2022 Annual Compliance Training

Part III

Workforce Policies and Patient Experience

(Please pay attention to the slide # in the upper right hand corner)
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
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.’
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.
Patient Experience

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

These are what distinguishes GBMC from other institutions!
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.
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
Greater Behaviors - Values

**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.

...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’

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  a ‘sandwich’
Language of Caring
(individual skills)

Practice of Presence

Acknowledge Feelings

Show Caring Nonverbally

Blameless Apology

Explaining Positive Intent

Gift of Appreciation

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

• 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
• New - Utilize new wayfinding tool on the GBMC App
Litter

- Litter leaves such a poor first impression
- Follow Dr. Chessare’s example and pick it up and dispose of it
- Don’t forget to wash your hands after!
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

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 - x6800

• 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
Please proceed to:

PART 3 Test