

# Annual Volunteer Safety & Infection Control Packet

## Confidentiality and Privacy:

### HIPAA Basics

- HIPAA = Health Insurance Portability and Accountability Act
  - Federal law intended to protect security and privacy of patient health information
- P.H.I. = Protected Health Information.
  - P.H.I may be written, spoken, or electronic
  - P.H.I. always includes a patient's name or other identifier
- To ensure privacy and HIPAA compliance:
  - Cover patient files and other P.H.I. or turn them over
  - Hold conversations about patients in private areas and keep your voice low
  - Do not share information about patients with people who do not have a need to know the information
  - Minimize or close any computer screen that displays P.H.I
  - Documents containing patient information should promptly be removed from faxes, etc. and put in the confidential shredding bin once finished
  - **HIPAA is why you need to be the one to get a copy of your TB skin test paperwork to give to Employee Health if you have it done elsewhere**

### Take Care of What You Share

- Volunteers may not intentionally access or release any patient information unless it is necessary to provide care or services to the patient
- Do not:
  - Access patient information on behalf of someone else if you suspect the request is inappropriate
  - Access information about any family member age 12 and older without the person's written permission. Release forms are available from the Health Information Services Department

### HIPAA Questions

If patients or families have concerns about HIPAA, confidentiality, or privacy have them contact the Patient Relations Department in G7/210 (near the Clinics Entrance) or phone 263-8009.

# Infection Control:

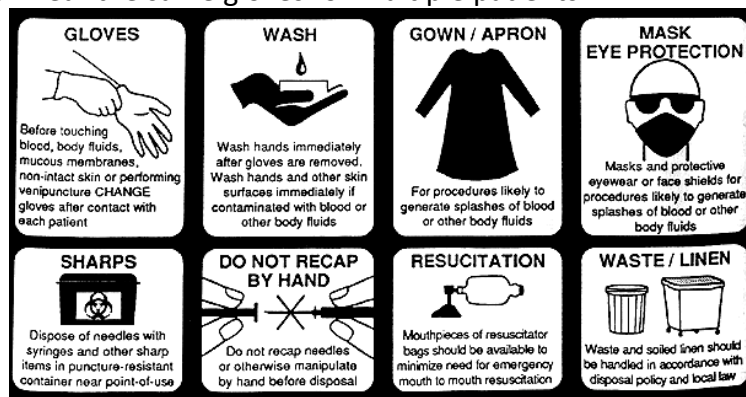
## Infection Control Department

- The role of the Infection Control Department at UWHC is to prevent the spread of infection among the patients and staff at UWHC through:
  - Disease surveillance
  - Outbreak investigation
  - Exposure follow-up
  - Education
  - Consultation and policy development

## Standard Precautions

These precautionary measures are in place to reduce the risk of catching an infection from patients or spreading infection among patients. They must be observed with ALL patients at ALL times, regardless of their age, gender, diagnosis, or whether they are under isolation for a specific disease. Remember:

- “If it is wet and human, do not touch it without gloves”
- Never wear the same gloves for multiple patients



## Standard Precautions Cover

- Blood
- Bodily Fluids
- Secretions (including tears)
- Excretions (except sweat)
- Non-intact skin
- Mucous membranes

## The Importance of Hand Washing

The single most important thing we can do to prevent/reduce the spread of infection is to wash our hands adequately

1. Wet hands
2. Apply soap
3. Lather, rub, and count to 15
4. Rinse
5. Towel or air dry hands
6. Turn off taps with a paper towel or your sleeve

## Gel in, Gel Out

Waterless alcohol gel is recommended by the CDC for hand hygiene:

- Faster than traditional hand washing with soap and water
- More effective with regard to total killing of bacteria
- Improves skin condition

Be sure to properly apply the alcohol gel evenly, over palms, between fingers, and under fingertips before and after any patient contact.

