



Central Baptist Hospital Volunteer Initial & Annual Education



Hospital Mission, Vision & Values

Mission: To provide quality and compassionate care, consistent with our Christian heritage.

Vision: We will be innovators in delivery of health services.

Values: Central Baptist Hospital will live out its mission and achieve its vision guided by: *Hospitality, Partnership, Stewardship and Excellence, Integrity.*

Volunteer / Auxiliary History

- All volunteers are a part of the Central Baptist Hospital Auxiliary.
- Auxiliary was constituted 1953, a year before the doors opened. Made original curtains.
- Volunteers an integral part of hospital since its opening.



Auxiliary Mission Statement

The purpose of this organization shall be to promote and to advance the welfare of Central Baptist Hospital, exclusively for charitable reasons, through ways approved by the Board of Directors of the hospital.

The Auxiliary shall endeavor to instill an atmosphere of love and Christ-likeness through volunteer service, thereby providing an acceptable opportunity for each member to respond to Christ's missionary call.

I. Dress Code

The purpose of Central Baptist Hospital's dress code is to maintain high standards of dress, hygiene, grooming, and personal appearance by employees and other staff; to assure that a professional image is portrayed to patients, families, visitors and co-workers and to comply with safety and infection control standards.

Name Tags

Name tags are obtained in Human Resources after your first TB skin test is read and must be worn at all times to clearly identify staff, students, and volunteers. Name tags must be worn above the waist.

Facility Wide Appearance Standards

Personal hygiene and neatness is each person's responsibility. Clean nails, hair, teeth, body, clothes, and shoes are expected. Makeup, jewelry, and cologne should be minimal. Natural fingernails must be well groomed, clean and should not extend more than one-fourth inch (1/4") beyond the fingertips. The hands, including the nails and surrounding tissue, should be free of inflammation. Employees, students, and volunteers are asked to dress modestly in attire and appearance.

II. General Information

Volunteer Workroom: Located on the first floor of Bldg D, beside Health Information Management (Medical Records)



Sign In / Out: Located in workroom

- Volunteers will sign in and out in the appropriate log Book, noting the date, start/end times, and area of service.
- Volunteers are not to sign out until the completion of the shift.



II. General Information

Volunteer Time Card: Located in the workroom, volunteers are to record their time on their timecard. Blank timecards are kept in the back of the time card boxes.

- Write only your Last Name, First Name on left hand side.
- Write the year on the top right hand side of the card.
- Cards are kept in generally alphabetical order by last name.
- Round your time to the HALF hour.
- If you forget to enter your time and a line is drawn under the last entry for a month, you will need to add your time to the current month.
- College students use the PLASTIC box.



II. General Information

Time Off Form: Volunteers should submit a Time Off Form when they are not able to be at their regular shift. These forms may be obtained either online at www.cbhvolunteers.com under “Forms” or in the volunteer workroom.

CallingPost: Periodically, announcements and reminders concerning volunteer events are sent via a 30-second recorded message to the phone number(s) you provided. Please notify us if your phone number changes. Over the years this has proven to be an extremely effective way to communicate quickly with volunteers.

Dues: To assist with some minor expenses incurred by the Auxiliary, all members pay annual dues. Active members pay \$5 per year. Associate Members (Non-Active) pay \$10 per year. All members receive the benefits listed on the following slide.

II. General Information

Benefits Enjoyed by CBH Volunteers

- Free Meal on Volunteer Day
- Designated Parking
- Free TB Skin Test / Flu Shot
- 15% Discount in Gift Shop
- 20% Discount Coupon for Gift Shop during birth month
- Home Response Discount
- Recognition and Christmas Luncheons
- Free Turkey at the Holidays
- Included in Hospital Events
 - Hospital Week Events
 - Hospital Picnic
 - Midsummer's Night Run
- HealthwoRx Fitness Discount
- Access to the Hospital Library and all of its Resources
- Free UK Football Parking

II. General Information

- **Meals:** While volunteering, the hospital provides Volunteers with a free meal in the cafeteria. Below are the guidelines for selecting your meal.
 - To receive a free meal, a volunteer must be **a)** actively volunteering on the date the meal is received, **b)** wearing the prescribed uniform, and **c)** wearing the photo identification badge provided by the hospital.
 - The items that may be included in the meal are defined as: one entree, two vegetables, one roll **or** cornbread muffin, one salad **or** dessert, and one beverage.
 - Additional items purchased while volunteering will be at the standard employee discount of 35%.
 - Volunteers wishing to purchase a meal at the hospital at a time other than when volunteering will receive the standard employee discount of 35%.
 - To receive the standard employee discount of 35% at times other than when volunteering, a volunteer must provide evidence of volunteer status by showing the photo identification badge provided by the hospital.

