ORIENTATION OUTLINE

Welcome
• Volunteer Snapshot

University of Utah Health
• Mission
• Growth
• Purpose and Vision

Volunteer Services
• Behavioral
• Expectations
• Benefits & Scope
• Immunizations
• LMS Modules
• Next steps
VOLUNTEER SNAPSHOT

• In 2018, total of 73,500 hours, served by over 850 volunteers.

• Volunteer opportunities in over 80 different areas of the hospital & School of Medicine

• In the past year, more opportunities were created to volunteer in additional units

• 5 Scholarships awarded at the Volunteer Recognition Luncheon

• Volunteer Champions and Staff Support
OUR MISSION

Clinical Care  Education  Research
WHAT WE STAND FOR

• MISSION: We provide compassionate care without compromise, we educate scientists and health care professionals for the future, and we engage in research to advance knowledge and well-being.

• INCLUSION: We are committed to the fair and equitable treatment of all members of our community, irrespective of race, color, religion, national origin, sex, age, status as a disabled individual, sexual orientation, gender identity/expression, genetic information, or protected veteran’s status.

• TRANSPARENCY: We include all stakeholders when making decisions to ensure a fair, open, and transparent process.

• PROMISE STANDARDS: Our commitment to our patients and each other:

  Patient Centered  Respect  Ownership  Making a Difference  Innovation  Safety  Excellence
WHO WE ARE

The only academic medical center in the intermountain region
ORGANIZATIONAL STRUCTURE

- Employee Count:
  - University of Utah: 36,500
  - University of Utah Health: 20,400 (includes 1,400 from UUMG)
  - U of U Health: Academics: 7,400
  - U of U Health: Hospitals and Clinics: 11,600
  - 450-500 Volunteers
DELIVERING CARE IN PATIENT-CENTERED SETTINGS

- Huntsman Cancer Hospital (HCH)
- Neuropsychiatric Institute (UNI)
- University Hospital
- Orthopedic Center (UOC)
- South Jordan Health Center
- Neurosciences Center (CNC)
- Farmington Health Center
- Moran Eye Institute
CAMPUS TRANSFORMATION

• Acute Care Center (ACC), or Area E

• Rehabilitation Hospital

• Medical Education and Discovery (MED)
ARCHITECTURAL RENDERING
AMBULATORY GROWTH

• Community Health Centers
• New Sugar House Health Center in 2019
• Various business locations
• Affiliate partners
COMMUNITY HEALTH CENTERS

- South Jordan Health Center (South Jordan)
- Farmington Health Center (Farmington)
- Greenwood Health Center (Midvale)
- Parkway Health Center (Orem)
- Redstone Health Center (Park City)
- Madsen Health Center (SLC)
- Redwood Health Center (SLC)
- Stansbury Health Center (Stansbury Park)
- Westridge Health Center (West Valley City)
- Midvalley Health Center (Murray)
- South Ogden Health Center (formerly Mountain View Ortho)
- Centerville Health Center (Centerville)
- Sugarhouse Health Center (SLC) - New center coming 2019
AFFILIATE SITES—IMPACTING HEALTH ACROSS THE REGION

Caribou Memorial Hospital
Soda Springs, Id | cmhlc.org

Lost Rivers Medical Center
Arco, Id | lostriversmedical.com

Valor Health Hospital
Emmett, Id | valorhealth.org

St. Alphonsus Health Alliance
Boise, id
saintalphonsushealthalliance.com

North Canyon Medical Center
Gooding, Id | ncm-cv.org

Power County Hospital District
American Falls, Id | pchd.net

Portneuf Medical Center
Pocatello, Id | portmed.org

Neill J. Redfield Memorial Hospital
Malad City, Id
oneidacountyhospital.com

Carson Tahoe Health
Carson City, Nv | carsonatohoe.com

William Bee Ririe Hospital
Ely, Nv | wbrhely.com

Madison Memorial Hospital
Rexburg, Id | madisonmemorial.org

Teton Valley Health Care
Driggs, Id | tvhc.org

St. John’s Medical Center
Jackson, Wy | tetonhospital.org

Sublette County Rural Health Care District
Pinedale, Wy & Marbleton, Wy
sublettehealthcare.com

