



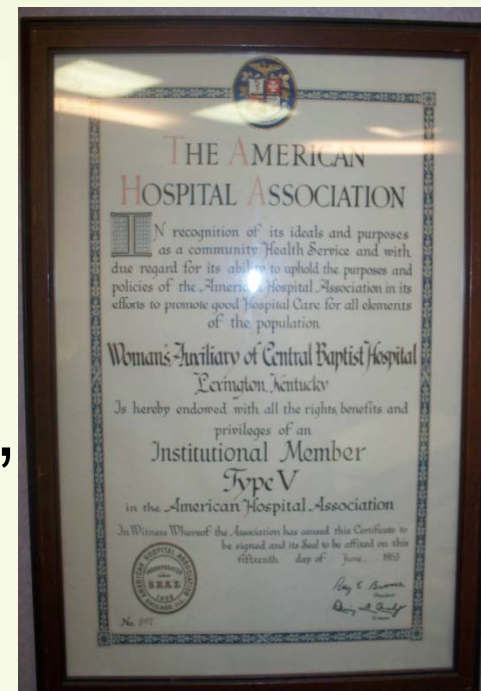
BAPTIST HEALTH

LEXINGTON

Required Volunteer Education

Volunteer / Auxiliary History

- All Volunteers are a part of the Baptist Health Lexington Auxiliary.
- The Auxiliary was constituted 1953, a year before the doors opened. Made original curtains.
- Volunteers have been an integral part of hospital since before its official opening.



Auxiliary Mission Statement

The purpose of this organization shall be to promote and to advance the welfare of Baptist Health Lexington, 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.



BAPTIST HEALTH
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Hospital Mission, Vision & Values

Mission: To provide quality and compassionate care, consistent with our Christian heritage and our commitment to the communities we serve.

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

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



I. Dress Code

The purpose of Baptist Health Lexington's dress code is to maintain high standards of dress, hygiene, grooming, and personal appearance by employees, Volunteers 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 must be worn at all times to clearly identify staff, students, and Volunteers. Name tags / ID Badges 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 not be excessive. 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)
- One of two places to log in/out of Volgistics, the Volunteer management system.
- Lockers are available to store purses or other belongings.
- Open 8:00 AM – 3:00 PM.
- Accessible 24/7 using access card.




II. General Information

Volgistics:

- TWO special computers designated exclusively for Volunteers to sign in AND out. The picture below is what is on those computer screens.
- Logging In AND Out records your official hours.
- Located in the Volunteer Workroom and the Service Hallway of Building E (1720 Bldg).
- Your Volunteer PIN is your phone number WITHOUT area code. If you share a phone number with another Volunteer, please contact Volunteer Services to identify the alternative PIN.

Volunteer Information Center



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Welcome. The Volunteer Information Center is where volunteers check-in and out. If you are ready to check-in or out and you have a volunteer PIN number, enter it here to get started.

If you are interested in becoming a volunteer you can call 260-6670 or visit www.cbhvolunteers.com to learn more about our volunteer opportunities!

Enter your volunteer PIN number

Enter your volunteer ID number using the keypad buttons, and then touch the Continue button.

1	2	3	
4	5	6	Cancel
7	8	9	← Backspace
*	0	#	Continue



II. General Information

Time Off Form: Volunteers should submit a Time Off Form when they know in advance they will not be able to be at their regular shift. These forms may be obtained either online at www.cbhvolunteers.com under “Forms” in the “Already Volunteering” section of the web site 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 Volunteers

- Free Meal on Volunteer Day
- Designated Parking
- Free TB Test / Flu Shot
- 15% Discount in Gift Shop
- 20% Discount Coupon for Gift Shop during birth month
- Lifeline 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