II. General Information

Parking: Volunteers may park in designated “Volunteer Parking” spaces located in the South parking structure (by building D) on the 3rd floor. A Parking Permit is provided when you begin volunteering.

Policies and Procedures: Policies and procedure can be found on the Baptist Employee Network (BEN).

- Go to BEN
- Click **Quick Links** drop-down menu in upper right-hand corner
- Click Policies and Procedures tab
- Type title of policy/procedure or topic in Search box

III. Workplace Harassment

Workplace Harassment includes, but is not limited to, the use of ethnic or racial slurs, nicknames or remarks, the display or distribution of materials that may be offensive to members of a certain gender, race, religion or disability, and actions, words and jokes based on any legally protected category.

BHS Workplace Harassment Policy: Harassment of any type will not be tolerated by anyone, including other employees, supervisors, physicians, patients, vendors, volunteers, or visitors.

- If you believe you or any other staff has been subjected to sexual or other harassment by anyone during the course of your service, report your complaint to management as soon as possible.
- All complaints of harassment will be promptly investigated and, if substantiated, remedied in an appropriate manner.
- You will not be retaliated against in any manner for making a complaint in good faith. If such action occurs, it should also be reported immediately.

IV. Guidelines for Smoking and Tobacco

In 2008, Central Baptist joined with 7 other hospitals in Lexington and the surrounding communities to implement a tobacco-free campus.

This means that all patients, visitors, medical staff members, vendors, employees, volunteers and students are prohibited from using tobacco of any kind on our campuses.

V. Organizational Ethics

Our **Ethics Committee** is for consultation and/or resolution of ethical dilemmas and conflicts in decision-making. If you feel that a patient's rights have been violated or a patient voices a concern that may be a violation of their rights you should:

1. Notify your supervisor and/or director.
2. The department director will attempt to resolve the situation.
3. If the situation cannot be resolved the Ethics Committee Chair will be contacted.
4. You can contact the Ethics Committee directly on beeper # 330-3869, 24 hours a day to voice a concern, or call a Chaplain or Social Worker.
5. Confidentiality will be maintained at all times.

VI. Patient Relations

The Patient Relations Department facilitates communication between patients, families, and staff members and helps resolve any customer concerns or complaints. Your Patient Advocates can be a tremendous resource both to our patients and families as well as staff.

Patient Advocates can assist you and your customers in a variety of problem solving situations. Below are some of the services offered by the Patient Relations Department:

- **Meal Assistance** – If patients meet certain criteria, temporary meal assistance can be provided. If you suspect a possible need for free or discounted meals to family members, don't hesitate to call the office.
- **Lodging** – Motel information, as well as referrals to the Hospital Hospitality House, are offered through Patient Relations. The Hospital Hospitality House is a facility which offers free overnight lodging for families of patients at all area hospitals. However, a referral is necessary.
- **Notary Service** – Patient Advocates are also Notary Publics. They often assist and notarize Living Wills. Hospital notaries can notarize Living Wills and other healthcare related documents.
- **Complaints** – Even with our best efforts, there can still be some expectations not met or misunderstandings that take place. Patient Advocates will investigate and help resolve these situations. They will also follow-up with the patient and family throughout their stay and after discharge.
- **Patient Satisfaction** – The Patient Relations Department helps monitor our patient satisfaction scores and offers assistance in making changes to increase these scores.
- **Patient Relations Office** – Located on the 4th floor main hall of Building D. Office hours are 8:00 am to 4:30 pm, Monday thru Friday. To talk to a Patient Advocate on the phone, call 6168.

VII. Patient Rights and Responsibilities

Central Baptist Hospital encourages respect for the personal preferences and values of each individual. We consider each patient a partner in their hospital care and believe patients should be well informed, participate in treatment decisions, and be able to communicate openly with physicians and other health care professionals providing their care. Some of the patient rights and responsibilities are listed on the next page. A complete list of patient rights and responsibilities are given to each patient upon admission and can be found in all patient care areas.

