



Marshfield Clinic<sup>®</sup>

HEALTH SYSTEM

# VOLUNTEER HANDBOOK



## **Volunteer Services**

Marshfield Clinic Health System Foundation  
611 Saint Joseph Ave.  
Marshfield, WI 54449

Office Hours: Monday – Friday, 7:00 a.m. – 4:30 p.m.

Keresa Kilty, Manager  
Phone: 715-387-7106

[kilty.keresa@marshfieldclinic.org](mailto:kilty.keresa@marshfieldclinic.org)

Melissa Darr, Volunteer Services Coordinator  
Phone: 715-387-7198

[darr.melissa@marshfieldclinic.org](mailto:darr.melissa@marshfieldclinic.org)

**Welcome!**

I am happy you have chosen to help serve our patients, their families, visitors and staff here at Marshfield Medical Center. You will be serving in a vital capacity requiring dedicated effort, loyalty and enthusiasm. There are many volunteers, like you, who have discovered a new way of life by serving others.

Every volunteer is a vital link between the hospital and the community and, as such, promotes understanding by stimulating interest in the hospital's achievements, progress and future goals.

Volunteers provide services sometimes not available to our patients and their families. As a volunteer, you will maintain a regular volunteer schedule and serve a minimum of 2-3 hours per week.

The guidelines in this handbook will help introduce you to your new volunteer position. Please read it carefully before beginning your service. Then, refer to it often in order to answer your questions and make your volunteer efforts and experience as effective and rewarding as possible. I am always available to help you in your new position. Please feel free to seek assistance and contact me whenever necessary. Your comments, suggestions and concerns are very important to me.

I sincerely hope you enjoy your volunteer experience.

Keresa Kilty



Manager, Volunteer Services  
(715) 387-7106





Dear Volunteers,

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

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

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

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

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

Sincerely,

Dr. Susan Turney  
Chief Executive Officer  
Marshfield Clinic Health System





Marshfield  
Medical Center

## MARSHFIELD MEDICAL CENTER LEADERSHIP

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**Ned Wolf, FACHE**  
*Chief Administrative Officer*



**Brian Hoerneman, MD**  
*Hospital Medical Director*



**Colleen Hoerneman, MBA, RN**  
*Chief Nursing Officer*



**Ed Tusa**  
*Chief Financial Officer*



**Vicky Varsho, BSN, RN**  
*Administrative Director of  
Patient Care Services*



**Pam Jochimsen, MSN, MHA, RN**  
*Administrative Director of  
Patient Care Services*



# Marshfield Clinic<sup>®</sup>

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## HEALTH SYSTEM

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Marshfield Clinic is the largest private group medical practice in Wisconsin and one of the largest in the United States, with more than 700 physicians representing over 80 different medical specialties, more than 6,000 additional employees, and over 50 locations in northern, central and western Wisconsin.

### **MISSION**

#### **WE ENRICH LIVES**

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

### **VISION**

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

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

### **VALUES**

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

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

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

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

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



**Marshfield Clinic®**

HEALTH SYSTEM

Children's Miracle Network Hospitals (CMNH) at Marshfield Children's Hospital is a part of the Marshfield Clinic Health System Foundation. Marshfield Children's Hospital is just one of 170 partner hospitals affiliated with the national charity, and through CMN Hospitals, over 17 million kids are treated each year. CMNH does not focus on one particular disease or injury, but instead their mission is to help local sick and injured children by generating funds and awareness. There are three CMN Hospitals in Wisconsin. 100% of the funds raised stay locally in north central Wisconsin to benefit our local children through direct assistance for special needs, child life services, and by providing the highest level of care, including life-saving equipment. As a Marshfield Medical Center volunteer, you are more than welcome to support Children's Miracle Network Hospitals and MCHS Foundation activities!



*Amanda Lancour, Program Manager-  
Children's Miracle Network Hospitals*



**Children's  
Miracle Network  
Hospitals**



**Marshfield Clinic®**

HEALTH SYSTEM

FOUNDATION

## **WE ENRICH LIVES...**

by shaping the future of Marshfield Clinic Health System through philanthropy.

Since the 1970's, over 37,000 donors have raised over \$100 million to enrich the lives of Marshfield Clinic patients. Marshfield Clinic Health System Foundation will continue to innovate and define the future of health care for generations by offering philanthropic opportunities to support patient care, research and education at Marshfield Clinic Health System.

Looking back on Marshfield Clinic's 100 year legacy, a simple, but profound saying comes to mind: "If you want to go quickly, go alone. If you want to go far, go together." When six physicians founded Marshfield Clinic a century ago, they were committed to going far together, and their dedication is what has brought us to this milestone.

Our founders' vision fuels our mission today: to enrich lives. Philanthropy remains at the core of this mission.

Moving forward into the next century, the newly-created Marshfield Clinic Health System Foundation will position our organization to assume new fundraising responsibilities and strategic initiatives. A Marshfield Clinic Health System Foundation board, dedicated to philanthropy, will allow us to continue to grow and pursue new opportunities.

The Marshfield Clinic Health System Foundation will allow us to continue the legacy of our founders: compassionate, innovative care to the generations of patients who receive care from Marshfield Clinic Health System every day. Thank you for helping us to go far and enrich lives, together, for generations.

