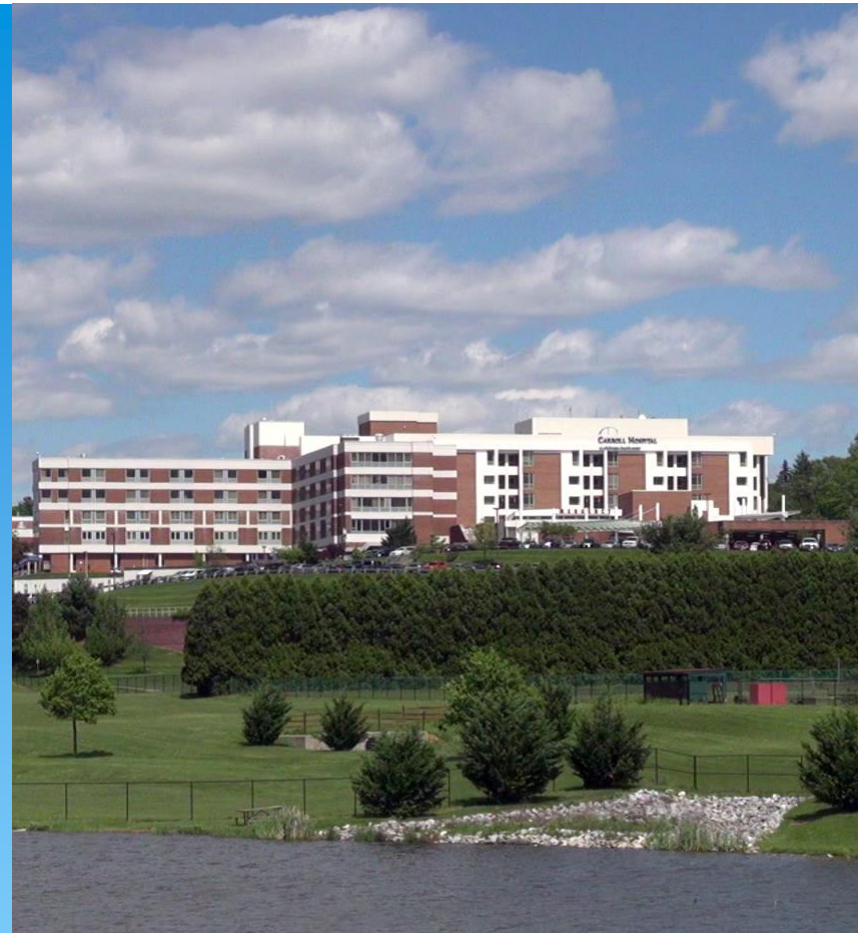


Welcome to
Carroll Hospital's
2023
Volunteer
Competency




**CARE
BRAVELY**

This computer-based training (CBT) contains important information. Please review this information carefully.

It is very important that you understand what is expected of you while you volunteer at Carroll Hospital. This will meet your annual education requirement.





To meet the critical goal of our mission, our professional conduct must be grounded in honesty and integrity and the highest ethical values.

Our SPIRIT Values.....

<u>Service:</u>	Exceed customer expectations
<u>Performance:</u>	Deliver efficient, high-quality service
<u>Innovation:</u>	Take the initiative to make it better
<u>Respect:</u>	Honor the dignity and worth of all
<u>Integrity:</u>	Uphold the highest standards of ethics and honesty
<u>Teamwork:</u>	Work together, win together

Who's Job Is Customer Satisfaction?





Everyone who comes in contact with our customers!



Quality Customer Service is Everyone's Business!