Patients have a right to:

- Receive fair and compassionate care at all times and under all circumstances.
- Be treated equally and receive the same level of care regardless of race, religion, sex, age or disability.
- Retain their personal dignity and privacy, receive care sensitive to their personal feelings and need for bodily privacy, receive care in a safe setting, and to be free from abuse and harassment.
- Confidentiality of clinical records.
- Be informed of hospital rules and regulations.
- Request assistance if they have difficulty reading, hearing or speaking English. (Contact the Patient Representatives or Clinical House Supervisor for assistance. We also use the Pacific Interpreters language line for assistance. The number and access code are posted in each patient care department.)
- Have their spiritual needs assessed and addressed. (Call the Chaplain's office at 260-6575 or page the Chaplain-on-call for assistance at 77-478.)
- Have concerns and/or complaints addressed at the point of care whenever possible. Communicate problems or concerns with the hospital to the Patient Relations department, (859) 260-6168.

Patients are responsible for:

- Asking questions when they don't understand information or instructions.
- Reporting unexpected changes in their condition to the physician or hospital staff.
- Following hospital rules and regulations.
- Patients can also communicate suggestions, complaints, and complements through Patient Relations at 260-6168.

VIII. Patient Safety

Patient Safety is a priority for CBH. It is the responsibility of every CBH employee, student, and volunteer to ensure that patients remain safe during their hospital stay. The organization commits to undertaking a proactive approach to the identification, handling and prevention of medical errors to foster a safe environment for patients. CBH also recognizes that the patient is a very important part of the healthcare team. Therefore, patients will be educated about their role and responsibility in preventing medical errors upon admission whenever possible.

A. National Patient Safety Goals

The purpose of The Joint Commission's National Patient Safety Goals is to promote specific Improvements in patient safety. Hospitals must implement system wide solutions to meet these goals. All patient care providers need to be aware of the patient safety goals and what Central Baptist is doing to meet these goals. The goals list is updated annually. Some goals are retired while other patient safety issues are added.

2009-2010 Hospital National Patient Safety Goals

Goal: Improve the accuracy of patient identification.

- Use at least two patient identifiers (Central Baptist uses the patient's name and birth date).

Goal: Reduce the risk of health care-associated infections.

- Comply with Centers for Disease Control and Prevention (CDC) hand hygiene guidelines.

Goal: Reduce the risk of patient harm resulting from falls.

- Reduce falls (**Policy III-A-31**)
- If you see a fall happen, notify patient's nurse or someone on floor that can complete Incident Report; provide information if you witnessed fall.

Goal: Encourage patient's active involvement in their own care as a patient safety strategy

- Posters are in each patient's room with information as to who to call for questions or concerns about their care, but if asked, in-patients should call CODE (2633) to initiate Code H or if discharged, call 260-5000.

Goal: Improve recognition and response to changes in a patient's condition.

- Notify the nurse to come observe the patient. (**II-1c**)

IX. Age-Specific and Cultural Awareness

Age-specific and cultural awareness are tools for learning more about how to best meet each patient's unique needs as they are cared for. At Central Baptist Hospital the following definitions apply:

- Neonate: Birth to 1 month
- Pediatric: Birth/Toddler – Birth to 4 years
School age – 5 years to 10 years
- Adolescent: 11-18 years
- Adult: 18 – 64 years
- Elder: Geriatric – over 65 years

There are many ways to learn about each patient's specific needs. Depending on the patient and your job, it may be appropriate to:

- Ask the patient questions (and talk with his or her family).
- Look for clues, such as what the patient wears or keeps in his or her room, or how he or she acts around others.
- Check with a supervisor for information.

Each patient is unique. Always keep in mind that:

- Growth and development follow general patterns, but every person grows and develops in his or her own unique way.
- Not every member of a cultural group may share all of its values, beliefs or practices.
- A patient may appear similar to you, but still be different from you in certain ways.
- Avoid stereotyping a patient – consider all the factors that may affect his or her care needs.

Being open-minded and respectful toward other beliefs, values and practices are important to making others feel comfortable.