*Teri Wilczek, Chief Philanthropy Officer  
Marshfield Clinic Health System*



# Volunteer Pledge

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

# Rights for Volunteers

A volunteer has the following rights:

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

# Annual Volunteer Requirements

In December a self-learning packet of important material covering Marshfield Clinic Health System policies, emergency response, and safety information will be mailed to your home. This material is being sent to you because Marshfield Clinic Health System and the Joint Commission on Accreditation of Healthcare Organizations require all associates and volunteers to review this information annually. It is Marshfield Clinic Health System's responsibility to give you the information and your responsibility to review it, sign off that you understand the information, and mail back to Volunteer Services in the return envelope provided.

Annually, during your birth month, you will be required to complete a TB questionnaire. Below is an example. This will be mailed to your home address with a return envelope enclosed.



Marshfield Clinic  
HEALTH SYSTEM  
Marshfield Medical Center

Name: \_\_\_\_\_ Phone: \_\_\_\_\_  
 Dept: \_\_\_\_\_ Work Est: \_\_\_\_\_ D.O.B. \_\_\_\_\_

**TB Screening:**  
 Please answer the following questions in Employee Health via desktop if you need a TB skin test. If you would rather have a TB skin test instead of answering the questions, please indicate by checking the box

1. Do you have a questionnaire for an annual TB test at another facility outside of the Marshfield Clinic Health System? If yes, please provide details.  Yes  No
2. Do you currently have:
  - a. Persistent productive cough (greater than 2 weeks duration unrelated to another diagnosis)
  - b. Night sweats (unrelated to menopause)
  - c. Unexplained weight loss
  - d. Coughing up blood
  - e. Loss of appetite
  - f. Fever with盗汗 symptoms
3. To your knowledge, during the course of this past year, have you provided medical care to someone exposed to a patient with known active TB? If yes, explain.  Yes  No
4. To your knowledge, have you had exposure to a known active TB patient in the community setting or at home this past year (i.e., a relative, friend, or other contact)? If yes, explain.  Yes  No
5. Have you had a positive TB blood assay test in the past 12 months?  Yes  No
6. Have you done any TB work outside of the U.S. and/or Canada for greater than a total of 60 days in the last year? If yes, where: \_\_\_\_\_  
 What date did you return to the U.S. \_\_\_\_\_  
 Have you provided health care outside of the Marshfield Clinic Health system in the last year?  Yes  No
7. Have you performed voluntary work in the last year, either in or out of the U.S.?  Yes  No
8. Have you contracted TB disease in the last year?  Yes  No

\*\*As a means to protect Employee Health and Infection Control if you ever have an exposure to a known active TB patient, or you develop any of the above symptoms or signs during the course of your employment.

**My signature certifies that the above information is true and complete, as well as acknowledge that this information will become part of my health record.**

Volunteer Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
 For Employee Health Office Use Only

If TST is placed, ask these questions:  Yes  No

1. Are you currently immunosuppressive or on oral therapy?  Yes  No
2. Have you received a live vaccine within the past 30 days (Rubella, Mumps, Chicken Pox, Shingles, Fluorid or Yellow Fever)  Yes  No

Follow-up: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Returned by: \_\_\_\_\_ Date: \_\_\_\_\_

Revised: July 2017

## Volunteer Benefits

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

- We can provide a **record of volunteer hours and letters of recommendation**, when you need them for job applications, National Honor Society or scholarships. Please note: Letters of recommendation will only be provided to volunteers/volunteers in good standing who have served more than 50 hours. If you need a letter of recommendation or reference, please contact our office at least **two weeks in advance** of your need so we have adequate time to complete your request.
- **Health work:** ALL health work, at no cost to the volunteer, must be completed before service area training/shadowing. You will be responsible to make your own appointment with the Central Lab Office after your interview with Volunteer Services —phone 715.389.4700.  
*Components for the health assessment:*  
**Volunteer Assessment Questionnaire:** Please complete form and mail back in the prepaid envelope provided or bring to the Volunteer Services Office.  
**Initial lab visit (appointment needed):** blood draw to check for immunity to measles, mumps, rubella and chicken pox, and TB exposure and mandatory urine drug screening (approximately 20 minutes total.)  
**Annual Volunteer Appreciation Event:** The annual Appreciation Event is held in April during National Volunteer Week to recognize your volunteer service and present service awards.
- **Parking:** Free parking in the first lot across the street (lot #9) from the hospital's main entrance is available to all volunteers during normal work day hours. Volunteers may park in any visitor lot in the evenings and on weekends. Please do not park on the upper deck of the parking ramp at any time. This is reserved for Emergency Room patients and you will be ticketed.
- **10% off most Gift Shop purchases:** This benefit is for Partners with Marshfield Medical Center members only. Discount does not apply on flowers/plants, candy or CDs. A Partners member will be contacting you about membership.
- **Scholarships:** As a volunteer, you are eligible to apply for Marshfield Clinic Health System Foundation and Partners with Marshfield Medical Center scholarships (typically award nearly \$15,000 in scholarships each year). These scholarships are exclusive to Hospital current and former volunteers.
- **Meal Tickets:** If you serve for more than a three-hour shift over the lunch (11-1:30 p.m.) or dinner (4-6 p.m.) periods the Volunteer Services Department has meal tickets available to be used to eat at the Four Seasons Cafeteria – located on Ground Floor. Please eat before or after your shift – not during.
- **Wellness Center:** The Marshfield Clinic Health System Wellness Center is open for all MCHS volunteers 18 years of age and older. Activities available to you as a member include:
  - Fitness classes (Zumba, yoga, intervals and more)
  - Cardio equipment
  - Strength training equipment
  - Open gym (basketball, volleyball and pickleball)

For more information or if you are interested in becoming a member, please contact Amber Corcoran (Health Educator) at 715-221-9268 to schedule your orientation training and complete a waiver form.