AIDET

- A**: Acknowledge (Recognize the patient by name, make eye contact and smile)
- I**: Introduce (Yourself)
- D**: Duration (Identify and communicate your role)
- E**: Explanation (Answer any questions)
- T**: Thank You (You may thank them for choosing your hospital and for their communication and cooperation)

Courteous Behavior

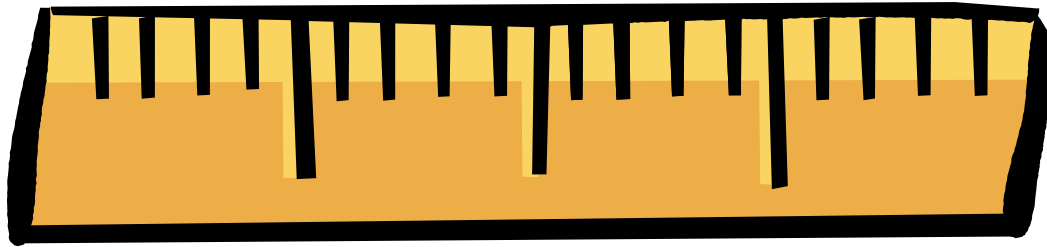
- * Make customers feel welcome
- * Follow the “10 Foot Rule”
- * Give directions
- * Appear approachable

Make Customers Feel Welcome



Introduce yourself, smile, make eye contact, acknowledge customer in passing, whenever possible, call the customer by name, use first name only with permission, refrain from endearments.

Follow the “10 Foot Rule”



Greet customers who come within 10 feet of you.

If they appear to need assistance, ask:

“May I help you?”

If turned down, respond:

“I’ll be here if you change your mind.”

Courteous Behavior

- * **When a customer is greeted by an employee** that they come within a certain distance of, it is commonly referred to as the “10-Foot Rule”.
- * That is, whenever an employee comes within 10 feet of a customer, the employee **greet**s the person with **a cheerful hello**, or simply makes eye contact, smiles and nods his or her head.

Give Directions



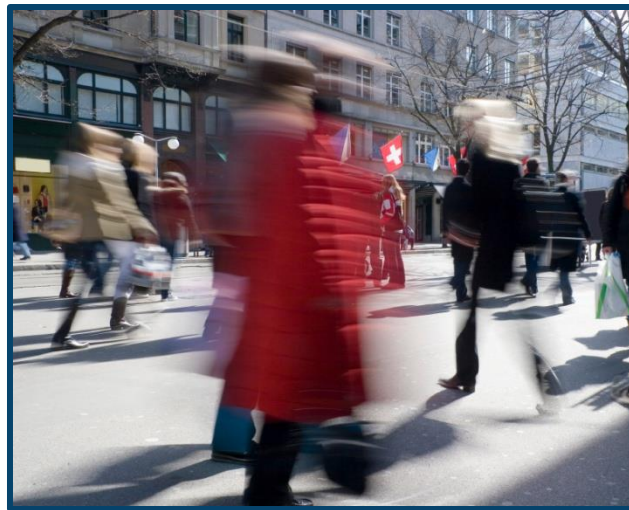
Make every effort possible to personally escort the customer.

Seek out another associate or volunteer to escort when you are unable to leave your post.

Give clear directions and alert the area to expect the customer.

Appear Approachable

Do not appear to be too busy, hurried, or preoccupied to seem unapproachable



Care for Health & Safety

We are dedicated to creating and maintaining a safe work environment that is free of unreasonable hazards and in compliance with workplace health and safety laws. It is the Volunteer's responsibility to contribute to creating and maintaining this safe environment by wearing proper safety equipment and identifying and reporting potential safety hazards. You should notify the proper person/department of any safety issues so they can be quickly and appropriately addressed.



COVID 19



- * COVID-19 is a deadly disease that causes severe illness – and in some cases, long term symptoms that we have yet to fully understand. The COVID-19 vaccine has been created to decrease death and severe illness. Although a high percentage of people recover from COVID-19, some are hospitalized and experience severe illness

COVID-19 How To Protect Yourself

To prevent infection of COVID-19, do the following:

- * Wash your hands regularly with soap and water or clean them with alcohol-based hand rub.
- * Cover your mouth and nose with a mask when in public settings or around others.
- * Maintain at least six feet distance between you and people coughing or sneezing.
- * Avoid touching your face.
- * Cover your mouth and nose when coughing or sneezing.
- * Stay home if you feel unwell.
- * Refrain from smoking and other activities that weaken the lungs.
- * Practice physical distancing by avoiding unnecessary travel and staying away from large groups of people.

