2022 Annual Compliance Training

Part I -
Joint Commission Requirements

(Please pay attention to the slide # in the upper right hand corner)
Ergonomics: The **20/20 Rule**

- For every **20** minutes of the same or static posture or activity, take a **20** second rest or stretch break.
- Get out of your chair every **30** to **60** minutes.
The Volunteer Uniform

The Joint Commission requires 3 components.

Your ID Badge

Your Volunteer Uniform

A mask

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

To help remember safety codes, all volunteers are issued a safety badge with numbers to call for each code.

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>RRT</td>
<td>Rapid Response Team</td>
<td>2777</td>
</tr>
<tr>
<td>Code BLUE</td>
<td>Cardiopulmonary Arrest</td>
<td>2300</td>
</tr>
<tr>
<td>Code RED</td>
<td>Fire</td>
<td>3473</td>
</tr>
<tr>
<td>Code YELLOW</td>
<td>Disaster/Critical Incident</td>
<td>Called by AOC</td>
</tr>
<tr>
<td>Code PINK</td>
<td>Abduction</td>
<td>2222</td>
</tr>
<tr>
<td>BHRT</td>
<td>Behavioral Health Response Team</td>
<td>2007</td>
</tr>
<tr>
<td>Code SILVER</td>
<td>Active Threat</td>
<td>2222</td>
</tr>
<tr>
<td>Code ORANGE</td>
<td>Hazmat</td>
<td>2222</td>
</tr>
<tr>
<td>Security</td>
<td></td>
<td>2222</td>
</tr>
<tr>
<td>Utility Outage</td>
<td></td>
<td>2171</td>
</tr>
<tr>
<td>Adverse Drug Reaction</td>
<td></td>
<td>2377</td>
</tr>
<tr>
<td>Ethics Committee</td>
<td></td>
<td>2370</td>
</tr>
<tr>
<td>Administrative Coordinator</td>
<td></td>
<td>2076</td>
</tr>
</tbody>
</table>

Key Phone Numbers: 443-849-
What to expect if calling Rapid Response or Code Blue

Callers must be prepared to answer:

*What kind of emergency?*
Rapid Response, Code Blue or Stroke Alert

*Who needs help?*
Adult, child or newborn?
Inpatient or Outpatient*

*Where is help needed?*
Name of building, Floor#, Room#, description of location

Exceptions are locations where there is no way to safely transport a person on a stretcher or wheelchair. This includes: Nearly New (Farmhouse Hill), Gilchrist, La Petite, South Chapman, and the warehouse. 911 should be called at these locations.

A medical team plus Security will respond to the call. If it is a ‘STROKE ALERT’, a Hopkins stroke neurologist will also respond.

*Outpatient includes: visitors, volunteers, employees*
Safety Code Notes

• **Rapid Response:** This should be called if patient is breathing and needs help. Stay with patient until help arrives and stay out of the way.

• **Code BLUE:** Should be called if patient is **NOT** breathing. Stay out of the way when help arrives.
Safety Code Notes

- **Code YELLOW:** State of Emergency; Good reason for signing in/out!

- **Code PINK:** Infant abduction - be on the look out for individuals using stairways, carrying a large bags, or odd behavior. Also note that you may be delayed when you wish to leave until all clear.

- **Code BHRT (also known as Code Green)**
  “Behavioral Health Response Team”
  - Use this code if you encounter aggressive behavior
  - BHRT RN, Nursing Coordinator, Security respond
Safety Code Notes

• Code Silver: Active Threat / Shooter
• You have a personal choice:
  – Run, Hide, Fight
  – Based on Homeland Security guidance

• Code Orange: Hazmat - No volunteer assignments
Fire Safety
Procedures SAVE & PASS are on the safety badge issued to volunteers

FIRE

S  Save the Patient
A  Sound the Alarm
   Call 3473 or Pull Alarm
V  Control Ventilation
   Close Doors
E  Extinguish the Fire if Small & Contained

FIRE EXTINGUISHER USAGE

P  Pull the Pin
A  Aim at the Base
   of the Fire
S  Squeeze the Trigger
S  Sweep the Base
   of the Fire
Fire Safety and The Joint Commission

Questions regulators may ask:

• Where is the closest fire extinguisher?
• Where is the closest fire pull?
• What is the evacuation policy and route for your area?
• Where is the ‘Emergency Preparedness Guide’ (pictured on next slide) for your area?
Emergency Preparedness Guide

- Found at eye level throughout the hospital
- Has location specific information
Emergency Preparedness Guide

• Evacuation Routes are given for each location
Federal Privacy Law

HIPAA stands for

- Health
- Insurance
- Portability &
- Accountability
- Act
Principle #1 - PHI

Protected Health Information

• PHI is any piece of information which can be used to identify a person.