## Hospital Tours

Tours of the Marshfield Medical Center campus are available for volunteers. The tours are 1 hour and 15 minutes in duration, and volunteers are welcome to call Keresa Kilty, Volunteer Services, at 715.387.7106 for more information.

## Volunteer Recognition



Hub City Times

March 28 at 8:00am · 🌐

Marshfield Medical Center announces March volunteers:



### MMC announces March Volunteers

Jebina Devadas has donated more than 50 hours of service. Jebina has volunteered with the House of the Do ...

HUBCITYTIMES.COM

- 50 hours – Recognition in Hub City Times.
- 100 hours – \$10 MACCI gift certificate
- 200 hours (your name is engraved on a Hospital plaque which hangs in the hallway).
- 300 hours - \$30 MACCI gift certificate + Story recognition in newsletter
- 400 hours – \$40 MACCI gift certificate + Story recognition in newsletter + “Featured Volunteer” frame recognition + Partners Board Meeting recognition
- 500 hours - \$50 MACCI gift certificate + Story recognition in newsletter + “Featured Volunteer” frame recognition + Partners Board meeting recognition
- Note: All milestone service levels will be submitted to the Hub City Times.

# Volunteer Responsibilities

## Dress Code & Personal Appearance

*(for a comprehensive description, see Document ID # 4FAR5N4RSFP7-3-229 Personal Appearance (Dress Code))*

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

### Footwear

#### Appropriate

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

#### Inappropriate

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

### Attire

#### Appropriate

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

#### Inappropriate

- NO mini-skirts or shorts
- NO hoodies
- NO excessive make-up or perfume (scents can make patients nauseous)
- NO suggestive or ill-fitting clothing
- Jewelry should not present a safety or infection control hazard and should reflect a professional appearance. Body and facial piercing is allowable provided it does not interfere with your ability to communicate with staff, patients, and volunteers, or impact safety or infection control practices.
- Tattoos found to be offensive must be covered. Examples include, but are not limited to: pictures or words of a sexual nature, gang affiliations, violence, profanity or derogatory words/images.
- When in doubt, don't wear it

**\*TEENS MUST WEAR VOLUNTEER SMOCKS OR VESTS, hanging up and available in the Volunteer Office\***



Smocks in Volunteer Services



Correct Way to Wear Smock

## Identification Badge

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

The nametag is a safety mechanism for identification to our patients and families, as well as a security mechanism to gain access to our building. The nametag also alerts other staff members that you have been cleared to be at this MCHS facility. You are required to leave your volunteer badge in the Volunteer Services office – **DO NOT TAKE HOME.**



## Personal Belongings

Personal belongings must be kept in lockers in the Volunteer Services alcove. If you require more room for belongings (i.e. backpacks, instruments etc) please ask Volunteer Services staff for appropriate storage space options in the Volunteer Services office.

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

All MCHS facilities are tobacco-free, providing a safe and aesthetic environment. Smoking is not permitted in our buildings or on our campuses.

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

Reporting for your shift at any MCHS facility while under the influence of alcohol, controlled substances, prescribed medications, or over-the-counter medications that impair your ability to safely and effectively perform your duties is strictly prohibited. All volunteers will be required to complete a drug screening as part of the application process *(per Substance Abuse Policy Document ID #4FAR5N4RSFP7-3-202)*.

## Cellular Phone Use

First impressions are very important. We want you to be safe, comfortable and positively represent the MCHS volunteer program.

Maintaining patient privacy and confidentiality is a requirement of service. Therefore, please refrain from using personal communication devices while volunteering. The use of personal electronic devices is allowed only during break, meal periods or after your scheduled shift. Violations of MCHS policies in a public manner may result in corrective action up to and including termination of service, even if violation occurs when away from work.

## Corrective Action/Dismissal

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

Reasons for corrective action or dismissal may include, but are not limited to:

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

## Volunteer Chat Newsletter

It is your responsibility to read the monthly newsletter as it will be providing important updates and information. *Volunteer Chat* will be available via email (if provided) and copies will be posted in the Volunteer Office.



## Etiquette

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

## Changes in Address, Schedule, Service

Please contact Volunteer Services at 715.387.7106 if:

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

## Service Records and Liability Insurance

- It is very important for you to sign in when you come, and sign out when you leave, using the touch screen computer software located in the Volunteer Lounge. If you forget to log in or out, please contact the Volunteer Services staff so this can be corrected as soon as possible.
- Another important topic is our liability insurance. Because volunteers are not considered employees, they are not eligible for coverage under Worker's Compensation. Should you be injured while at MMC, your own insurance would provide coverage. If it can be demonstrated that MMC was at fault, a claim can be filed with our "general liability" carrier.

