



December 11, 2018

Dear Valued Volunteer:

Thank you so much for your time and commitment to making Reedsburg Area Medical Center such a welcoming & safe place for staff, patients, residents, and visitors. It's time once again for our yearly training update focused on HIPAA (confidentiality), Infection Control & Safety for each of the volunteers that serve the Medical Center.

A study guide can be found on RAMCs website at: [www.ramchealth.com/volunteer](http://www.ramchealth.com/volunteer) then click on this green box:



If you prefer paper, I am happy to email you a condensed printable version, or there will be paper copies available at RAMC's Information Desk, and from the SLC Life Enrichment Office.

Below is a questionnaire that needs to be completed using the study guide, and turned in to the box on my desk or to the Volunteer mail box in the hospital mailroom, **by January 31, 2019**. For those volunteering at the Senior Life Center, it may also be returned to the SLC Life Enrichment Office.

If at any time you have questions, please call, email or stop in to my office. My office is usually open 8 am – 4 pm, but check my door calendar for specific times.

Thank you again so much for all that you give to our Medical Center and our community!!

*Jodie*

**Volunteer Training Packet – 2019**





**Name:** \_\_\_\_\_

1. What kind of training do you receive as a hospital volunteer?
  - a. Orientation, written procedures, newsletters, annual reviews
  - b. Nobody trained me
  - c. Scott Walker trained me
  
2. The Mission of Reedsburg Area Medical Center is:
  - a. Be the best hospital in the Midwest.
  - b. Always there, going beyond the expected to provide compassionate, quality, and efficient healthcare
  - c. Improve the health and well-being of our community
  - d. Service with a smile
  
3. RAMC's 6 Values are:
 

  
4. When you hear 'HIPAA' it is regarding:
  - a. Expanding the area zoo
  - b. Helping Individuals Pick Appropriate Attire
  - c. Confidentiality & Private Health Information (PHI)
  
5. If a friend asks you if someone from church is still in the hospital, your response would be:
  - a. I'll watch the Information Desk List
  - b. I can only share that information with my immediate family members
  - c. I'm not able to share that information
  - d. I think I saw her name but let me double check

6. Why is it important to keep Private Health Information (PHI) private?
- It is the law
  - Patients need to be able to trust us
  - Privacy is really not necessary in health care
  - Both A & B
7. Who do germs like the best?
- Chronic Steroid Users
  - Malnourished
  - Elderly
  - All of the above
8. The best defense against contagious illness is the following:
- Hold your breath around people
  - Always wear a hat outside
  - Wash your hands frequently
9. Alcohol Gel should be used
- After every errand run for departments in hospital
  - After contact with anything in the immediate vicinity of a patient (call light, bedside table)
  - Sparingly, as it is very expensive
  - Both A and B
10. You should wash hands with soap and water (think ABC's)
- After using toilet
  - Before eating or handling food
  - After handling chemicals, such as disinfecting wipes
  - All of the above

11. RAMC uses 'Precaution' signs like this one to:
- Make the hallways look nicer
  - Scare away visitors
  - Remind staff and volunteers what precautions are required to keep them safe

DROPLET PRECAUTIONS	Private Room	<ul style="list-style-type: none"> <li>Private room not available, consult ICP or protocol.</li> <li>Pull curtain to maintain separation of 3-6 feet between patients.</li> <li><b>Surgical mask</b> required to enter room.</li> <li>Use alcohol product.</li> <li>Restrict transport for essential purposes only.</li> </ul>
		
DROPLET PRECAUTIONS	   Hygiene	

12. TB (tuberculosis) is an airborne germ that requires all patient care staff and volunteers receive an initial TB skin test, as well as yearly follow up protocol.  
*True or False*

13. Place a  next to the following symptoms that require you to stay home from volunteering:
- Conjunctivitis (pink eye)-until discharge ceases
  - Diarrhea and vomiting-until 24 hrs after symptoms resolve
  - Sore wrist
  - Fever (over 100.5)-until 24 hrs after last fever
  - Hepatitis A - until 7 days after jaundice
  - Influenza –until 24 hrs after last fever & respiratory symptoms resolve
  - Very tired, stayed out too late last night
  - Respiratory infections with drainage and fever
  - Strep – Strep. throat, impetigo – must be on antibiotics at least 24 hours & feel better before return
  - Staph Infection (active, draining lesions) – Stay home until lesions are gone.