X. Back Safety

After reviewing this information you will be able to state the guidelines for good body mechanics in lifting and carrying objects. You may also refer to the enclosed Back Tips booklet for additional helpful hints and exercises.

LIFTING

Lifting and carrying objects safely requires good body mechanics. Body mechanics refer to the way you move your body and back. Planning to lift an object or person can help you use proper body mechanics. If you think about the way you move your body while lifting, you are less likely to injure yourself.

Before you begin a lift, decide:

- How heavy is the object?
- How far must I carry it?
- Should I get help to lift it?
- Can I lift in a way that lessens the number of steps or turns I must make with the object?

1. Make sure you have firm footing.

- Keep your feet spread apart about the same width as your shoulders. This gives you the best base of support
- DON'T begin a lift from an unbalanced position!

2. Bend your knees.

- Bending from the knees keeps the curves of your spine in their natural position. This gives you the most leverage with the least strain.
- DON'T bend from the waist.

3. Tighten your abdominal muscles.

- Your abdominal (stomach) muscles can provide support to your lower back. Train yourself to tighten them as you lift. This is especially important when lifting items from the floor.
- DON'T forget to use your abdominal muscles in lifting!

4. Lift with your legs.

- The leg muscles are much more powerful than the back muscles. They handle the strain of lifting better. Also, when you lift with your legs, you keep your back in the proper alignment.
- DON'T use your back to power the lift instead of your legs!

5. Keep the load close to you.

- If you keep the weight close to your body, you exert less force on your spine. This will help you control your center of gravity. It also places the strain equally on all parts of the spinal column.
- DON'T carry the load away from your body!

6. Keep your back upright.

- If you bend your back while lifting or putting down a load, you add your own weight to the load. Keep your back straight. As you carry the load, keep your feet under it. Twisting or reaching with a load places extra strain on your back.
- DON'T twist while lifting or carrying a load!

XI. Volunteer Injuries While On CBH Premises

In the event a volunteer sustains an injury while volunteering at Central Baptist Hospital or any CBH location, the following procedure will pertain:

- Volunteer or volunteer supervisor will fill out Employee Incident Report (paper version).
- Clearly print “Volunteer” at the top right hand corner of the form
- If emergency care is needed, volunteer supervisor will accompany volunteer to the Emergency Room and inform Registration personnel that the visit should be billed to Volunteers’ primary insurance carrier.
- Volunteer Services will retain the Incident Report form for tracking and trending injuries. Volunteer Services will send a copy of the Incident Report to Risk Management.
- If Employee Health receives the Incident Report, the report will be sent via intradepartmental mail to Volunteer Services.
- In the event a serious safety issue is involved, volunteer supervisor will inform the Employee Health Nurse immediately for consultation.

XII. Infection Control

There is no quick method of determining which patients may be carrying an infectious disease. Treat ALL patients as though they may be infected. Volunteers are instructed to have no engagement in risk prone activities (i.e. handling specimens, disposing of a sharps, etc.)

Hand Hygiene

Hand hygiene is the single most important work practice for preventing the spread of infection!

When to practice hand hygiene:

- Before having direct contact with patients
- After contact with inanimate objects (doors, beds, medical equipment) in the immediate vicinity of the patient
- Before and After eating, drinking, smoking, applying makeup, handling contact lenses or using the restroom
- After you cough or sneeze

Personal Protective Equipment (PPE)

- Central Baptist provides all necessary PPE.
- Standard precautions are practiced at CBH and include: washing hands, using hand gel, wearing gloves appropriately, covering mouth, nose, eyes when you think you may get splashed/splattered, using goggles or mask with face shield.

Isolation Precautions/TB patients – suspected or known:

- Volunteers may **NOT** enter rooms with a patient in isolation or under isolation precautions. Signs will be posted on the patient room door and a small sign will be on the front of the patient chart.

In the event of a blood spill:

- Do **NOT** touch the blood spill. Blood spills must be cleaned up by an employee. Call Environmental Services.

To dispose of contaminated (dirty) sharps:

- Do **NOT** touch the sharp. All sharps must be placed in a needle box by an employee.

Infection Control Policies are located on the Intranet (BEN). The blood borne pathogen exposure control plan can be found in the Infection Control Manual on the Intranet. In the event of a blood exposure – Call the Employee Health Nurse (260-6503) or Clinical House Supervisor (pager 77 – 268) IMMEDIATELY.