## Illness and Absences

- If you have been ill, have been in contact with someone who has been ill, or are just not feeling well, **DO NOT COME IN.** It is best for you and for the associates and patients that you stay at home.
- If you are scheduled to work on a regular schedule, make arrangements with your area if you know ahead of time that you cannot be there. If you become ill and cannot come in, contact your work area. If you are unable to reach someone in your work area, then call Volunteer Services at 715.387.7106.

## Children and Visitors

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

## Excused from Volunteering

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

## In the Event of an Emergency

If you happen to be volunteering in an area where there is a medical emergency, **dial 911 FROM AN INTERNAL MMC PHONE** to activate the internal response team; it will not bring in local EMS, fire, or police---only our internal medical team. If you dial "0" you will not be calling an emergency response—you *must dial 911 from an internal phone.*

Questions you will be asked by our hospital operator:

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

## Safety Practices

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

## Interpreter Services

If you come in contact with a patient/family that does not speak English, or speaks a minimal amount of English, please note that there are interpreter services available. Should you identify this need, please notify an appropriate charge nurse and/or manager to contact Interpreter Services (Ext. 1-5500, Monday – Friday, 8 a.m.-5 p.m.) and they should follow-up accordingly. After hours and weekend please dial “O” for the operators who will then manage the request.

## Incident Reporting

If an incident or accident occurs while you are on duty, report it immediately to your supervisor or Volunteer Services so they can fill out an incident report. If you are injured, go to Urgent Care at Marshfield Clinic. If Urgent Care is closed, go to Marshfield Medical Center’s Emergency Department.

## Urgent Care Hours:

- Monday – Friday: 7:30 a.m. – 8:00 p.m.
- Weekends: 8:00 a.m. – 4:00 p.m.

## Fire Safety

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

- A fire will be announced through the overhead paging system as “Attention please – fire alarm + location”
- Response to a fire includes:
  - ✓ **R** = Rescue patients from smoke/fire
  - ✓ **A** = Alarm – pull fire alarm and call phone number 911
  - ✓ **C** = Contain the smoke/fire by closing all doors to rooms and corridors
  - ✓ **E** = Extinguish the fire (if safe to do so) or Evacuate
- To operate a fire extinguisher
  - ✓ **P** = Pull pin from extinguisher
  - ✓ **A** = Aim extinguisher at base of fire
  - ✓ **S** = Squeeze handle of extinguisher

- ✓ **S** = Sweep back and forth on base of fire
- To evacuate
  - ✓ Through the adjoining smoke compartment (through the fire doors)
  - ✓ Horizontally into an adjoining building, if needed
  - ✓ Down the stairwells, if needed
  - ✓ Do not use elevators

**Active Shooter Response** (see *Active Shooter Policy Document ID #V3JTWDA5CEX2-3-72*)

Unfortunately active shooters are starting to become part of our everyday society. To best respond to these events we need to plan and think about how we will react so we can act accordingly and not freeze. A person typically reacts two ways to a traumatic event and this is called "fight or flight". If we properly educate ourselves and have a plan we are better equipped to react instead of freezing or reacting in a way that may harm us.

Many areas have adopted the Run-Hide-Fight method of reacting to a shooting event.

- Run means to get out of the affected area as soon as possible and assist others to do the same. Call 911 to relay the situation so law enforcement (LE) responds immediately.
- Hide means just that. Find a place where to best hide to be out of the sight of the shooter. While hiding turn off all lights, barricade the door making it harder to get in, and turn off all cellphones. Start developing a plan of action you or the group will take if the shooter attempts to enter the room. Identify possible weapons to use. Weapons can be anything that can inflict injury to the shooter, including but not limited to computers, phones, chairs, scissors, or other similar items. A fire extinguisher is a great tool to have. You can empty the contents into the shooters face impairing their vision and now you have a blunt weapon to use.
- Fight means you put your plan into action. If the shooter enters your room commit to the plan of actions that were discussed. The key to this is reacting quickly and decisively to best disable the shooter.

This is a link to a nearly 6 minute training video that explains what is discussed above and adds additional information that is useful in such an event.

<https://www.youtube.com/watch?v=5VcSwejU2D0&t=2s>

## Medical Emergency

**Medical Alert - Code Blue**  
**Main Clinic, Lawton, East Wing**  
 For pulseless or nonbreathing person, person having seizures or other life threatening medical condition.

- Start CPR if indicated
- Have someone call **911** and request the Code Blue Team
- Place staff in hall to direct Code Blue Team to the patient.

For persons with injuries or medical conditions not requiring resuscitation.

- Dial **911**
- Request First Responders
- Give Exact Location (building, department and location)
- Place staff in hall to direct First Responders to the patient.

**Other Medical Complex Buildings and Outside Emergencies (Laird, Lewis, ORB, Clinic/hospital grounds, daycare center, sidewalks, parking lots)**

- Dial **911**, or if in parking lots push the red "HELP" button on the emergency call box
- Give exact location and nature of the medical emergency.
- Have someone direct First Responders and **911** ambulance to the patient.

## Building Evacuation

**Evacuation Alert**  
 Upon hearing the Evacuation Alert

- Stay calm
- Ensure all personnel are notified of evacuation notice
- Take personal belonging such as purses, keys, coats.
- Check all areas and escort patients and visitors out of the department and out of the building
- Transport any patients in need of recovery or medical care to designated hospital department (refer to department emergency plan)
- Move away from the buildings to designated area/building.
- Employees will be notified if they can leave.
- Do not reenter the building until told to do so.