**Do not use alcohol gel if your hands are visibly soiled or if the patient is infected with an agent that alcohol does not kill (C.diff or Anthrax).**

## Isolation Precautions

When a patient is diagnosed with an infectious disease that may be spread to others, the patient is placed in isolation. An isolation sign will be posted on the door of the patient's room. Always carefully read the signs each and every time and take the precautions listed on the sign before entering the room. If you have any questions about what to do, ask the nurse in charge of the patient or call the Infection Control department. Please be aware that as a volunteer, you are not required to visit a patient under isolation. Patients under isolation for airborne transmitted diseases (such as tuberculosis or chicken pox) should not be visited by volunteers, as a special high-efficiency mask is required

## Contact Transmission

Occurs by touching the patient's skin, secretions, excretions, drainage, blood, bodily fluids, or by touching items soiled with these materials. Gowns, gloves, and hand washing are used to interrupt contact transmission

## Enhanced Contact Precautions

These prevent the spread of agents which are resistant to alcohol based hand hygiene products and disinfecting detergents. Hands must be washed with soap and water and a bleach based disinfectant is used to clean room surfaces

## Droplet Transmission

Occurs when the infected individual coughs or sneezes and expels respiratory droplets, which fall to the ground within about 6 feet of the patient. The yellow isolation mask is used to prevent infectious droplets from reaching your respiratory tract

## Airborne Transmission

Occurs when the infected individual coughs or sneezes and expels respiratory droplets, which then evaporate leaving the infectious agent suspended in the air. It can then be carried on air currents to infect others. Special room ventilation and high-efficiency masks (N95) are used to prevent airborne transmission

## Protective Precautions

When a patient has a compromised immune system, there are special precautions that must be observed, including the use of special room ventilation and prohibiting plants and flowers

## If Exposed While Volunteering

- Go to Employee Health immediately if you have been exposed to blood or bodily fluids
- If the exposure happens after 4:30 pm, report to the Emergency Department
- Complete an Occurrence Report with your supervisor or Volunteer Services

## Rules for Volunteers Working with Patients

- Wear gloves when it is likely that hands will be in contact with a wet bodily substance (blood, urine, feces, wound drainage, oral secretions, sputum, or vomit)
- Wear a gown when it is likely that clothing will be soiled with bodily substances
- Wear a mask and/or eye protection if there is a chance that bodily substances might be splashed or inhaled into the mouth, nose, or eyes.
- Wash hands for 15 - 30 seconds after patient contact, paying particular attention to the area around fingernails and between fingers
- **Volunteers are never to touch needles/sharps**
- **If you have any questions, ask a staff member**

## Toy Cleaning Procedure for AFCH

1. Wear blue gloves throughout washing procedure
2. Set out a clean, dry towel on counter
3. Use CaviWipes (locked in cabinet under sink) to thoroughly wipe down item including all sides and angles of the item, including small crevices and hard to reach spots
4. Wipes must be visibly wet on the toy. Use a new wipe when wetness no longer shows
5. Set item on clean towel to dry (minimum of 3 minutes)
6. Wet a clean washcloth under running water and squeeze gently to rid excess water
7. Wipe all dried items on towel thoroughly with wet washcloth
8. Rinse washcloth periodically in between items
9. Set items back on towel to dry
10. Allow item to dry completely before putting away in storage
11. Lock CaviWipes in cabinet when done using
12. Please talk with the staff if you have any questions

\*There are also dishwashers in each playroom to clean Lego Blocks and other small items. This policy is posted in the Children's Hospital playrooms for future reference. Please check the policy about cleaning items that are cloth

## Things that need to be cleaned....

- Anything that comes out of a patient's room or is played with in the playrooms
- DVDs, game systems, bouncy seats, toys, board games, cards etc

## Adult Hospital Item Cleaning

Adult patients should **keep** items given to them from the "patient activity room" such as books, magazines, crayons, coloring pages, or decks of cards. These are located near the Volunteer Services office in room E4/704 and the door code is 2468\*. Electronic games and other board games must be cleaned as outlined above in the Toy Cleaning Procedures. When visiting a patient in isolation check with the staff before bringing in toys, games or crafts

# Safety:

## Volunteers Cannot

- Bathe patients
- Handle bedpans or urinals
- Change diapers
- Turn a patient in bed or remove a patient from bed
- Operate or adjust equipment requiring technical knowledge (IV pumps, for example)
- Obtain patients' signatures for treatment (You may be asked to witness a signature)
- Raise or lower a bed without checking with the patient's nurse

## Patient Safety

- Never give a patient anything to eat or drink without permission from the nurse
- Never give any sort of medication to a patient
- Be cautious of medical equipment around the patient
- Always ask questions when in doubt, we learn by asking questions