A. Tuberculosis

Tuberculosis (TB) is a contagious disease that is spread from person to person through the air. It is caused by the bacteria called *Mycobacterium tuberculosis*. It is spread primarily by tiny airborne particles expelled by an infectious person. If another person inhales air containing these particles, transmission may occur and infection develops.

TB is usually transmitted by:

- coughing
- sneezing
- laughing
- talking
- singing

Tuberculosis infection is distinguished between infection without the disease (latent) and infection with the disease (active).

LATENT TB INFECTION

A person who is exposed to TB and becomes infected without becoming ill is said to have latent TB infection. This means that they have *M. tuberculosis* organisms in their body, but do not have active disease. Characteristics of latent infection:

- The latent disease may remain inactive forever, or it may become active even after many years, although most cases become positive within two years of exposure.
- People with latent infection do not transmit the disease to others, have no symptoms and do not feel sick
- Usually gives a positive reaction to the tuberculin skin test
- Treatment is available to prevent the progression from latent infection to active disease

ACTIVE TB DISEASE

People with active TB disease are sick from germs that are active in their bodies. They can transmit the infection to others. A person infected with TB is said to have active TB disease when they develop the following symptoms:

- persistent cough for more than 3 weeks
- chest pain
- fatigue
- night sweats
- fever
- chills
- weight loss
- blood in sputum

Patients with active TB will be placed on Airborne Precautions.

Medicines which can cure TB are prescribed for persons with active TB disease.

TB SCREENING

Employee Health offers a TB screening program for all staff, contracted labor and volunteers upon hire and at least annually thereafter. The purpose of this testing is to detect and treat infected staff, determine if TB is being spread in the facility, and to make certain that therapy is initiated promptly if result is positive.

The PPD (tuberculin skin test) is used for initial screening of TB. This involves placing a small amount of tuberculin just beneath the surface of the forearm. Trained personnel will look at the test site between 48 and 72 hours after injection to see if there's a positive reaction.

If you have a history of a positive PPD skin test, you will NOT be required to have a repeat of the skin test; rather, you will be required to show proof that you are not infectious. Contact Employee Health for more information.

B. Influenza Vaccination

The virus responsible for causing the flu is mainly spread when an infected person coughs or sneezes. People contract the virus by touching something contaminated with the virus and then touching their mouth, nose or face. An infected person may spread the virus one day before their symptoms appear, and up to five days after becoming ill.

Symptoms of the flu include: Fever, Sore throat, Extreme exhaustion, Cough, Muscle aches, Nausea/vomiting*, Diarrhea*

(*more common in children)

The flu is largely preventable by taking the flu vaccine. The flu vaccine is available:

- **FREE OF CHARGE** to all employees, medical and allied health staff, volunteers and contracted labor.
- At the Employee Health office, via "rolling" clinics (i.e. The Flu Buggy), through designated nurses on units (i.e. FluBees), and during the annual Benefits Fair in October. Through these venues, all shifts are covered.

XIII. Environment of Care

A. Hospital Safety Information

Safety is everybody's business.

The Environment of Care (EOC) is critical to patient care in hospitals and home care organizations. All hospital personnel play a critical role in protecting the patient and breakdowns in the EOC can put patients at risk. The Environment of Care Safety Information Manual is located on BEN, My Baptist tab, Environment of Care link. The Safety Officer for CBH is Terri Montgomery. **Terri's number is 260-6790.**

B. Security Management

Security management - **Security officers are available 24 hours per day through the operator at 6291 or 6077 or by pager at 77-787.**

All employees, physicians, volunteers, students must wear a hospital identification badge at all times. Anyone not wearing a badge should be treated as a visitor.

Weapons are not allowed in CBH. Anyone found in possession of a weapon will be required to surrender it to the Security Dept. or remove it from the premises.

Security should be called in the event of emergency situations, unauthorized visitors, property damage, injury to visitors, bomb threats, hostage situations, weapons, locking patient valuables, lost and found items, missing patient, escorting employees and visitors to their car, jump starting cars, auto accidents on CBH property, work place violence, suspected infant/child abduction, parking issues, etc.