## Exposures

Immediately report all exposures to blood or other potentially infectious materials/patients.

- For blood/body fluid exposures, ask the patient to wait if possible.
- Wash the exposed part with soap and water or flush eyes, nose, mouth with water.
- Dial 9-3314, 24 hours a day.
- Fill out Clinic Staff Injury/Illness Report

## Security Emergencies

**Security Alert**  
**Disruptive, Disorderly, Threatening Person**

- Dial **911**
- Give Operator specific information on location and threat.
- Let operator know if a weapon has been threatened
- Move patients and staff away from the area of the issue.

**Person with a Weapon**

- Dial **911** and report any instance of a person actively using a weapon.

If a Security Alert – person with a weapon is announced

- Move patients, staff and visitors into rooms with doors.
- Lock door or otherwise barricade the door.
- Stay in secured area until told to evacuate by overhead announcement or by identified law enforcement.
- **DO NOT LEAVE SECURED AREAS AND TRY TO EXIT THE BUILDING.**

**Building Threats (Bomb, Chemical, Biological)**  
 If you receive a threat

- Document as much information as you can.
- Dial **911** and give the information to the operator

If Security Alert, Building Threat is announced

- Do an immediate search of the department.
- Look for objects not usual for the area.
- If found, do not handle, call **911**
- If building needs to be evacuated, an evacuation notice will be made on the overhead paging system.

**Missing Person Alert**  
 Reporting a missing person

- Dial **911**
- Try to provide as much information on the description and last location of the missing person.

Responding to a Missing Person Alert

- Be on the lookout for the missing person
- Monitor stairs and exits if your department is near an exit or stairwell.
- Notify Communications if missing person is found.

## Weather

**Tornado Watch Alert-** Weather conditions are such that a tornado could occur.

- Be alert for emergency announcements
- If leaving the building, be aware of possible weather issues.

**Tornado Warning Alert** – A tornado has been detected by radar or sighted in the area.

- Move all patients, staff, visitors to a safe area
- Stay away from windows

Safe areas are areas without windows, preferably away from outside walls.

## Fire

**Fire Alarm Alert**  
**Smoke or Fire In or around the Department**

- Rescue/Remove patients from the area of the fire
- Activate the fire alarm by pulling the nearest fire alarm pull station and calling **911**
- Contain the fire by closing doors to the area of the fire
- Evacuate the area. Move to fire exits and out of the building or if in the ASC/GI area move to a fire safe area.
- For small fires, personnel trained to use fire extinguishers may attempt to put out the fire as long as all patients and personnel have been evacuated.

If using Fire Extinguisher

- Pull Pin
- Aim at base of flames
- Squeeze the handle
- Sweep the extinguisher hose side to side

**Fire Alarm Sounding/Flashing**

- Listen to overhead page - prepare to evacuate if notified

## Mass Casualty

**Mass Casualty Alert**  
 The announcement of a Mass Casualty Alert indicates that an external disaster or multiple victim event has occurred that will require implementation of the Saint Joseph Hospital Disaster plan.

- Personnel assigned to assist in a disaster should respond to their pre-designated area according to the Hospital Disaster Plan
- Personnel not assigned to specific responsibilities should continue with normal routines. Avoid going to major areas of disaster activity including
  - Emergency Room
  - Outpatient Surgery
  - Radiology
  - Operating Rooms
  - Main Elevators
  - All corridors in the immediate area of the above locations.
- Areas in the Clinic such as Urgent Care, Radiology, and potentially Ambulatory Surgery may be requested to assist if patient volume is significant.

## Dial 911 for all emergencies

**State nature of emergency, location and other information asked**

# Infection Prevention and Control

## Infection Prevention Reminders from Terri Dums, Infection Prevention and Control Manager

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

*Please remember to follow the principles of infection transmission prevention:*

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

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

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

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

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

### **Hand Hygiene**

Hand hygiene is the single most important behavior to prevent infections. Hand hygiene means that you either use alcohol-based hand sanitizers or wash your hands with soap and water for 15 seconds.

**Hand sanitizers** are promoted by the CDC over traditional hand washing when hands are visibly clean. They allow freedom of movement away from traditional hand washing sinks and take less time. The sanitizer formulas (with emollients) are often easier on the skin than the antimicrobial hand soaps. However, sanitizers cannot be used if the hands are visibly soiled (dirt, oil, blood, urine or feces). There is no residual action of the sanitizer once the alcohol is absorbed or evaporated. To be effective, the alcohol must be rubbed onto all surfaces of the hands, including between fingers and under fingernails.

**Handwashing** is the traditional method for cleaning hands and is required after using the bathroom. Antimicrobial soap has residual properties so your hands do stay cleaner longer. The down side is that you must have a sink available and it takes at least 15 seconds of friction to thoroughly clean the hands. The whole hand washing procedure takes about 1 ½ -2 minutes. Over time with multiple uses antimicrobial soap may be irritating to the skin. Using a facility approved lotion can help your skin maintain its health and should be used frequently after washing your hands.