Memorial Hospital of Sweetwater County
Rock Springs, Wy | sweetwatermemorial.com

Community Hospital
Grand Junction, Co
yourcommunityhospital.com

Blue Mountain Hospital
Blanding, Ut | bmhutah.org

Utah Navajo Health System
Montezuma Creek, Ut | unhsinc.org

Quorum Health Resources
(29 Hospitals) QHR.com

SALT LAKE CITY, UT | uofuhealth.org
OUR ROADMAP TO SUCCESS

PATIENT EXPERIENCE

QUALITY

FINANCIAL STRENGTH
I am empathetic to the fears and concerns of patients

I conduct myself with the highest ethical and moral standards

I accept constructive feedback from others and use it to improve my performance

I promote excellent care and services in our organization

I approach change with an open mind

I know my role for all codes and drills and will respond appropriately

I bring my concerns to those that can resolve them
WHY DO YOU WANT TO VOLUNTEER HERE?

• To learn and grow
• To build relationships
• To give back to patients
• To make a difference
• To interact with patients and healthcare staff
WHAT ARE THE REQUIREMENTS?

• Time - 4 hours per week
• Commitment - 100 hour minimum
• Empathy and Compassion
• Desire to interact with University of Utah Health patients
VOLUNTEER EXPECTATIONS

• Timely completion of on-boarding/training requirements within 2 weeks
• Proof of immunizations and completion of TB testing
• Adherence to dress code policy
• Desire to serve others
• Willingness to learn duties of the volunteer position
• Patient confidentiality
• Excellent Communication
• Minimum commitment of 100 hours in six months with 80% or greater attendance (one four hour shift weekly)
WHY DO WE ASK VOLUNTEERS TO MEET THESE REQUIREMENTS?

Cost to University of Utah Health to onboard one volunteer:

TB Testing and immunizations, Background Check, ID Badge and staff time can be as much as $700

Uniform Shirt (paid by volunteer) - $16 one time only
VOLUNTEER ATTENDANCE

• We expect all volunteers to maintain an 80% attendance record.

• Any deviation from your normal schedule should be communicated to your area supervisor as well as the Volunteer Office if the absence will span over 30 days to avoid inactivation.
DRESS CODE

The quality of patient care is often judged by the appearance of staff and volunteers. It is essential that you dress in a professional manner when volunteering.

- Volunteers are required to wear a regulation polo shirt, as well as a volunteer identification badge.
- Blue jeans, sweatpants, ripped pants, shorts, mini skirts, hats and open toed shoes or sandals are NOT permitted.
BENEFITS TO VOLUNTEERING

• Experience in a medical setting – assists with graduate school applications
• Letter of Recommendation – if 100 minimum hours are completed
• Meal- $6 meal card provided per 3-4 hour shift worked
• Free Vaccinations – flu shot each Fall
• Hospital Events – Be Well Utah, Food Drive, Volunteer Luncheon
• Parking available for non-student/employees with University of Utah
• Volunteer Recognition
• Fulfill your passion of giving back
• Build leadership skills and interpersonal skills
• Connect with other volunteers and get to know staff
HOW CAN VOLUNTEERS CONTRIBUTE?

