our own loved ones...



Vision

To every patient, every time, we will provide the care that we would want for **our own loved ones.**



Vision

The VISION is carried out through the 4 AIMS:

BETTER HEALTH: The best possible health outcome

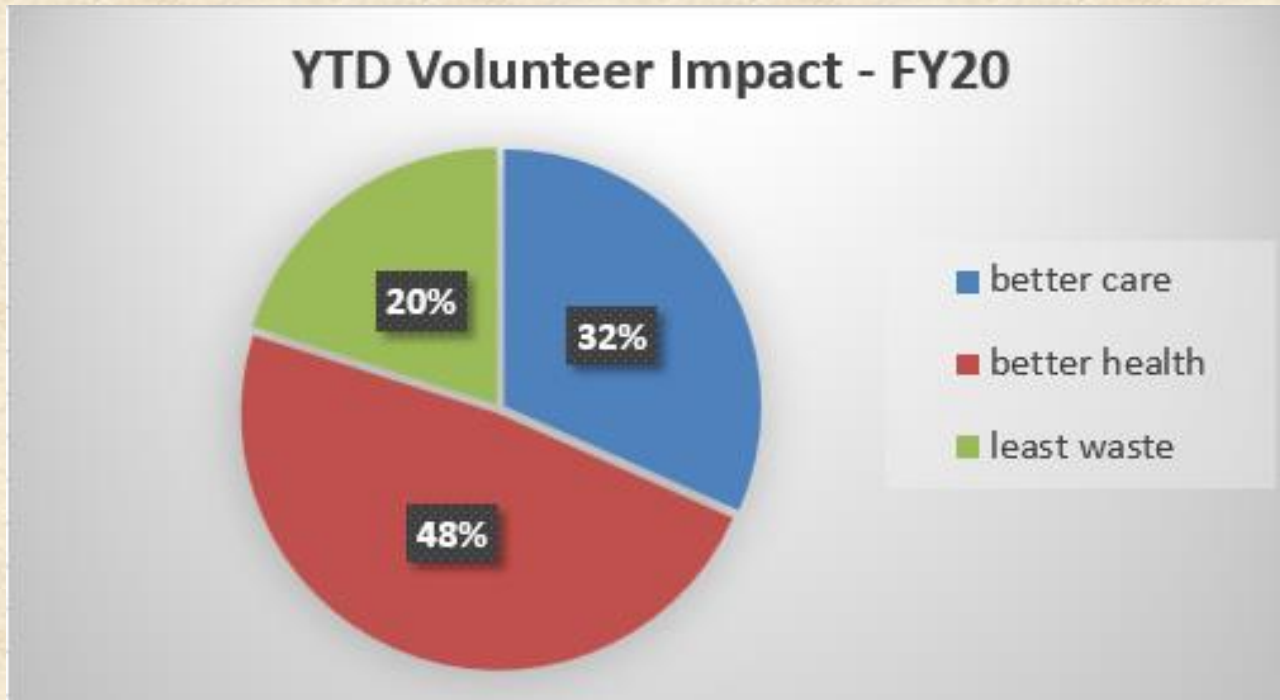
BETTER CARE: The best possible satisfaction with the way the care is delivered

LEAST WASTE: The least waste (time, effort, money)

MORE JOY: The most joy for those providing the care

Vision

Here is how Volunteers contribute to the 4 AIMS:



The JOY you bring is without measure!



Greater Behaviors - Values

GBMC HEALTHCARE
GREATER BEHAVIORS
Service Excellence Commitment

RESPECT
 I will treat everyone with COURTESY.
 I will foster a HEALING ENVIRONMENT.

EXCELLENCE
 I will STRIVE for SUPERIOR PERFORMANCE in every aspect of my work.
 I will RECOGNIZE and CELEBRATE the accomplishments of others.

ACCOUNTABILITY
 I will BE PROFESSIONAL in the way I act, look and speak.
 I will TAKE OWNERSHIP to solve problems.

TEAMWORK
 I will BE ENGAGED and COLLABORATIVE.
 I will KEEP PEOPLE INFORMED.

ETHICAL BEHAVIOR
 I will always act with HONESTY and INTEGRITY.
 I will PROTECT the patient.