## Standard Precautions

A standard precautions sign is placed outside each patient's room and is only covered if the patient is in a specific type of isolation. These signs remind you that there are certain behaviors you must use for EVERY patient in order to protect yourself and them. They are not based on the patient's diagnosis but are used in every case when there is any possibility of contact with blood or other body fluids. Gloves protect your hands, gowns protect your clothes, masks protect your mouth and nostrils, and (when needed), eye protection is also used.

## Cough Etiquette

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

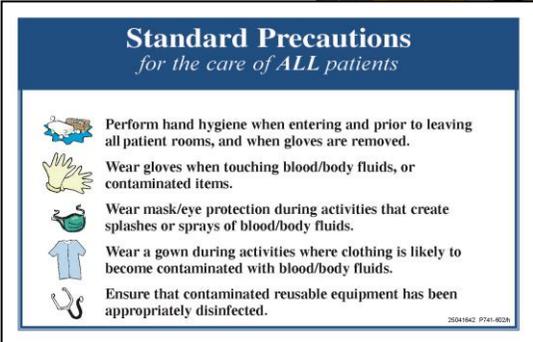
## Transmission-Based Isolation Precautions

Please be attentive for Marshfield Medical Center's isolation signs. These signs have pictures and written instructions to assist associates, visitors, and volunteers. **The signs have their own individual color coding and are always displayed under the room number.** Please see examples below, remember entering any patient room requires hand hygiene.

## STANDARD PRECAUTIONS: Okay to enter without training

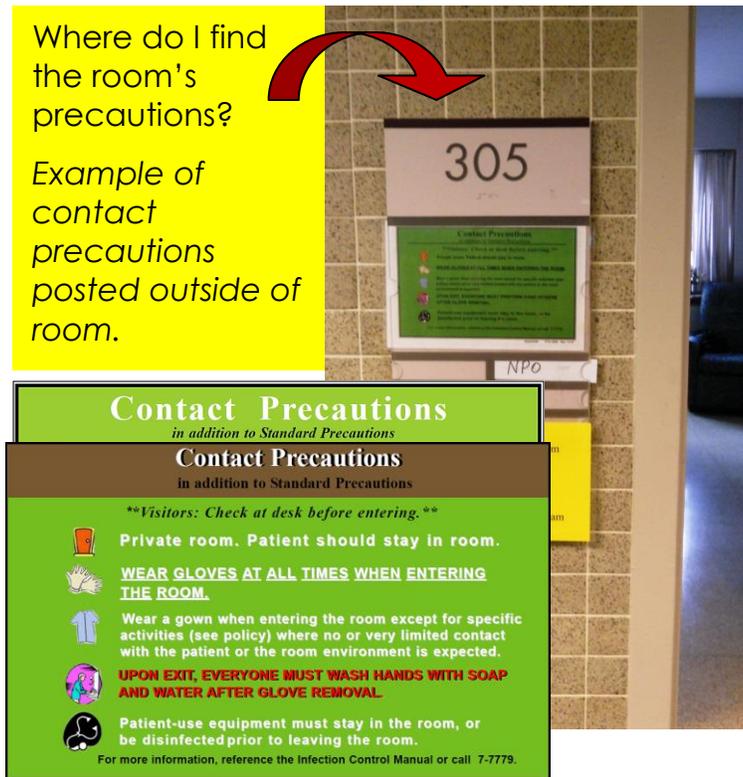
Where do I find the room's precautions?

Example of standard room precautions posted outside of room.



## CONTACT PRECAUTIONS: \*TRAINING IS REQUIRED TO ENTER\*

Volunteers may not enter the room of any patient in isolation without training and the permission of the patient's nurse.



## Occupational Medicine/Employee Health

MMC requires that all volunteers, volunteers and employees complete a health assessment through our Occupational Medicine Office. This assessment checks for your general health status, tests your blood for immunity to measles, mumps, rubella and chicken pox, and TB exposure. The Hospital provides this evaluation at no charge to you, but because it is quite expensive therefore, we ask you to seriously consider your ability to commit to a minimum 2-3 hour shift each week on a year-round basis.

**You will be responsible to make your own appointment with the Central Lab Office after your interview with Volunteer Services —phone 715.389.4700. Drug screen and lab work are to be completed within 72 hours of the interview.**

Due to the timeliness of getting blood samples to the lab, this appointment will have to be scheduled between 8:30 a.m. and 1:30 p.m., Mondays-Fridays.

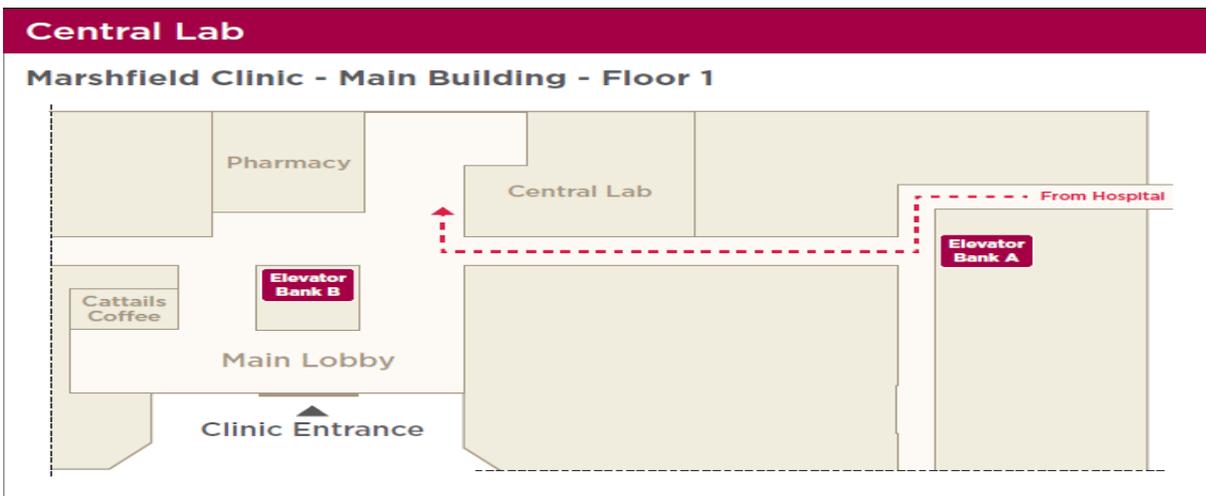
### Components for the health assessment:

- **Volunteer Assessment Questionnaire:** Please complete and mail back in the prepaid envelope provided during interview.
- **Initial lab visit (appointment needed):** blood draw to check for immunity to measles, mumps, rubella and chicken pox, and TB exposure and mandatory drug screening (approximately 20 minutes total.)

### IMPORTANT REMINDERS FOR THIS APPOINTMENT:

- Complete the assessment questionnaire and mail back in the prepaid envelope.
- Call Central Lab (located in the Marshfield Clinic) at 715.389.4700 to schedule your appointment.
- Volunteer must bring a photo ID (driver's license, passport) to this appointment.
- Since the drug screening will be a urine test, please come with a full bladder.
- If the Volunteer is a minor, the consent form for minors must be completed and brought to this lab appointment. The parent /guardian would not need to be present if the Volunteer has a valid photo ID (driver's license, passport) and this form is signed and presented.

Depending on results, approval for volunteering will be sent directly to Volunteer Services. Note: If you are non-immune to one of the titers tested, you may need to get the vaccination on your own expense to be cleared to volunteer.



# HIPAA: Awareness Training for Volunteers

## Health Insurance Portability & Accountability Act

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

### What is HIPAA?

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

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

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

- Addresses
- Dates
- Patient Name
- Telephone or fax numbers
- Social Security Numbers
- Medical Records Numbers
- Patient Account Numbers
- Insurance Plan Numbers
- Vehicle Information
- License Numbers
- Medical Equipment Numbers
- Photographs
- Fingerprints
- Email addresses
- Internet addresses

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

### Sharing Patient Information

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

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

## What is TPO?

HIPAA allows us to share patient information for:

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

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

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

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

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

### Scenarios

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

A breach of privacy may result in termination.

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

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

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

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

Patients have a right to:

- Obtain a list of who we have shared their health information with for the past six years
- Request to amend their medical record
- Request other communications such as asking to be notified of lab results only at work and not at home
- Review and copy their medical record
- Request restrictions on the use or sharing of their information, such as "opting out" of the hospital directory.

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

#### **With Computers**

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

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

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

## Through Proper Disposal of Information

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

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

## With the use of e-mail and faxes

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

## Reporting Violations

It is EVERYONE's responsibility to report violations, or wrong doings. Whether someone received patient information improperly, or shared patient information in the wrong way, everyone has a responsibility to report violations. When in doubt...ASK!!

- Hospital Compliance Officer: 715.221.5411
- Risk Manager: 715.389.3968

## What's next?

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

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

## Remember to.....

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

## Confidentiality – it concerns us all!

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

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

Access to PHI while performing job duties is on a minimum necessary basis only. Confidential information must not be disclosed to or discussed with anyone outside the facility or in public areas within the facility. Discussion of patient information by employees/volunteers is permissible only to the extent necessary to carry out their job responsibilities.

Gossip and careless remarks regarding a patient, in or out of the system, are violations of trust and the confidentiality policy, as well as potential violations of state and/or federal privacy laws.

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

1. Unauthorized Disclosure or Sharing
  - a. Discussing a patient situation on social media (Even if the situation is discussed generically and no PHI is shared, a patient could be identified by the context of the situation.)
  - b. Sharing sensitive patient information (e.g., lab results) with others without a business need
  - c. Talking about a patient in a public setting
2. Unintentional Disclosure
  - a. Leaving printed information containing PHI (e.g., lab results) face-up next to a printer in an area where others may see it
  - b. Leaving PHI information in a pocket, smock or vest

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

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

## Patient Safety or Quality of Care Concerns

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

Our top priority is to provide the best in quality health care at Marshfield Medical Center. Any associate who has concerns about safety or quality of care provided at Marshfield Medical Center may report these concerns. We rely on individual staff members to identify and report concerns and risks. We want you to bring your concerns to Management/Administration; the Risk Manager or Patient Safety Manager; the Environment of Care, Patient Safety, or Safety Committee; or the Laboratory Medical Director or Laboratory Quality Manager. Marshfield Medical Center will take no disciplinary action because an associate reports safety or quality of care concerns. You may also contact one of the following agencies about issues concerning patient safety and quality of care.

