

BAPTIST HEALTH - Little Rock
Adult Volunteer Services

Belief

Baptist Health is more than a business; it is a healing ministry. Our healing ministry is based on the revelation of God through creation, the Bible and Jesus Christ. At Baptist Health, care of the whole person – body, mind, and spirit – is an expression of Christian faith. We are instruments of God's Restorative power and are responsible for giving compassionate care.

Mission

Baptist Health exists to provide the quality patient centered services, promote and protect the voluntary non-profit healthcare system, provide quality health education and respond to the changing health needs of the citizens of Arkansas with Christian compassion and personal concern, consistent with our charitable purpose.

Vision

Baptist Health will improve the health of Arkansans by changing the way healthcare is delivered.

Values

In fulfilling our mission, we place special emphasis on the values of service, honesty, respect, stewardship, and performance.

Service

Quality service is the foundation of any successful business, and is even more essential in the provision of healthcare. Our success is dependent on each employee's desire and commitment to serve others.

Honesty

Adherence to the moral values of fairness, integrity and honor in all relationships is a major priority.

Respect

All people are to be treated as individuals, with courtesy and thoughtfulness. Respect for each person's dignity and worth is essential. Patients are to be treated with concern and compassion.

Stewardship

We prudently commit our resources, using our talents and strengths in an effective and efficient manner. Our facilities and equipment are maintained with pride.

Performance

Desired characteristics of employees include initiative, dedication, talent, and knowledge tempered by common sense. The highest possible performance from all is expected.

General Information

Background Check

All prospective volunteers, 18 years of age and older, must successfully complete a background check with our Human Resource Office.

TB Skin Test

All prospective volunteers, 18 years of age and older, must successfully complete a TB Skin Test with our Employee Health Office. Please return the yellow slip to your volunteer coordinator to place in your personal file.

Attendance

Please plan other activities around your volunteer schedule. We are counting on you! Call your assigned area supervisor and your volunteer coordinator when you must be absent.

Logging Hours

Please log your hours on your personal log sheet each time you serve.

Uniforms

All volunteers must dress and maintain a personal appearance that is appropriate and professional.

- ✓ Identification Badge- Must be worn at all times. It is to be worn on the shoulder area with the picture facing out. No lanyards. Badges are made at the Human Resource office for free.
- ✓ Jewelry- Jewelry should be small enough and of an appearance not to interfere with equipment or job duties. No more than two pierced earrings per ear and no other pierced jewelry on any other visible part of the body is allowed.
- ✓ Hair- Neat, clean, and well groomed.
- ✓ Nails- Clean, short, and not artificial.
- ✓ Cologne/Perfume- No scented cologne/perfumes or lotion to be worn by volunteers in direct patient care areas.
- ✓ Tattoos- Must not be visible while at work and on duty.
- ✓ Shoes- Closed Toed. No sandals or flip flops.
- ✓ Uniforms- Volunteer Uniforms are royal blue with the word "Volunteer" embroidered in white over the pocket area. Information on where to purchase your uniform is available in the volunteer information packet. Denim and shorts are not allowed at any time. Pants may be either khakis or dress slacks.

Parking

Free parking is provided in designated areas on the Little Rock campus.

Meals

A 20% discount is given to volunteers in the hospital cafeteria and Breeze's Deli when their ID badge is worn.

Gratuities

Volunteers may not accept gratuities (or tips) at any time at a Baptist Health facility.

General Information Continued

Smoking

By law, Baptist Health is a smoke free environment. Smoking is not permitted on our campus.

Occurrence Report

An Occurrence Report should be filed immediately following incidents causing even a potential injury. Should you be injured while volunteering, have your supervisor, a security officer, or your volunteer coordinator complete the form on your behalf.

Security

To contact Security, please call extension 2700.

Solicitation & Distribution

Please do not solicit or distribute anything at our hospital at any time.

Cell Phones

When on duty, please limit telephone usage to emergent calls and keep your cell phone out of public view. If anyone needs to reach you, they may call your volunteer coordinator at 501-202-6332 and leave a message.

Direct Patient Care

Please respect a patient's right to privacy. Always knock and receive permission before entering their room. If a doctor or nurse is in attendance or medical treatment is being given, please come back later. If you both have questions, ask a nurse for instructions. Always check in at the nursing station before entering a patient's room.

HIPAA & Confidentiality

Health Insurance Portability and Accountability Act

The HIPAA legislation sets a national standard to protect an individual's personal health information and requires us to take responsible precautions to protect against unauthorized uses or disclosures of a patient's personal health information. Any information that could be traced to or identified with a particular patient could be construed as a personal health information violation.

Personal health information may be found on such items as: medical charts, prescriptions, identification bracelets, and meal descriptions.

Special care must be taken to protect and where necessary destroy anything that identifies a patient's name, address, social security number, date of birth, age, medical history, diagnosis, and lab results.

Examples of HIPAA sensitive locations affecting volunteers are information desks, nursing units, and waiting rooms. Special awareness is also needed during transportation of patient's.

HIPAA & Confidentiality Continued

Under HIPAA, healthcare facilities must give patients a written notice of their privacy practices and patient's privacy rights.

Wrongful disclosure of personal health information and non-compliance with requirements can result in fines, termination, and/or imprisonment.

Medical records are confidential and protected by law. Even the fact that a patient is hospitalized may itself be confidential information. Records may include information about a patient, family member, a healthcare professional or items of a sensitive nature. Volunteers are held to the same standard as employees and must agree to never discuss any patient's condition, reveal, copy, fax or in any manner disclose the contents of the medical record of any patient who has, is or will receive healthcare services through Baptist Health. Breach of this trust is grounds for immediate and irrevocable dismissal from the Volunteer Program.