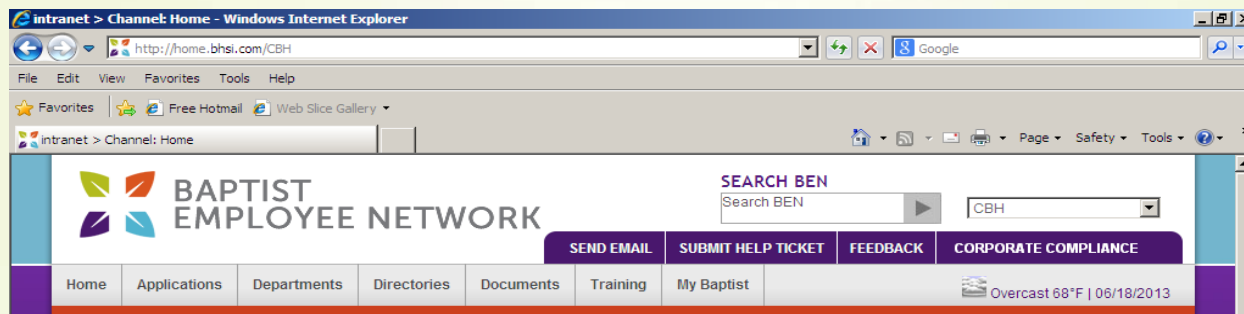


II. General Information

Parking: Volunteers may park in designated “Volunteer Parking” spaces located on the 3rd floor in the **South** parking structure (by building D).

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

- Go to BEN by opening Internet Explorer
- Click **Documents** tab
- Click on the Policies Search Link under Policies and Procedures section
- 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 anyone else 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, Baptist Health Lexington 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 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, 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.
- The Patient Relations office is 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

Baptist Health Lexington 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 Advocates 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 Baptist Health Lexington. It is the responsibility of every Baptist Health Lexington 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. Baptist Health Lexington 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 Baptist Health Lexington is doing to meet these goals. The goals list is updated annually. Some goals are retired while other patient safety issues are added.



2013 Hospital National Patient Safety Goals

The purpose of the National Patient Safety Goals is to improve patient safety.

The goals focus on problems in health care safety and how to solve them.

- **Identify patients correctly**
 - Use at least **2 ways** to identify patients. At Baptist Health Lexington the 2 patient identifiers are patient's name and date of birth. The identifiers are checked each time the patient gets medication, a blood transfusion, or any treatment, and before any procedure.
 - Label specimens in the presence of the patient to ensure the correct patient information is placed on all specimens.
- **Improve staff communication**
 - Get critical test results to a physician or his/her designee within 30 minutes unless there is a standing order or protocol to treat the patient.
- **Use Medication Safely**
 - Label medications & fluids used for a procedure unless they are drawn up & immediately used. Label syringes, cups & basins.
 - Reduce the likelihood of patient harm associated with the use of blood thinners.
 - Reconcile medications upon admission, transfer, and discharge to ensure that the correct information about the patient's medications are passed along to the next care provider, and provided to the patient/family at discharge.
- **Prevent Infection**
 - Use the CDC's guidelines for hand hygiene. Set goals for improving hand hygiene compliance among health care workers.
 - Use proven guidelines to prevent infections that are difficult to treat due to multi-drug resistant organisms.
 - Use proven guidelines to prevent infections of the blood from central lines.
 - Use proven guidelines to prevent surgical site infections.
 - Use proven guidelines to prevent infections of the urinary tract that are caused by indwelling catheters.
- **Identify patient safety risks**
 - Identify patients at risk for suicide.
- **Prevent mistakes during Surgery or Invasive Procedures**
 - Conduct a pre-procedure verification process to make sure that the surgery/procedure is done on the correct patient, at the correct place on the patient's body.
 - Surgeon or proceduralist should mark the correct place on the patient's body where the surgery/procedure is to be done.
 - Pause and do a "time-out" before the surgery/procedure to make sure that a mistake is not being made.



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 Baptist Health Lexington 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:	Over 65 years - Geriatric

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 toward other beliefs, *and respectful* of 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.

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 BHLex Premises

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

- Volunteer or volunteer supervisor will complete the Employee Incident Report located on BEN, under Applications tab, Misc. Apps and Tools section.
- Print out and clearly write “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 (including 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)

- Baptist Health provides all necessary PPE.
- Standard precautions are practiced at BHLex 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 bloodborne 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 and Volunteers upon beginning and at least annually thereafter. The purpose of this testing is to detect and treat infected Volunteer and paid staff, determine if TB is being spread in the facility, and to make certain that therapy is initiated promptly if result is positive.

If you have a history of a positive TB test, you will be required to show proof that you are not infectious. Contact Employee Health for more information.



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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** and *MANDATORY* for 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.
- are available to volunteers during the Fall Volunteer Meeting or when they are being given in the Employee Health office.