## Latex Balloon Policy

- **Latex balloons are not allowed anywhere in the hospital or facilities under any circumstances**
- There are a growing number of people who are allergic to the latex contained in items such as balloons and reactions can range from mild to severe
- Patients/visitors bringing latex balloons into the building should be informed of the policy and asked to take balloons back to their vehicles
- **Mylar or foil balloons are safe**

## Illness

- If you are ill with a fever, diarrhea, infectious illness, or if you have open, draining wounds, you should not come in to volunteer
- If you have doubts about whether you should come in, please stay home and get well
- **Call your supervisor or unit to let them know you are ill**
- Send an e-mail to [volunteer.services@uwhealth.org](mailto:volunteer.services@uwhealth.org) to let them know you are ill and cannot come in and reassure them that you phoned staff

## ANNUAL TB Skin Test

- *After answering the annual TB questionnaire, you may be required to have the skin test to see if you have become infected with the bacteria that causes tuberculosis*
- All volunteers are required to complete either the annual questionnaire or the annual TB Positive form. EHS will review your information and contact you if you need to come in for a physical TB skin test
- TB tests are NOT given on Thursdays, and we STRONGLY recommend that you come to the hospital during the annual flu shot/TB test clinics, held over two weeks in the fall.
- Call EHS if you have questions about your status at 608-263-7535

# Emergency Response Procedures:

## Emergency Quick Response Guides

- Each department, unit, or clinic at UWHC has a set of **brightly colored flip cards** called the Emergency Quick Response Guide
- The Guide contains emergency telephone numbers. Among the numbers listed are:
  - Response Teams 2-0000 (911 outside UWHC or AFCH)
    - **Code Blue** for unresponsive persons
    - **BERT** - Behavior Response Team
    - **Medical Response Team** non-life threatening medical emergencies
  - Fire – Code Red \*333
  - Security 0-5555 (911 outside of UWHC or AFCH)
- Other information included in the guide:
  - Bomb Threat/Found – Code Black
  - Missing or Abducted Child – Code Pink
  - Severe Weather – Code Gray
  - Hazardous Materials – Code Orange
  - Active Violent Intruder – Code Yellow
  - Medical Surge Event – Code White
  - Evacuation and Protective Action – Code Green
  - Medical Equipment and Critical Infrastructure Failure procedures

## Role of Security

Phone 0-5555 at the hospital and 911 off-site

- To unlock doors
- To locate lost or stolen items
- For an escort to parking
- To report suspicious activity

Help Security by doing the following

- Always lock up valuables and do not leave them unattended
- Report suspicious activity or incidents involving crimes immediately
- Do not prop doors open or allow others to follow you into the building
- Always display your hospital ID badge

## Active Violent Intruder

An Active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically using firearms. UWHC has a zero tolerance for workplace violence and is committed to establishing a safe workplace and treatment facility for all. Identify potential risks in your volunteer area, recognize the warning signs of a person in crisis, work with staff during drills and report any occurrences of violence.

- Get out
- Call out for help and call 911- when safe call security at 890-5555 at UWHC
- Hide out in a secure room
- Take out the shooter, with a group as a last resort
- When help arrives, stay calm, keep your hands visible at all times, evacuate as directed

## Fire or Drill

- If you see smoke or fire within UW Hospital, dial \*333 (at UWHC or AFCH)
- Call 911 if at an off-site clinic
- Remember **R.A.C.E.**
  - **R**escue patients and visitors - take them outside of the module's fire doors
  - **A**lert UWHC by dialing \*333 or activating the pull station
  - **C**onfine the fire by closing all doors on the unit
  - **E**xtinguish or **E**vacuate
- Do not travel through fire doors unless evacuating the module

## Hazardous Materials Event

Safety Data Sheets (SDS) contain important safety information about various chemicals/hazardous materials. The sheets should be referenced when handling new chemicals or dealing with chemical spills. In the event of a hazardous gas or chemical incident, contact Plant Engineering 263-5205. If off site, notify Facility Manager and if needed, call 911

Help us properly dispose of waste at UW Health using these bins

- Black box – pharmaceutical waste (drugs)
- Red sharps box or bag – infectious waste
- Yellow bag or white sharps box – trace chemotherapy waste
- Trash containers – regular waste