HIPAA

It's not a large water animal!



HIPAA Violations can result in:

- Disciplinary action up to and including termination
- Personal legal action including fines and jail time
- Legal action against the organization

HIPAA Update

Do's

- * Follow the minimum necessary rule: you and others only need to know information necessary to do your job.
- * Be careful when/where you speak---in your work area and in the community.
- * Be careful with printed information-ensure you're giving it to the right person and don't leave it laying around.
- * Logout of your computer when you walk away from it.
- * Verify fax numbers before sending PHI.
- * Report any questionable or unauthorized practices to your supervisor.

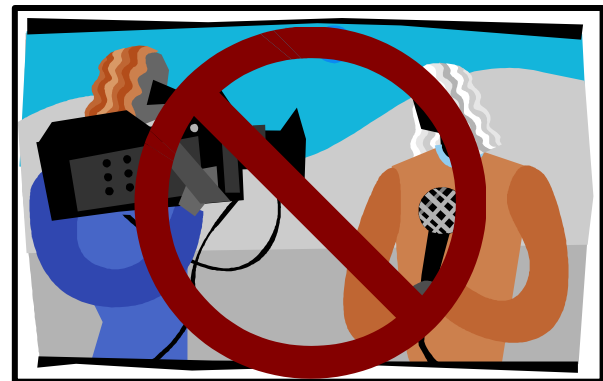
HIPAA Update

Don'ts

- * Access your own or your friends or family's personal health information.
- * SHARE PASSWORDS.
- * Leave a password where others can see it.
- * Tell anyone that you saw a person here unless they authorize you to.
- * Talk about a patient in an unsecure area as you don't know who can hear you.
- * Snoop – the system records and reports all attempted access to PHI, whether authorized or not, successful or failed.

Communicate with Public through Proper Channels

All requests for information from reporters or the general public should be referred to the Public Relations Department. Volunteers should never release information by other means without the permission of the Public Relations Department.



Prevent Workplace Violence

We must make every effort to resolve conflicts in a reasonable and rational manner. When individuals are unable to resolve differences in a professional and mature manner, we expect associates to inform their supervisor. Use the chain of command.



Drug-free, Smoke-free Workplace



Abuse of drugs (legal and illegal) and alcohol can interfere with the safety and well being of patients, the public and fellow Associates. The use, selling, purchasing, possession or transfer of illegal drugs and the abuse of alcohol or legal drugs is prohibited.

We are also committed to a healthy smoke-free environment.



Proper Disposal of Medical Waste

All infectious waste should always be properly handled and disposed of only through approved techniques.



Personal Safety

Always be aware of your surroundings.

Pay attention to who is around you and what they are doing.

Talk to them. This let's them know you see them. They will be less likely to try something.

Recognize signs of agitation. Are they pacing, look angry, fists clenched, jaw tight, staring through you or off in a distance?

Can you help them calm down (deescalate), or should you let someone know? Should you call security?

Always have an exit! Never let someone get close enough where they can grab or kick you.

Personal Safety

Safety Reminders

- * Never leave your personal property unattended. Even items of little value tend to disappear.
- * Only bring essential items to work. ID, money, credit card, etc, but keep these items in your pocket.
- * If you need to bring a purse or other items of value, lock them in a locker or desk.
- * Do not leave items unattended, even in your office. Thieves will enter desks and other areas to steal from you.
- * Report stolen or missing credit cards immediately.
- * Never leave items of value in the passenger compartment of your car or in view. Lock things in your trunk if possible.

Back Safety

The next slide will review important things to remember about bending and lifting.

Remember: THINK BEFORE YOU MOVE!!!!