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 Baptist Health Lexington is Jeff Clouse. **Jeff's phone number is 260-6477.**



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 Baptist Health Lexington. 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 Baptist Health Lexington 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. Baptist Health Lexington identifies these items for your safety.

Safety Data Sheets (SDS) [formerly known as MSDS]

- Located on the BHS Intranet (Baptist Employee Network - BEN), under Required Links or Applications tab, 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 SDS (MSDS)
- Hard copies of SDS (MSDS) sheets can be found in the ED and in Administration



Hazardous Materials Spills

- Check Environment of Care Manual for spill clean up procedures; 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 Control Dispatch at ext. **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.

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, and you feel safe doing so, 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. Baptist Health Lexington 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 Baptist Health Lexington 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 Café Central (cafeteria) 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	260-6477
Administration	260-6108
Pharmacy	260-6659
Security	260-6077
Compliance HIPAA Hotline	1(800) 783-2318
Patient Safety / Risk Management / Compliance/HIPAA	260-5596



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 (watches/warnings) will be communicated in plain speech

- Tornado warnings will be indicated overhead by the following statement, "**Tornado warning. The National Weather Service has issued a tornado WARNING for Fayette County. Hospital staff should implement their department specific duties. I repeat, the National Weather Service has issued a tornado WARNING for Fayette County. Hospital staff should implement their department specific duties.**"
- Please note that Tornado warnings are not the same as Code Yellow. A Code Yellow would be implemented ONLY if the facility or community were struck by a tornado, or under extenuating circumstances.



Baptist Health Lexington 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 **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.

Code **White**

Activation of Behavioral Crisis response. A Code White is called when an individual (i.e. patient, visitor, family, staff, etc.) becomes physically threatening or violent. Remove yourself from the situation, if at all possible, and allow the response team to handle the situation.



Code Silver Activation of Active Shooter/Knife response. When the alarm is triggered, staff should follow appropriate response guidelines to protect themselves and others

If someone has started shooting:

- Move away from the shooter or sounds of gunfire.
- Exit the building immediately while directing others to do the same; try to close any fire barrier doors or patient rooms.
- Look for cover.
- Call CODE (2633) to activate Code Silver-give your name, location, # of shooters & shooter description
- Notify LXPDP (Lexington Police Department); 911.

If you are unable to exit or are caught in the gunman's path:

- Go to nearest office or room and close, lock or barricade door.
- Turn off lights and close blinds.
- Keep quiet and out of sight; act as if no one is in the room.
- Silence cell phone and pagers.
- DO NOT answer the door.
- Call 2633 to initiate Code Silver.
- Notify Lexington Police Department (LXPDP); 911.
- Wait for the LXPDP and verify that voice commands are from them.

If you are trapped with the shooter:

- Don't say or do anything that might provoke them.
 - Try to do what they ask with no sudden movements.
 - Personalize yourself in conversation.
 - Heroics are not necessarily the best course of action.
-
- If shooting starts, you are down to three options: stay where you are, fight or flee.



HIPAA and Volunteers:

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

As a volunteer at Baptist Health Lexington, 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 Baptist Health Lexington.

Guidelines for the use of this information:

- ◆ Access the minimum amount of information necessary to perform your volunteer 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

*****BHLex Compliance & Privacy Officer: Jennifer Borders, 1800 Bldg. (A), Ste. 302, 859.260.6334*****



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 Baptist Health Lexington:

BHS: Michael Erickson

BHLex: Lisa Fluty, IS Director

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. Volunteers who do not have workstations and need access to the Intranet can use the computer located in the Volunteer Workroom.

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.



Email

- Avoid opening attachments from unknown senders.
- Avoid opening attachments from known senders when you are not expecting a specific attachment.

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.

Internet Use

- Avoid downloading software from unapproved and unverified Web sites.
- Avoid visiting non-commercial Web sites.
- Disable file sharing on all Internet tools, especially instant messaging clients.

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 Baptist Health Lexington 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 Baptist Health Lexington 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 Baptist Health Lexington Volunteer is logged onto a BHLex 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 the person 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?

By complying with Hospital Policy & Procedure, the BHLex Volunteer 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



This concludes the Education for Baptist Health Lexington Volunteers.

Please complete and submit your assessment.

Thank you for Volunteering!