Rules & Regulations

Infection Control Guidelines

- ✓ Volunteers are required to have an annual TB skin test and Flu shot.
- ✓ Volunteers must not serve if they are sick.
- ✓ Volunteers should wash their hands before and after each patient contact.
- ✓ Volunteers must not enter a room of an Isolation, Burn, Transplant, or active TB patient.
- ✓ Volunteers must not handle blood or body substances.
- ✓ Volunteers must not handle or transport laboratory specimens.
- ✓ If a volunteer is exposed to blood, body substances or active tuberculosis, they should report immediately to Employee Health Services.

Patient Requests

Volunteers should not run errands for patients or take any action on their behalf without first checking with their nurse. Even giving them water or a warm blanket may be temporarily forbidden. Always get directions from the nurse first.

Other Departments

Volunteers should remain in their assigned work stations during their scheduled hours. Visits to other departments should be for business purposes only.

Rules for Transporting Patients in Wheelchairs

- * Push with back straight.
- * Do not jar the patient when going over bumps.
- * Avoid bumping the patient against doorways, walls and elevators.
- * Watch for pedestrians, stretchers and other wheelchairs.
- * Lock the wheelchair before the patient sits or rises.
- * Put the foot pedals up when a patient gets in and out of the chair.

Rules & Regulations Continued

Religion

Baptist Health is a Christian organization, yet we serve people of many faiths. Here are our guidelines regarding issues of faith in our diverse community.

Please do not initiate a discussion of religion with a patient; however, if a patient wants to discuss spiritual matters or faith issues, remember these key points:

- ✓ Be a good listener and demonstrate sensitivity to the patient's perspective.
- ✓ Never argue; show respect for the patients' point of view.
- ✓ Affirm them in their concern about religion or faith.
- ✓ Offer the services of Pastoral Care; refer the patient to a hospital chaplain at extension 2569.
- ✓ Encourage them to utilize their own faith resources in the healing process.

Emergency Codes

Code Adam

A possible baby abduction is in progress. Volunteers should stand at hospital entrances and exits, in front of elevators, at stairwells, or any location where an abductor might exit the hospital premises. This should be done until "*Code Adam All Clear*" is announced over the hospital public address system.

Doctor Red Stat

A Fire and its location is announced over the public address system as "*Dr. Red Stat.*" When with a patient, their safety is the top priority. Please do not use an elevator or go through the closed fire doors. Always use the stairs during this code. If you discover a fire, call the hospital operator (Dial "88") and report its location. When the fire alert is over, the operator will announce "*Dr. Red Stat All Clear.*"

Remember R.A.C.E.

- RESCUE the patient
- ACTIVATE the alarm
- CONTAIN the fire
- EXTINGUISH the fire

Plan B

The hospital has received a bomb threat. Stay calm. Follow your supervisor's instructions. Call security at extension 2700.

Code Blue

A potentially life-threatening situation and its location is announced as "*Code Blue.*" Please do not congregate in the location and keep the path clear for emergency personnel.

Stat 13

A call for assistance for all available males in the emergency situation and its location will be announced as "*Stat 13.*"

Disaster Preparation

When a disaster occurs in central Arkansas, volunteers may be needed to assist our facilities. Please do not call, but remain near a telephone, be prepared and listen to local media who will announce the need for personnel (including volunteers) to report for duty. Report to the Volunteer Office for assignment.

Weather Alert

The county has been placed in a “Tornado Warning” status in areas near our hospital. Volunteers should close drapes in patient and waiting rooms.

Tornado Warning

A tornado has been spotted moving in the direction of the hospital. Volunteers should assist in moving patients to safety if necessary.

Yellow Alert

The hospitals may receive a sudden influx of emergency patients.

Red Alert

Confirmation has been received that our hospital will receive a large number of emergency patients. Volunteers should remain in their assigned areas to assist. If their services are not needed in this location, they should report to the Volunteer Office where they will become part of the Personnel Resource Pool.

Volunteers may assist by collecting and storing patients’ belongings, transporting patients, escorting guests, serving food and beverages, and making phone calls.

Volunteer Dismissal

A volunteer may be dismissed for:

- Dishonesty or theft
- Excessive absence or tardiness
- Breach of HIPAA or confidentiality standards
- Failure to accept supervision from professional staff
- Accepting gratuities
- Being under the influence of alcohol or drugs
- Inappropriate language
- Lack of motivation
- Insubordination
- Failure to remain in assigned work area
- Sexual harassment
- Improper fraternization
- Bringing a weapon on the campus
- Failure to follow departmental policies and guidelines
- Actions that cast a bad reflection on Baptist Health

Things to Remember

- ✓ SMILE, be pleasant and maintain a positive, cooperative can do attitude with others.
- ✓ SHOW RESPECT to everyone with whom they come in contact.
- ✓ LEAVE personal problems at home.
- ✓ LISTEN effectively.
- ✓ WALK AND TALK quietly in the hallways of our facilities.
- ✓ FOLLOW instructions and accept supervision graciously from staff members.
- ✓ MODEL our values – *Service, Honesty, Respect, Stewardship, and Performance.*

Giving *All Our Best* means presenting a professional appearance and conducting oneself with clarity, competence, and compassion at all times.

Thank you for your time, dedication, and compassion you have shown to our Baptist Health patients, families, and staff.