Back Safety



- * Bend at hips and knees, not from your back or waist.
- * Bend at hips and knees to get closer to the object or person.
- * Kneel down on one knee for support.
- * If you need to lean forward, move your whole body, not just your arms.
- * Keep your feet shoulder-width apart.
- * Lift with your arms and legs, not your back.
- * When carrying an object, hold it close to your body.
- * You can push twice as much as you can pull.

Infection Control

What is the *single most important measure* you can take to prevent the spread of infection?



Wash Your Hands!!!!



Standard Precautions

Reduces the risk of transmission of microorganisms from both recognized (infected patients) and unrecognized sources (tables, light switches) of infection in the hospital

Applies to all patients regardless of their diagnosis!

STANDARD Precautions

Apply to *all patients*



Hand hygiene: When hands are visibly soiled, wash with soap & water. Before and after patient care use alcohol foam or antimicrobial soap & water.



Wear personal protective equipment (PPE) when contact or splash with blood or body fluids may occur



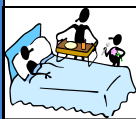
Use gloves, gowns, mouth, nose, eye protection appropriate to task. Wear gloves when accessing a vein or artery, for contact with mucous membranes, nonintact skin and potentially contaminated intact skin. Wash hands after removing PPE.



Respiratory Etiquette: Teach everyone with respiratory symptoms to cough and sneeze into their sleeves, use and dispose of tissues and use good hand hygiene.



Sharps safety: Take extreme caution when handling needles, scalpels and sharp instruments. Carefully dispose of all sharps in sharps containers.



Environment: Clean and disinfect surfaces likely to be contaminated with harmful organisms, particularly those in close proximity to patients.

Transmission Based Precautions

To understand how to protect yourself and our patients, you must understand Transmission because this is how organisms or infection can be spread

Droplets

Contact

Airborne

Visitors

Visitors should be strongly encouraged to use protective equipment when entering a **Precautions room**



Droplet
Precautions are
intended to
prevent
transmission
(spread)
through close
respiratory or
mucous
membrane
contact.



Droplet Precautions

To prevent the spread of infection,
ANYONE ENTERING THIS ROOM
MUST WEAR:



**Surgical Mask (preferably
with a face shield)**



**Remove the mask and
wash your hands upon exit**

Contact Precautions are intended to prevent transmission of infectious microorganisms, which are spread by direct or indirect contact with the patient or the patient's environment.



Contact Precautions

To prevent the spread of infection, **ANYONE ENTERING THIS ROOM MUST WEAR:**

**Isolation Gown and
Gloves**

**Remove gown and gloves
and wash your hands
upon exit.**



No alcohol foam can be used! Washing hands with soap and water is preferred. The physical action of washing and rinsing of the hands is needed. Patient rooms will be cleaned using bleach after discharge and/or after Precautions are discontinued.



Soap and water only, no alcohol foam

Enhanced Contact Precautions

To prevent the spread of infection, **ANYONE ENTERING THIS ROOM MUST WEAR:**

Isolation Gown and Gloves

Remove gown and gloves and wash your hands with soap and water upon exit.

Patient rooms will be cleaned using bleach after discharge and/or after Precautions are discontinued.

Airborne Precautions prevent transmission of infectious agents that remain infectious over long distances when suspended in the air (Tuberculosis, chickenpox).



Airborne Precautions

To prevent the spread of infection, **ANYONE ENTERING THIS ROOM MUST WEAR:**

Either an N95 mask or a Powered Air Purifying Respirator

OR

Anyone entering this room must be immune to the patient's respiratory disease. Please see patient's nurse.

Also ensure that the **door** to the patient's room **remains closed at all times. Wash your hands upon exit.**

Special air handling and ventilation are required by using a Negative Pressure Room.



EMERGENCY!!!!

What number do you call?

HELP!!!!

**How do I tell the operator what is
happening?**

KNOW YOUR CODES

Effective October 2023, LifeBridge Health will follow the same 10 emergency codes as the Maryland Department of Health.