Visitors: All personnel shall stop and question any unidentifiable person in their area, including loiterers and anyone exhibiting suspicious behavior. Any person who is not wearing a recognizable hospital identification tag will be considered a stranger and asked to check in with Security. This also applies to any/all individuals accessing computer workstations throughout the hospital, which are not designated as public access “kiosks” and restricted work areas.

Forensic (prisoner) patients: These patients will be guarded at all times by the Custodial Agency which will serve as the line of communication to this patient population.

Workplace Violence: There are many forms of violence in the workplace, from raised voices, profanity or sexual harassment to physical abuse, robbery or homicide. If you observe any unusual or worrisome behavior contact Security immediately.

C. Hazardous Materials and Waste Management (HAZMAT)

You have a right to know of the chemical hazards that may exist in your work place. CBH identifies these items for your safety.

Material Safety Data Sheets (MSDS)

- Located on the BHS Intranet (Baptist Employee Network - BEN), under Applications / MSDS in the Misc. Apps / Tools box. In the keywords box, type in the name of the chemical and press enter.
- Contains product information, first aid procedures, and emergency phone numbers
- Every chemical product used in the hospital has a MSDS
- Hard copies of MSDS sheets can be found in the ED and in Administration

Hazardous Materials Spills

- Report any Hazardous Materials spills to Environmental Services.

Regulated Medical Waste (RMW)

Regulated Medical Waste is known throughout the hospital as **Red Bag Waste, Biohazardous Waste, and Bio Trash**. It is very important to know the difference between RMW and Regular Trash, as RMW needs to be treated separately from the Regular Trash.

- **Regulated Medical Waste should be placed in RED waste containers only**
- **Sharps are RMW and are placed in red needle boxes**
- **Regular Waste goes into regular waste receptacles**

REMEMBER: Volunteers are instructed to have **NO** engagement in risk prone activities

D. Utilities Management

Utilities consist of electrical services, water, sewage, telephones, medical air/gases, elevators, heating, ventilation & air conditioning. The use of staff or patient-owned electrical equipment is discouraged. The hospital is equipped with emergency generators for use during power failures in selected areas. A red outlet cover designates the plug as an emergency outlet. In the event of failure, medical gases will be provided through portable tanks. For malfunctioning equipment, service, or questions call Central Dispatch at **6291** or MAX-1.

ELEVATOR SAFETY:

If you find someone trapped inside an elevator at the hospital, you should tell the person trapped inside that you know they are trapped and you will get help. Also, tell them to use the emergency telephone inside of the elevator to call for help. This telephone will notify the hospital operator. You should also notify the hospital operator at x6291 and ask them to notify Engineering immediately of the emergency. You should never attempt to rescue the trapped person yourself without the proper equipment and training.

If someone in an elevator is having a heart attack, you are to use the phone to notify the operator who will call a Code BLUE.

ELECTRICAL SAFETY:

The Engineering department must inspect all electrical equipment brought in to the hospital from the outside. This is especially important for extension cords. This may prevent potential malfunctions and/or injuries.

If you find someone who you suspect is being shocked, DO NOT TOUCH THEM. Unplug the cord and/or use a non-metal object to separate them from the item that is shocking them.

E. Fire Prevention Management

What should you do if there is a FIRE?

RACE

Rescue = Remove patients and visitors from the immediate area.
Close doors behind you.

Alarm = Activate the Fire Alarm by pulling the red box alarm closest to the fire site and call **2633** (CODE). Fire pull stations are located next to the exit stairwells.

Contain = Close all doors and windows. Return to location of fire with extinguisher.

Extinguish = Touch the door – if hot, do not open. If fire is small enough, use the ABC extinguisher and remember, “PASS”.

How do you use an extinguisher?

PASS

Pull the pin

Aim the nozzle at the base of the fire

Squeeze the handles together

Sweep the nozzle from side-to-side

Who do you call if there's a fire in the hospital?

2633 (CODE)

Who do you call if there's a fire in offices outside the hospital?