• In the age of “GOOGLE”, information as subtle as a license plate number can be used to identify an individual.

• Tattoos and birthmarks also qualify!
Principle #1 - PHI

Protected Health Information

• If information comes from a hospital, the assumption will be made that it is health information

• All documents with personal information should be protected. They must go in the shredder box or be filed appropriately. Documents with PHI should never go in the wastebasket!
Principle #2 - TPO

Treatment, Payment, Operations

• Information can only be shared in the context of the duties performed as a volunteer

• Sharing or using information about a patient outside of the hospital as a result of something learned while on duty is outside of these parameters
Principle #3
Minimum Necessary Rule

- We are only given the minimum amount of information needed to perform our duties.
Privacy and Photography

• Photography within the hospital is forbidden unless expressly authorized

• That means no one can ‘just take your picture’
HIPAA and Social Media

- Posting descriptions of volunteer experiences while on duty risks violating HIPAA regulations
- The smallest detail may reveal confidential information
- It is OK to say you volunteer at GBMC, it is NOT OK to go into detail regarding your activity here
Stroke Awareness

Key Acronym?

– **F.A.S.T**
  - **Face**
  - **Arm**
  - **Speech**
  - **Time**
Stroke Awareness

Be aware of the 5 SUDDENS

1. Sudden weakness on one side
2. Sudden confusion
3. Sudden trouble seeing
4. Sudden trouble walking
5. Sudden severe headache

...To every patient, every time, we will provide the care we would want for our own loved ones...
If calling for a Rapid Response (443-849-2777) because of a suspected stroke, be sure to say:

‘STROKE ALERT’
Regulations and Policy Review

• Regulation Brochure
• Chain of Command
• Required Practice and Documents
  – Patient Bill of Rights & Responsibilities
  – Notice of Privacy Practices
  – Financial Assistance
• Volunteer Injury
• Corporate Policies
Regulation Brochure

• Reminder that volunteers are ‘Clinically hands off’ the patient

• Volunteers must know and adhere to the do’s and don’ts of volunteering

• If you need a copy, please ask the Volunteer Office
Volunteer Services and GBMC Leadership Chain of Command

- All volunteers report to their service area supervisor **AND** Volunteer Services
- If you have a concern, please feel free to approach either or both for resolution
- Skipping the chain of command may lead to longer resolution times
- Dr. Chessare should NOT be your first go to for a concern.

John Chessare, MD  
President and CEO

Stacey McGreevy  
Chief Operating Officer

Mike Stein  
**INTERIM** Vice President, Support Services

Carmen Baeza  
Volunteer Services Director
Accidents and Volunteer Injury

• If you witness an accident or are injured while on duty...
  – Inform your supervisor and Volunteer Services
  – You will be asked for details for mandatory reporting purposes
  – Security may also be called

• If you are injured?
  ✷ GO TO the Emergency Department
“Required by Law”

The following are legal requirements that GBMC must follow and provide to patients:

• Patient Bill of Rights & Responsibilities

• Notice of Privacy Practices

• Financial Assistance when needed
Patient Bill of Rights & Responsibilities

- Within inpatient welcome packets and on www.gbmc.org
- Sets expectations with Patients and their Families
- Legally required at the federal and state level plus a JC regulation
Patient Bill of Rights & Responsibilities

You or your designee have the right to:

Safe and Respectful Care
- Be given considerate, respectful, and compassionate care.
- Be treated without discrimination regardless of your age, gender, color, race, national origin, ethnicity, religion, sexual orientation, gender identity or expression, physical or mental disability, language, or ability to pay.
- Receive care in a safe environment, free from all forms of abuse and neglect, including verbal, mental, physical, and sexual abuse.
- Be provided a list of compassionate and advocacy services, if needed, for cases of abuse or neglect.
- Be advised of your program name, without familiarity, and be told the names of the doctors, nurses, and other healthcare team members involved in your care, unless staff safety is a concern.
- Be given efficient and courteous attention from all personnel when you request help, with the understanding that other patients may have similar or more urgent needs.
- Receive visitors, whose designee, including a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend. You have the right to exclude or limit such visits at any time.
- Identify a support person as to present during your hospital stay. Whenever possible, GBMC supports our patients having a family member, friend, a domestic partner (including a same-sex domestic partner), another family member, or a friend. You have the right to exclude or limit such visits at any time.
- Have a medical screening exam and be provided suitable treatment for emergency medical conditions and injuries.
- Receive information about your hospital and physician charges, charges information about payment of your hospital bills, and access the Financial Assistance Program, if applicable, as long as this does not impede patient care.
- Receive pastoral and other spiritual services and have access shown for your personal values, beliefs, and wishes.

Effective Communication and Participation in Your Care
- Be an active, involved, and informed participant in your healthcare.
- Be treated in a courteous, respectful, and personal manner.
- Be informed by your doctor, or an other healthcare practitioner, about the care you will receive, your diagnosis and possible prognosis, test results, the benefits and risks of treatments, and expected outcomes of treatments, including unexpected outcomes.
- Be free from discrimination and exclusion unless ruled for safety.
- Receive information about your care in a manner that is understandable through written and verbal discussions, as necessary, with communication that meets your vision, speech, hearing, or cognitive needs.
- Identify a support person to make healthcare decisions for you if you are not able to do so.
- Communicate with persons of your choice, including but not limited to, physicians, attorneys, and criminal or a reasonable basis.
- Make decisions about your care, including the right to refuse care or treatment and to have the hospital advised of the advice of your provider.
- Be active and involved in your discharge planning.
- Be told to all patients the final plan for your discharge or transfer to another facility or level of care, as well as written information about any necessary follow-up care.
- Access your medical records in accordance with HIPAA Privacy Practices.
Notice of Privacy Practices

- Federal requirement
- Available on www.gbmc.org
Financial Assistance

• As a non-profit, GBMC assists under or uninsured patients

• Assistance forms are available from any Registration locations and on www.gbmc.org

• External 3rd parties may ask you about the financial services GBMC provides - all you need to know/say is that we do provide this service.
Corporate Policies & Volunteers

The following Corporate Policies apply to all volunteers and must be acknowledged annually:

• Code of Business Ethics

• Appropriate Use Agreement

• Confidentiality of Information Agreement
Corporate Policies & Volunteers

• Business Ethics
  – Tips cannot be accepted. If someone insists, please bring tips to the Volunteer Office where they will be deposited into the Auxiliary account for donation back to the hospital
  – Volunteers cannot profit from relationships within the hospital or from their volunteer work
  – Requirement to complete competencies and acknowledgements annually
Corporate Policies & Volunteers

• Appropriate Use
  – Looking through systems for records to satisfy curiosity would be an inappropriate use
  
  – Looking for personal medical records in EPIC would be a violation and cause for dismissal. This includes looking for your own record or that of a family member
  
  – Looking up contact info for providers, employees or other volunteers in EPIC is also a violation and will lead to dismissal
Corporate Policies & Volunteers

• Confidentiality
  – Includes patient privacy and Protected Health Information
  – Not sharing passwords and computer access
  – Not sharing GBMC operational information
Joint Commission and Volunteers

Joint Commission volunteer requirements:

• A General Orientation at beginning of service
• Receipt of a Volunteer Service Description
• Health screening(s)
• Annual Compliance Training
• Optional Department/Unit Specific Competencies training annually
• Receipt of a Volunteer Assessment (minimum once every 3 years)
Volunteer Handbook

• Updated and republished every year
• Includes volunteer policies, training information, benefits, etc.
• Review is encouraged
• Can be read online at:

  https://www.gbmc.org/volunteer-services-handbook

  PASSWORD: 6701

• Copies also available in Volunteer Office
Please proceed to:

PART 1 Test & Acknowledgement Form