14. The acronyms RACE & PASS stand for our response to fires in the facility. They mean:
- Run, Always, Check, Exits & Push, Aim, Stand, Shimmy
  - Remove, Alarm, Confine, Evacuate & Pull, Aim, Squeeze, Sweep
  - Ready, Aim, Create, Environment & Press, Accurate, Safety, Secure

15. Alert Missing Person is paged. The Lockdown Protocol is initiated, which means:
- Everyone coming in and out is frisked
  - All doors are physically locked by volunteers
  - All entrances are secured by RAMC personnel and you are watching for someone matching description.
16. Alert Code Blue and Alert Rapid Response are medical emergencies. Volunteers are not involved.  
*True or False*
17. Alert Bomb Threat is paged. You as a volunteer should ...
- Call home and discuss the situation with your spouse
  - Search your area for anything suspicious
  - Close all the doors and windows
18. Alert Security means an agitated person is threatening someone in the facility. For all Security alerts, the police should be called.  
*True or False*
19. How do you call '911' to report an emergency from RAMC's phones?
- Ext. 3300
  - Dial '0' for the operator
  - Dial '911'
  - Dial '9' + '911'
20. Wisconsin's Safe Haven Law allows for a parent to leave a newborn less than 72 hours of age with any healthcare employee. Circle all below that are true.
- The parent can walk away with no questions asked.
  - Information envelopes are kept in the ER, Birth Center, Gift Shop, Business Office Front Desk and the Reedsburg Area Senior Life Center Reception desk and Ward Clerk area.
  - The purpose of this law is to give parents that are tired a break.
  - As a volunteer, you should take the baby that is given you then go home with it.
21. RAMC is committed to maintaining a violence-free environment. This means: *(circle all that apply)*
- RAMC will not tolerate harassing or threatening behavior towards volunteers
  - You can be let go if you report harassing behavior
  - You should notify the Volunteer Services Coordinator of all harassing behavior
22. RAMC **will not tolerate** harassing or threatening behavior toward employees or volunteers. Circle everything that defines a violent behavior:
- Face to face conversations
  - Physical altercations
  - Phone calls
  - Property damage
23. Harassment can also consist of unwelcome conduct including sexual harassment such as sexual advances and requests for sexual favors.  
*True or False*
24. All of the following are types of abuse or mistreatment towards patients that if suspected are to be reported except:
- Alleged Abuse and/or Neglect
  - Involuntary Seclusion
  - Escorting the patient to front door of the Hospital in a wheel chair
  - Exploitation, misappropriation, and suspected crimes toward patients
25. All alleged abuse, neglect, exploitation, mistreatment, injuries of unknown source and misappropriated resident property must be reported IMMEDIATELY to the Administration within \_\_\_ hours and to State agency within \_\_\_ hours.

26. Our Service Excellence Program ensures that we keep our customers satisfied and continue to feel that we are "Going beyond the expected" every encounter, every time. Fill in the blank for the Standards below:
- Greeting and escorting our visitors and patients to their destinations is a top \_\_\_\_\_ at RAMC.
  - Volunteers are expected to \_\_\_\_\_ a patient or visitor to their destination, rather than pointing or verbally giving directions.
  - Being \_\_\_\_\_ means trying to put myself into the other person's situation
  - Protecting privacy, confidentiality and dignity of patients/residents and coworkers, includes \_\_\_\_\_ before entering a room
  - Volunteers are expected to be friendly, helpful and \_\_\_\_\_
  - Showing my professionalism, means I will speak \_\_\_\_\_ of RAMC, as well as avoiding \_\_\_\_\_ and serving as a \_\_\_\_\_ role model in our community
27. The Joint Commission (TJC) visits our hospital approximately every 3 years. What does TJC look for?
- Quality of Care
  - Patient & Staff Safety
  - Physical Plant Safety
  - All of the above
28. If someone from TJC asks you a question and you don't know the answer, what should you do?
- Tell them that volunteers don't receive training
  - Tell them you are going to get right back to them with the answer. Then contact Jodie to find the answer to your question. Do not say that you don't know.
  - Run and hide
  - Tell them you don't know and you don't care
29. Timeliness is not a big deal when volunteering. Just show up when you can. *True or False*
30. When the schools have a snow day, that means I do / do not come to volunteer.
31. As a volunteer you are required to:
- Always wear your ID badge
  - Be accountable for your time
  - Always wear your uniform shirt
  - All of the above
32. Circle below the appearance items that **are NOT** acceptable:
- Heavy perfume
  - Dressy sandals for women
  - Short shorts
  - Blue jeans
33. Circle below the forms of behaviors that **are** acceptable:
- Smiling at all visitors
  - Discreetly chewing gum
  - Texting on a cellphone
  - Tobacco use as long as no one sees
34. You should always report your hours because
- Jodie is nosy & wants to know who shows up for their shift
  - The hours are reported to the hospital board and the state
  - Everything our volunteers do is valuable and counts!
  - B & C
35. If you as a volunteer are injured at RAMC, you should:
- Go about your day, you are a strong person
  - Whine and complain to your partner
  - Report it to the Volunteer Services Coordinator-no injury is too small

*As a volunteer of RAMC and RASLC I agree with and commit to everything I have read. I understand my responsibilities as they relate to Confidentiality, Infection Control, Harassment, Abuse, Service Excellence and all other covered topics.*

Volunteer Signature: \_\_\_\_\_ Date: \_\_\_\_\_