911

When you get to your unit/department, do the following:

- Locate Fire extinguishers
- Locate Fire Alarm Pulls
- Locate exit route signs
- Locate Smoke Barrier doors (red sign/white lettering located above the doorframe)

F. Emergency Preparedness – Incident Command System (Code Yellow)

The hospital maintains a comprehensive program to respond to a variety of emergencies which could occur in the hospital, or in the local community. Central Baptist remains at a high level of preparedness through yearly vulnerability assessments, evaluation and maintenance of security measures, identification of available resources (internal and external), development of response plans to minimize the effect and to allow the hospital to return to routine operations as soon as possible. When the Incident Command System has been activated, refrain from making outside calls.

Disaster Situations and the Volunteer Role

A disaster can be announced at Central Baptist for a variety of internal (i.e. bomb threats, utilities failure, fire) and external reasons (tornados, severe weather, ice storms). The operator will announce, “Code Yellow: The Incident Command Plan is now in effect.” In conjunction with hospital policy, Volunteer Services should report to the Cafeteria in the basement of 1740 Building D to assist and support victims’ families.

The Emergency Operations Plan policy “Hospital Response to Incident Command” can be found on the hospital intranet (BEN), by doing a policies search.

Important Telephone Numbers

Safety Officer	260-6790	Pager 330-2176
Administration	260-6108	
Pharmacy	260-6659	
Security	260-6077	Pager 77-787
Compliance HIPAA Hotline	1(800) 783-2318	
Patient Safety / Risk Management / Compliance/HIPAA	260-5596	Pager 330-0272

Important Emergency Codes

Dial CODE (2633)

KY Regional Codes:

Code Blue	Respiratory/Cardiac Arrest (Adult or Pediatric)
Code Red	Fire
Code Yellow	Incident Command System Activation
Code Orange	Hazardous Material Spill/Release Internal or External
Code Black	Bomb/Bomb Threat

Weather alerts will be plain speech warnings

Central Baptist Specific Codes:

Code PINK

Activation of Infant /Child abduction or Security Breach response. When alarm is triggered, the building is locked down through the security office and police are notified. It is everyone's responsibility to respond to corridors and exit points for visual patrol and to report suspicious person(s) or activity.

Code 19

"Stroke Team" provides timely, emergent care to in-house patients exhibiting stroke symptoms. Immediately upon witnessing any signs and symptoms of a stroke in a patient or visitor activate Code 19.

Rapid Response Team Rapid Response Team (RRT) – provides rapid response of critical care personnel to manage a significant change in a patient’s condition. Call when you need another set of eyes, expert opinion, patient just doesn’t look right and/or need support.

Pediatric RRT Pediatric Rapid Response Team – Pediatric version of the Rapid Response Team.

Code AMI ST segment elevated MI Response – Provides rapid response to decrease “door to balloon” time when patient is diagnosed with an Acute Myocardial Infarction. Includes notifying Cath lab staff, on call cardiologist, Clinical House Supervisors, and RRT if needed.

Code H (Help) Code Help is a call made by the patient or family member to request response to additional concerns they have about their care.

HIPAA and Volunteers:

What you need to know to keep confidential medical information secure. . .

As a volunteer at Central Baptist Hospital, you may have access to confidential medical information via computer, hardcopy medical records, and conversation. Federal and state laws protect this confidential medical information. It is illegal for you to use or disclose this confidential medical information outside the scope of your duties at CBH.

Guidelines for the use of this information:

- ◆ **Access the minimum amount of information necessary to perform your job duties.**
- ◆ **Do not use your volunteer access privileges to access your health information, your family's, friends', neighbor's, etc. even if they give you permission to do so. You may only access the confidential information of patients for whom you are caring.**
- ◆ **Do NOT photocopy patient information. Hand copying is permissible, but no patient identifying information can be included (i.e. name, address, DOB, SSN, etc.)**
- ◆ **Do not record the patient's name, birth date, address, phone number, social security number, etc., on items visible to the public eye.**
- ◆ **Do not share patient information with a patient's family, friends or an outside agency unless you have been authorized to do so.**
- ◆ **Be aware of your surroundings when discussing confidential information. It is inappropriate to discuss patients in elevators, cafeteria, hallways, grocery, etc.**
- ◆ **Ensure the patient's information is not accessible to a passerby;**
- ◆ **Ensure patient information is not left for viewing on computer screens. Privacy filters are used in areas where the public could view computer screens.**
- ◆ **If you have questions about the use or disclosure of confidential health information, contact your supervisor.**