## Missing or Abducted Child

- Notify Security 0-5555 at UWHC or 911 off-site
- Monitor and block exits, hallways, stairwells- remain at location
- Participate in Area Level Search- stop anyone with a bag, box, etc

## Tornado Alert/Severe Weather

Tornado Alert- occurs when a funnel cloud has been sighted, paging system will announce

- Inpatient care areas:
  - Make sure all door, windows, etc are closed
  - Move patients away from windows into corridors or other sheltered areas
  - If patients cannot be moved from their room, protect them from flying debris by covering them with blankets, pillows, or towels
- Called off when you hear the "Severe Weather all clear"

Severe Weather Alert- occurs when Dane County is under a severe storm watch/warning

- Follow Banner Ad/Severe Weather Protocol broadcast on U-Connect
- Call Emergency Update Hotline for more information 890-6000
- Call Plant Engineering 263-5205 for questions or lost communications

# Interacting with Patients and Families:

## Establishing Therapeutic Relationships

- Treat patients and families equally
- Resist making promises to patients
- Avoid sharing personal information about yourself with patients and families
- Do not come to volunteer outside of your shift
- Follow UWHC gift-giving and receiving policy outlined in your volunteer guidebook, "Putting Compassion into Action"-let us know if you need a new copy!
- Do not take any pictures of patients or families with your personal camera
- Take time to learn patients' names and listen to them and their families
- Avoid the use of ANY behavioral interventions- children test boundaries, offer positive statements or redirect patients, but never discipline, give timeouts or spankings
- It is OK for patients and family to cry, complain, and express their feelings

## Helpful Hints & Suggestions for Entering a Patient's Room

- Observation- if lights are out or doctors/nurses are in the room, stop back later
- Use hand gel when entering and leaving a patient's room
- Knock before going into a patient's room to announce your arrival
- ALWAYS introduce yourself immediately upon entering a patient's room
- Use the patient's preferred name
- Remember everyone is different, adjust the way you behave to fit the patient's needs

## Cultural Competency

Get to know patients, families and staff as individuals. Respect each other and their cultural differences. Look beyond what you see and make an effort to understand people and their culture. Become aware of your own culture. Respect others as individuals

- Greetings
  - Make eye contact, smile, and say "Hello"
  - Introduce yourself and your role first
- Responsiveness
  - Take the initiative and offer to help – whether asked or not
  - Commit without promising more than you can deliver
  - Follow up to ensure satisfaction
- Respect
  - Always knock before entering a patient's room
  - Be aware that the patient is an individual with a life outside the hospital
  - Listen eagerly and with an open mind
- Pride
  - Show your professionalism through dress and attitude



## Reminders about the Dress Code and Name Badge:

1. Volunteers must wear their name badge every time they volunteer
2. Your name badge should be returned to the security office or to Volunteer Services when you are done volunteering forever
3. Stickers and pins are not allowed on your name badge
4. Volunteers must wear a volunteer polo, neat and clean pants or capris, and comfortable shoes
5. Clothing **NOT** allowed are: blue jeans, halter tops, low cut blouses, shorts, short skirts, ragged clothing, sandals, or open toed shoes
6. Children's Hospital volunteers cannot volunteer without their name badge
7. No cell phone usage while on duty, leave it locked in a locker in the break room

## Volunteer Annual Requirements:

- Annual TB questionnaire (or Positive TB Questionnaire)
- Annual influenza shot
- Annual Safety & Infection Control Test
- Update address information, phone numbers, and e-mail addresses as necessary to the Volunteer Services department

More information can be found in your volunteer guidebook, "Putting Compassion into Action". Please contact the Volunteer Services department if you need another copy

### Volunteer Services Contact Information

600 Highland Avenue E5/720Q

Madison, WI 53792-7676

608-263-6046

[volunteer.services@uwhealth.org](mailto:volunteer.services@uwhealth.org)

[www.uwhealth.org/volunteer](http://www.uwhealth.org/volunteer)

### Employee Health Contact Information (EHS)

700 University Bay Drive

608-263-7535

# THANK YOU!

The test comes right to our office when you hit "Submit", please only hit once.  
If you experience any problems with the online test please contact Volunteer Services.