The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181-4294  
800-994-6610  
E-mail: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)  
[www.jointcommission.org](http://www.jointcommission.org)

Wisconsin Division of Quality Assurance  
1 West Wilson Street  
P.O. Box 2969  
Madison, WI 53701-2969  
608-266-8481  
<http://www.dhs.wisconsin.gov/bqaconsumer/HealthCareComplaints.htm>

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

For Laboratory Concerns:  
Center for Medicare & Medicaid Services (CMS) Central Office,  
Division of Laboratory Services (CLIA)  
7500 Security Boulevard, Mail Stop S2-12-25  
Baltimore, Maryland 21244-1850  
877-267-2323 extension 63531

## Patient Transport

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

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

## Evaluation Guidelines

Patient must be:

- Under 300 pounds
- Able to get into and out of wheelchair without lifting assistance
- Transported via wheelchair; not in a cot, gurney, or striker chair
- Able to have their ride pick them up at an entrance to our facility

Patient must NOT:

- Be attached to an IV or hospital oxygen tank (patients with capped off IVs or personal portable O2 tank are okay).
- Be identified as a "fall risk" or "video monitored" patient

Patients considered at risk for falling will be identified by: **yellow** sticker on armband, **yellow** socks, **yellow** sticker on chart, and a magnetic star on the patient's door frame.



Volunteers may guide a patient into or out of a wheelchair if needed. **Never lift a patient or adjust any medical equipment.** Volunteers may **assist** a staff member in transporting patients with oxygen that is attached to the wheelchair or with an IV. They may also **assist** a staff member in transporting a patient in a cot/gurney or striker chair.

When arriving for a patient transport, to maintain confidentiality, please use patient's first name only and room number or destination.

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

#### GENERAL REMINDERS:

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

#### WHEELCHAIR PROCEDURES:

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

## ELEVATOR PROTOCOL:

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

## AMBULATORY ESCORT:

- If you have any questions about the condition of a patient or how you will transport a particular patient, **check first** with a staff person in your area.

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

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

### **What it means**

#### ACKNOWLEDGMENT

- Eye Contact
- Smile
- Stop whatever you are doing so your customer knows they are important

#### INTRODUCTION/WELCOME

- Welcome
- State your name
- State your department
- State your role on campus

#### DURATION/TIME EXPECTATION

- Explain how long of a walk it is to their destination
- Explain how long of a wait it will be before their party arrives
- Explain how long it will be before you will be able to get them the information needed

#### EXPLANATION

- Explain the directions to their destination
- Explain the role of the volunteer in assisting them
- Explain if they will need to wait for a staff person to assist
- Offer to answer any concerns or questions, or resolve any complaints

#### THANK YOU

- Say, "Thank you for coming to visit us today."

## Acknowledgment

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

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

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

## Introduction/Welcome

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

You may ask: Why are we asking you to focus on the Five Fundamentals of Patient Centered Care?

The answer is that the Volunteers at Marshfield Medical Center are committed to providing the best patient care possible.

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

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

## Duration/Time Expectation

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

- Informing your customers how soon you will get their information to them. For example, if you need to call someone for further information state, "It will just be a minute while I call the register/house supervisor/that dept."
- If a patient has a procedure scheduled, you may state, "You will need to take a few minutes and stop at the registration desk through those doors"
- Informing the people you are helping about the typical distance to their location. For example, "It is a bit of a walk to the Marshfield Clinic – you may want to move your car to lot #1" or "I'll take you to the Birth Center elevators, it's a little bit of a walk" Then get up and walk them to the elevators

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

## Explanation

When working with visitors/patients/staff, please:

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

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

## **Thank You**

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

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

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

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

Handbook Updated: 6/2018

9/2017 - Review by the following subject matter experts:

- Suzie Smith – Performance Improvement Specialist
- Jessica Bell – QI/Patient Safety Manager
- Terri Dums – Infection Preventionist, Manager
- Krissy Flick – Employee Relations Manager
- Lisa Lobner – MCHS Hospital Compliance Officer



## Next Steps

### **Paperwork:**

Complete all required paperwork given at your interview and return to the Volunteer Services office or in the prepaid envelope if provided.

### **Health Work Appointments:**

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

**You will be responsible to make your own appointment with the Central Lab Office after your interview with Volunteer Services —phone 715.389.4700. Drug screen (urine test) and lab work (blood draw) are to be completed within 72 hours of the interview.**

### **Components for the health assessment:**

- **Volunteer Assessment Questionnaire:** Please complete and mail back in the prepaid envelope provided during interview.
  
- **Initial lab visit (appointment needed):** blood draw to check for immunity to measles, mumps, rubella and chicken pox, and TB exposure and mandatory drug screening (approximately 20 minutes total.)
  - Complete the assessment questionnaire and mail back in the prepaid envelope.
  - Call Central Lab (located in the Marshfield Clinic) at 715.389.4700 to schedule your appointment.
  - Volunteer must bring a photo ID (driver's license, passport) to this appointment.
  - Since the drug screening will be a urine test, please come with a full bladder.
  - If the Volunteer is a minor, the consent form for minors must be completed and brought to this lab appointment. The parent /guardian would not need to be present if the Volunteer has a valid photo ID (driver's license, passport) and this form is signed and presented.

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

### **Service Area Training/Shadowing:**

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

### **Hospital Tours:**

Tours are available Mondays from 10-11:15 a.m. and are limited to 10 people. Taking the tour is not mandatory, but is highly encouraged. Contact Keresa Kilty, Volunteer Services, at 715.387.7106 if interested.