The consequences of breaking a HIPAA rule are significant and can result in civil or criminal sanctions. Report any knowledge of a violation or potential violation directly to the facility privacy or compliance officer or call the Compliance Hotline at 1-800-783-2318

CBH Compliance & Privacy Officer: Todd Jones

BHS HIPAA Security

“What you need to know to keep EPHI secure”

BHS HIPAA Security Officer

HIPAA Security mandates there be one person responsible for information security. The following are the designated Information Security Officers for BHS and CBH:

BHS: Michael Erickson

CBH: Lisa Fluty

Compliance Hotline

If you have a question or need to report a security incident contact the Information Security Officer or call the Compliance Hotline at **1-800-783-2318**.

BHS Workstations

Workstations should be used for business activities. Activities that interfere with your job or compromise the availability, confidentiality or integrity of EPHI (Electronic Protected Health Information) are not permitted.

Computer/Workstation Access

It is the responsibility of the department managers and/or supervisors to determine and authorize all access, including access by people who are not employees (contractors, business associates, volunteers) to BHS' Information systems.

Internet/Intranet Access

If you have access to a workstation but do not have access to the Internet or Intranet, you can use the hospital Medical Library or one of the Kiosk units to request required information. Employees who do not have workstations and need access to the Intranet can use one of the Employee e-Stations located in your facility.

Workstation Internet/Intranet Access

To access the Internet or Intranet from your workstation, you must have a valid “account”. To obtain an Internet or Intranet Account, your director must complete the Internet & Intranet Access Request Form and return to the Hospital IS Director/Manager with employee/manager signatures.

- You should always *log off* your computer terminal before leaving it unattended.
- *Laptops and other portable devices* should be stored in secure areas to minimize the potential for theft or unauthorized access.
- Workstations/Work Areas should remain clear of any patient information that could be visible to the public.
- Keep your password safe. *Never share your password with anyone.* Don't write it down and don't post it on the wall.
- When you are logging on to the system, be aware of people who might be looking over your shoulder. “Shoulder Surfing” is a common way to obtain someone's password.

Computer Use

- Don't install untested and unapproved software.
- Don't bring in media from outside of the secure environment without testing and authorization of use by a security administrator.

What are my responsibilities?

1. Know the rules. You can access the BHS HIPAA Security Policies and Procedures by going to the Baptist Employee Network (BEN) and following these steps.
 - Click on the 'Documents' tab
 - Under 'Policies and Procedures' click on 'Policy Search'
 - Under 'Search Policies by Keyword' enter "HIPAA" and click on 'Search'
 - Click on 'HIPAA Security'
2. Recognize and report security incidents.
3. Review information during Volunteer Orientation and Volunteer Annual Education.
4. Be aware of who is accessing protected health information.
 - Do they have a CBH ID Badge?
 - Are they authorized to use the computer?
5. Don't turn a blind eye to information security breaches. Report any actual or suspected breaches of information security to the BHS or CBH Information Security Officer or call the BHS Compliance Hotline (1-800-783-2318). Challenge special requests or direction that contradicts published policies and procedures.

Not sure how to spot a possible security breach? Here's an example:

A CBH employee is logged onto a CBH workstation. It's time for a break and they leave their workstation without logging off. You are working in the area and notice that the computer is on, but you assume your coworker is coming back in a minute. Meanwhile, a patient wandering the hallway notices that the computer is on and decides to take a look.

What is the security problem?

A patient or unauthorized staff member could view protected health information that was left on the screen or could use the computer to access protected information.

How could this be prevented?

The CBH employee should log off properly before leaving the computer. If the computer is not in use—even for a short period of time—the screen should return to a log on screen. The computer monitor should be positioned away from public areas.

What should you do?

Log off or clear the screen of protected health information. Call the Compliance Hotline at 1-800-783-2318

Maps & Virtual Tours

If you are interested in seeing more of Central Baptist Hospital, please visit the links to Maps and Virtual Tours on the Education page at www.cbhvolunteers.com

Questions?

Thank you for completing this Volunteer Education module.

If you have any questions, please either email them to qmcallister@bhsi.com or jwalker@bhsi.com, or call 859-260-6670.

Please return all appropriate forms to Volunteer Services at your earliest convenience so we can help get you started volunteering as soon as possible.