RESULTS
 I will SET GOALS and measure outcomes that support organizational goals.
 I will GIVE and ACCEPT HELP to achieve goals.



GBMC HEALTH. HEALING. HOPE

GBMC

... To every patient, every time, we will provide the care we would want for our own loved ones...

Language of Caring (LOC)

“I’ve learned that people will forget what you did, but people will never forget how you made them feel”. --Maya Angelou

Showing caring in day to day personal interactions reduces anxiety and promotes healing.



Heart - Head - Heart (the foundation skill)

- **Heart #1** message shows caring and helps gain trust
- **Head** message gives information
- **Heart #2** reinforces caring and the message... ‘seals the deal’

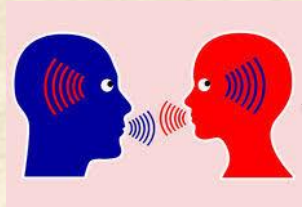


a ‘sandwich’



Language of Caring (individual skills)

Practice of Presence



Acknowledge Feelings

Show Caring Nonverbally



Blameless Apology



Explaining Positive Intent

Gift of Appreciation



Combination Skills

- *Say it Again with Heart*
 - Useful when you need to stand your ground
 - Example: explaining rules
- *Good to Great*
 - Wrapping encounters with caring messages
 - Turns an ordinary encounter into an impressive one... **MAGIC!**



You are 'MAGIC'

FY 2020 score for 'Volunteer Friendliness and Courtesy' - **95.3% (93rd percentile)**



All in This Together!

Here is a list of ‘little things’ we can do which have a major impact!

- Wayfinding*
- Litter*
- Wheelchair wrangling*
- Spills*
- Service Response Center*





Wayfinding

All of us have lost our way on the GBMC Campus!

- *Offer to escort a visitor to their destination or to an Info Desk*
- *Escorting is much less stressful than just giving directions*
- *Address Hints:*
 - *6701 - Hospital Building*
 - *6569 - West Pavilion*
 - *6535 - North Pavilion*
 - *6565 - East Pavilion*
- *Pick up a new GBMC map*



Litter

- *Litter leaves such a poor first impression*
- Follow Dr. Chessare's example and pick it up and dispose of it.



Wheelchair Wrangling

Wheelchair Corals can be found:

- Main Lobby (room on the right upon entry)*
- OB entrance (under the stairs)*
- ED entrance (next to ED doors)*
- At Bus Loop (near Walgreens)*
- PPW 3rd floor entrance*
- PPN main level entrance*
- Did I forget any?*



Please respectfully offer if you suspect a need.

Please return abandoned wheelchairs to the closest coral.

Spills

Help to prevent falls by keeping an eye out for spills!







Spill stations can be found around the hospital to help dry them up and highlight them for safety!

Service Response Center - 6800

- One-stop-shop for all support service needs
- Dial ext.6800 to request any of the following
 - **Housekeeping/Environmental Services**
 - Patient Transportation
 - **Facilities and Maintenance**
 - Nutrition Services
- Benefits of the SRC include:
 - One centralized phone number for any support service need
 - Software to track call volumes and issues
 - Ability to make proactive improvements

New Badge for JC

Here is the information we expect to have on the new badge.

GBMC HEALTHCARE		Volunteer
MISSION — Health, Healing, Hope		
VISION PHRASE — To every patient, every time, we will provide the care that we would want for our own loved ones.		
4 AIMS — Better Care, Better Health, Least Waste, More Joy		
VALUES — Respect, Excellence, Accountability, Teamwork, Ethical Behavior, Results		
<i>"The greatest gift you can give is your time"</i> 		
GBMC HEALTHCARE		Volunteer
Patient Identification — Name and Date of Birth		
Language of Caring   		
Three Principles of HIPAA PHI - Protected Health Information TPO - Treatment, Payment, Operations Minimum Necessary Rule		
Stroke - Face, Arm, Speech, Time		

**Detailed information is in the new edition of the Volunteer Handbook
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Volunteer Handbook

- Republished every July/August
- All of this information and more (e.g. volunteer benefits) included
- GO TO: GBMC.ORG/Volunteers
- PASSWORDs: 6701

- Review is strongly encouraged for additional details.



Please proceed to:

PART 3 Test