- Chaperone or escort patients
- Visit with patients
- Provide comfort care (e.g. warm blanket, juice, coffee, etc.)
- Orient new admits to their room
- Assist in preparing for discharge (e.g. gather belongings, get wheelchairs)
- Assist in meal delivery and feeding patients after unit specific training
- Provide directions or assistance to family members
- Help staff make beds or straighten bedside tables
- Answer phones and/or call lights
THINGS THAT DO NOT FALL WITHIN THE SCOPE OF A VOLUNTEER

• Giving patients any form of medical or nursing care
• Giving patients medications of any kind
• Assisting in ambulating patients alone
• Giving food or drink to a patient without a nurse’s permission
• Handling controlled substances
• Entering patient rooms where PPE is required until training is completed with Infection Control Department
• Having any contact or interaction with patients who are prisoners
• Doing homework during volunteer shift
• Using cell phones or electronic devices during shifts
ONLINE SAFETY TRAINING - LMS MODULES

HIPAA & Information Security
• HIPAA Privacy and Security

Safety in the Environment of Care
• Emergency Management
• Fire Safety
• Hazardous Materials and Waste
• Electrical Safety
• Security

Infection Control
• Basic Infection Control
• Bloodborne Pathogens
• Tuberculosis
• Influenza

Office of Equal Opportunity & Affirmative Action
ACCREDITATION

• Accreditation certifies competency, authority and credibility through a nationally recognized accredited organization who is approved by Centers for Medicare and Medicaid (CMS).
• Det Norske Veritas (DNV) is the accreditation organization that we have chosen
• DNV will conduct an annual survey to support and ensure that the hospital provides safe, quality care

Source: https://pulse.utah.edu/dc/Documents/Professional%20Practice%20Booklet.pdf
The University of Utah Health requires a mechanism to ensure document control to ensure staff, patients, visitors, medical staff and others have the most current information available. Documents must be legible and have an approval process. This can be accomplished by having version dates displayed on forms/documents, creating a list of documents along with who is responsible for updating them.

Source: https://pulse.utah.edu/dc/Documents/Professional%20Practice%20Booklet.pdf
U HEALTH REQUIRED IMMUNIZATIONS

Prior to volunteering, all volunteers are responsible for obtaining the necessary immunizations and/or documentation of their immunizations/immunity status and submitting this documentation to the Work Wellness Center.
U HEALTH REQUIRED IMMUNIZATIONS CONT.

TB Test: Blood Draw

Rubeola (Measles), Mumps & Rubella immunity: Documentation of two MMR immunizations; or documentation of disease by physician or other health care provider; or documentation* of blood titer results showing immunity, is required.

Varicella (Chicken Pox) immunity: Documentation of two varicella immunizations; or documentation of disease by physician or other health care provider; or documentation* of blood titer results showing immunity, is required.

Tetanus, diphtheria and pertussis (Tdap) immunity: Documentation in the last 7 years. It has to be the Tdap vaccine. We cannot accept the TD as documentation of the vaccine as it does not have the pertussis component.

Hepatitis B: within 10 days of start date begin their hepatitis B vaccination series through the Employee Health Clinic at University Hospital; or provide documentation of completed series or titer proving immunity; or sign a Hepatitis B vaccination declination (available from Employee Health). Employee Health will provide this vaccination free of charge ONLY for volunteers with routine possibility of exposure.
AREAS OF INTEREST

If you selected one of the following as areas of interest when you submitted an application:

• NODA
• Connect2Health
• HELP
• Information Desk
• Spanish Interpreter

A representative from these programs will reach out to you to set up an interview. Once you have been cleared with their group, we will receive notification that you are ready to continue onboarding. If you have not heard from one of the above groups, please contact our office so we can help connect you with the right contact.
TIPS FOR SUCCESS*

- Embrace our PROMISE Standards
- Adhere to attendance policies
- Ask questions – learn from mistakes
- Seek to improve
- Stay informed - Read notices, e-mails, and information on Pulse – make sure you know what is going on in the organization
- Always be safe – for yourself and our patients
- Seek assistance when you need it – you are not alone

*Please note that failure to abide by the standards and requirements outlined within orientation may result in immediate volunteer termination.
WHAT’S NEXT?

INTERVIEW
BACKGROUND CHECK
IMMUNIZATIONS
ONLINE LEARNING
SCHEDULE TO FINALIZE
VOLUNTEER
THANK YOU FOR ATTENDING!