Code Blue: Cardiac or Respiratory Arrest

Code Red: Fire

Code Pink: Infant or Child Abduction

Code Gray: Elopement

Code Yellow: Emergency or Disaster

Code Silver: Active Shooter or Violent Intruder

Code Orange: Hazardous Material Spill or Release

Code Purple: Security Only Response

Code Green: Combative or Violent Person

Code Gold: Bomb Threat

Call ext. 84444 to report a Code

Remember **three key things** when calling a code:

1

Indicate the code needed.

2

State the location where the incident is occurring.

3

Provide any specific details.

INFORMATION TECHNOLOGY SECURITY

The slide features a solid blue background. At the bottom, there are several overlapping, wavy, light blue lines that create a sense of motion or a horizon line.

SPOTTING FRAUDULENT EMAILS



What to look for:

1. Find the domain
2. Watch out for tricks
3. Spot Advanced Tricks
4. Shortened URLs

Find the Domain

Going to the wrong website is dangerous
(http://www.bona.com/cust_login.html)

- * The part of the URL after the `://` and before the first `/` is called the **domain**
- * Look out for numbers. Avoid `://12.67.118/`

Watch Out for Tricks

Scammers can make the sub domain sound legitimate- www.bona.com but the end which is the most important part is not. Notice no **|** after the subdomain below.

http://www.bona.com.cust_login.ie

Shortened URLs

- * These can link you to an unwanted site
- * Avoid short domains like goo.gl, bit.ly, and tinyurl.com followed by a short string of numbers or numbers mixed with letters. See below

<http://goo.gl/017s234t>

ADVANCED Tricks

Do This:

Use your favorite search engine to look up a suspicious domain-

When you search for a fraudulent domain, the top results won't match the domain you entered.

Look at results: Bonaonline.com does not match `www.bona.com.account`

SCAMMING METHODS



Phishing emails and fake messages entice users into clicking: “Your account has been frozen due to unusual activity. Click here to reset your password and unlock your account”.



Malicious links, infected attachments, requests for login credential or personal data are used to gain entry.

MORE

- * Strange links in posts
- * Unexpected pop-ups
- * Pirated media with embedded malware
- * Messages that boast reward for contests you didn't enter

- * Fake profile, pages, or groups
- * Apps or games requesting access to your profile information

SOCIAL ENGINEERING

Have you ever...?

- * Opened a secure door for someone who didn't have access credentials?
- * Shared personal, confidential, or financial information over the phone with someone who asked for it?

SOCIAL ENGINEERING

Have you ever...?

Clicked through unsolicited email that urged you to verify account information, passwords or other sensitive data?

If so You have been a victim of a social engineering attack.

SOCIAL ENGINEERING

A security attack is where scammers trick people who are trusting into giving them access to sensitive information

- * Gaining Trust is their foundation. No identification is provided.
- * Often they ask you to move quickly without thinking.

SOCIAL ENGINEERING

AT WORK: Employees could reveal information that would enable scammers to breach confidential data and systems.

AT HOME: You could reveal personal and financial data that would enable scammers to possibly steal your identity.

Examples

1. Hi, I'm Chris from IT. Can you confirm your login and password for me so I can check your account?
2. Hi, I am a technician from Cerner service and we received word there's a problem in the equipment rooms. Can you show me where to go?

AVOID SCAMS

- * Don't blindly trust a stranger
- * Business cards and logos can be created and printed for a few dollars
- * Don't trust someone just because they say they know someone in the company

AVOID SCAMS

- * View legitimacy of unsolicited or strange emails
- * Type only trusted URL into browser rather than clicking on a link
- * Don't click or download carelessly

FOLLOW UP SAFETY

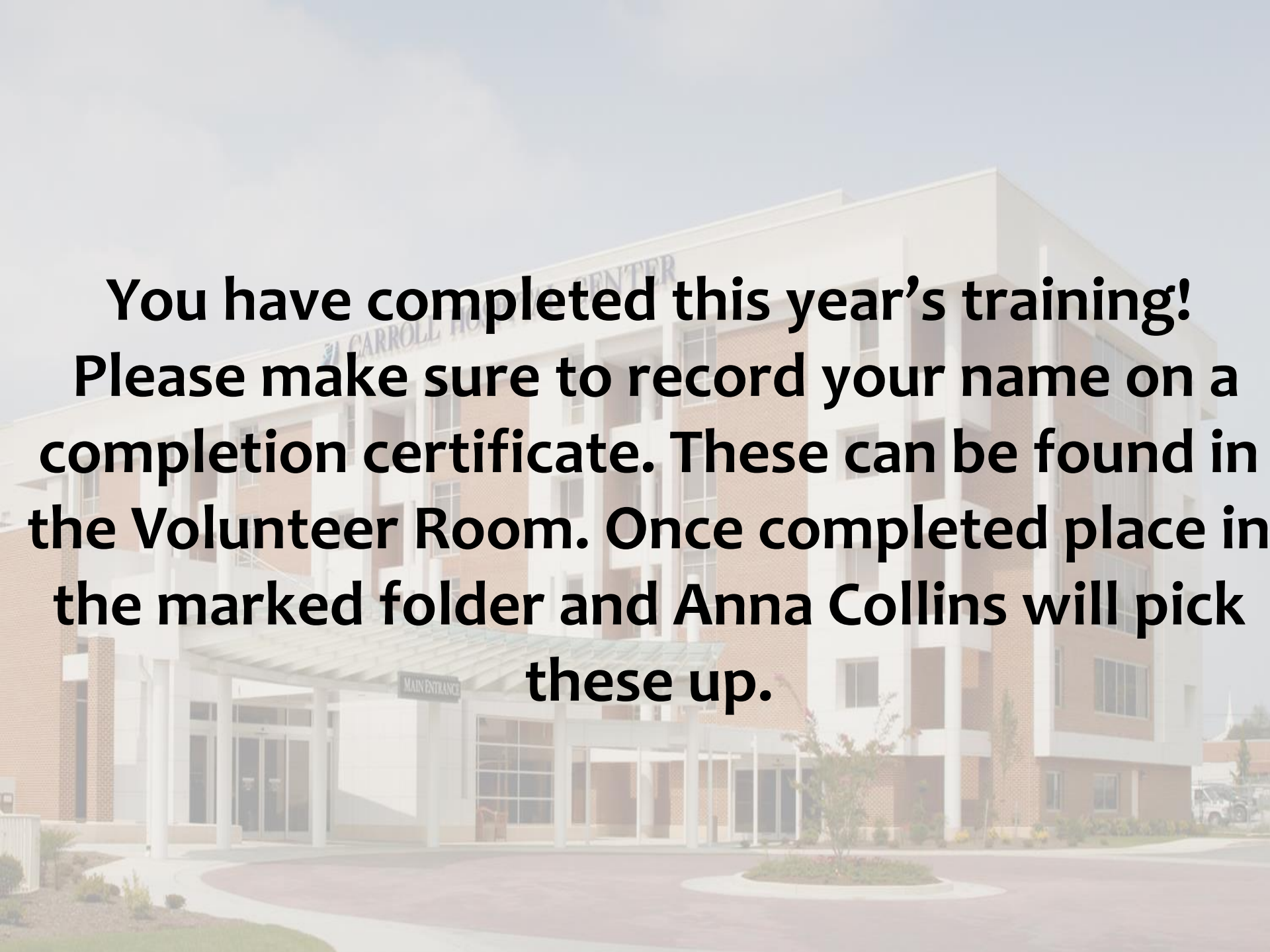
- * When receiving a phone call, get a name, disconnect, and then call back
- * Dial only known and trusted numbers. Your credit card, receipt, and company directory are good sources for trusted numbers.
- * Before revealing information over the phone, be certain you are speaking to a legitimate contact.

Special Message

**Thank you for completing the 2023
Competency and helping to keep us
compliant!**

Amy Bloomberg

Anna Collins



**You have completed this year's training!
Please make sure to record your name on a
completion certificate. These can be found in
the Volunteer Room. Once completed place in
the marked folder and Anna Collins will pick
these up.**