

# WELCOME TO VOLUNTEER ORIENTATION

LOGAN REGIONAL HOSPITAL



**Welcome to Logan Regional Hospital. We're so glad you joined our team!**



## **Ramona Foncesbeck** **Director of Volunteers**

Hi, I am Ramona Foncesbeck, Manager of Volunteer Services at Logan Regional Hospital.



## **Emily Taylor** **Administrative Assistant**

Hi, I am Emily Taylor and I work with Ramona as the Administrative Assistant.





## **Brandon McBride** **Hospital Administrator**

He is a firm believer of  
volunteerism and respects  
and supports our volunteers.



# Logan Regional Hospital

Construction on our hospital, in its current location, was completed in 1980.

We are licensed as a 146-bed facility and employ approximately 1,300 people and 180 volunteers.



Logan Regional Hospital is owned and operated by Intermountain Health Care -- a charitable, non-profit, nondenominational health care system of doctors, hospitals, and health insurance plans dedicated to providing high quality healthcare.

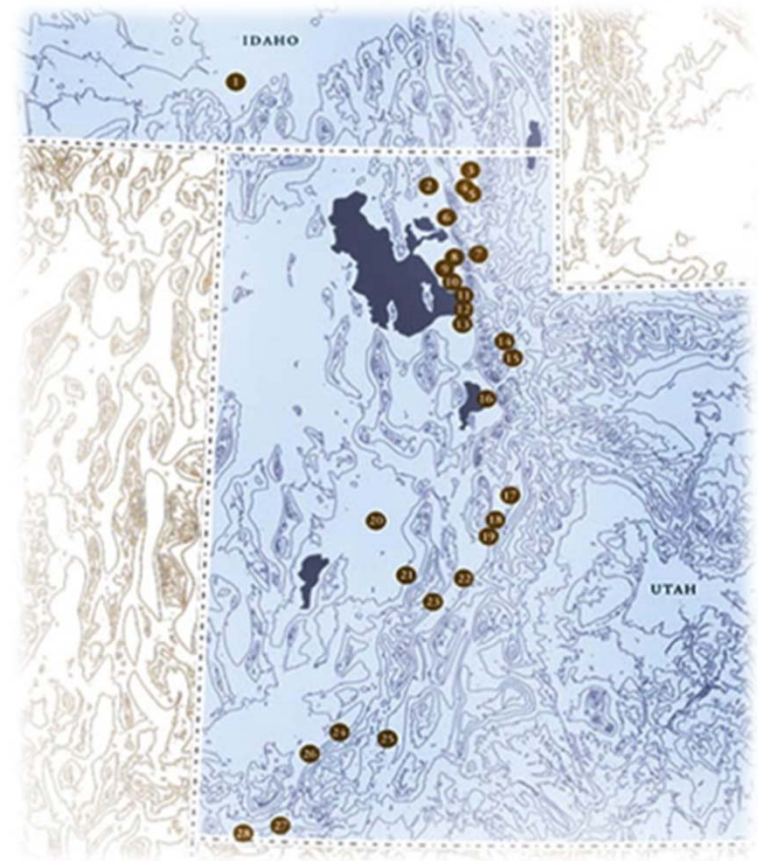
## Intermountain Healthcare is comprised of:

39,000+ employees

23 hospitals

185+ clinics

Located along the Intermountain region





## Not for Profit

To honor our Not-for-Profit status (*and because it is the right thing to do for our patients*), all employees – regardless of where they work - are required be able to answer the following questions:

### **Does Intermountain Healthcare offer Financial Assistance?**

- Yes, we offer financial assistance to those who qualify

### **How can a patient apply for financial assistance?**

- They can apply online, mail, fax or in person at any Intermountain Hospital

## A Not-for-profit System

Our charges are lower:

- Inpatient charges – 19% lower than other Utah Hospitals
- Outpatient charges – 31% lower than other Utah Hospitals
- Overall – Charges 27% lower than the national average

**\$277 million in charitable assistance in more than 200,000 cases annually**



## **Intermountain Healthcare's Mission, Vision and Values**

### Our Mission:

Helping people live the healthiest lives possible.

### Our Vision:

Be a model health system by providing extraordinary care and superior service at an affordable cost.

### Our Values:

- Integrity
- Trust
- Excellence
- Accountability
- Mutual Respect



## Values Defined

Integrity - We are principled, honest, and ethical, and we do the right thing for those we serve.

Trust –We count on and support one another individually and as team members.

Excellence – We perform at the highest level, always learning and looking for ways to improve.

Accountability – We accept responsibility for our actions, attitudes, and health.

Mutual Respect – We embrace diversity and treat one another with dignity and empathy.

# HCAHPS

(Hospital Consumer Assessment of  
Healthcare Providers and Systems)

is a patient satisfaction survey required  
by CMS (the Centers for Medicare and  
Medicaid Services) for all hospitals in the  
United States.

In the survey, patients provide feedback on their experience with a hospital in specific areas, including:

- Communication with Nurses
- Communication with Doctors
- Responsiveness of Hospital Staff
- Pain Management
- Communication about Medicines
- Discharge Information
- Cleanliness and Quietness of Hospital Environment
- Hospital Rating

## What do the Survey Results Mean?

The survey and its results are extremely important, as it serves as the voice of the patient and gives a view into the patient's perception of the care that is provided. The survey results are publicly reported on the internet for all to see; therefore results directly impact a healthcare organization's reputation. Additionally, the government provides reimbursement based on results – so, excellent survey performance keeps the hospital financially strong.



## The 10/5 Rule

A guiding principle for extending courtesy to all patient and guests in our hospital.

- Whenever a caregiver is within ten feet of a person, the caregiver makes eye contact and smiles to greet the approaching person.
- When a caregiver is within five feet of a person, the caregiver looks the person in the eye and acknowledges them with a salutation such as “Hello” or “Good Morning”.

**10'**  
eye  
contact

**5'**  
“Hello”  
hand wave

# Confidentiality

You will encounter health information while you serve as a volunteer. This will happen in a number of ways. For example, you may over hear a conversation or walk past a computer with personal health information (PHI) displayed.

You are not permitted to share this information with others who do not have a legitimate need to know.

When does the Confidentiality Agreement expire?

- Never

# Confidentiality

Violation of privacy policies will result in **the end of your Volunteer Experience.**

If you have questions regarding privacy issues, complaints or want to report a confidentiality breach, please **talk to your Volunteer Manager or call the Compliance Hotline, 800-442-4845.**

# Responsible to Whom?

Volunteers are ultimately responsible to the manager of Volunteer Services.

However, when serving in your assigned area, you are under the supervision of the department manager or their designee.





# Volunteer Service Description

- There are many different areas for volunteer services in the hospital.
- Each area has a specific set of responsibilities and duties.
- You will receive a service description on the day you are trained.
- Once you become familiar with your duties please tell us any recommendations you may have for changes or additions, in your service description. We're always interested in improving our program.

# Volunteer Commitment

- Please serve as agreed. Your commitment is to serve a minimum of six months.
- You must sign in/out every time you volunteer with your badge on the time clock.
- You should not volunteer without your badge identification within the hospital.
- If you lose your badge, please notify the volunteer office immediately for replacement. Replacement cost is \$10.
- Please notify your assigned area when you cannot attend, as well as the Volunteer Office at 435-716-5525.

# Volunteer Performance Evaluations

Volunteers are evaluated by the assigned department staff and volunteer services annually. The volunteers are also given the opportunity to evaluate their current area of service and the volunteer program. These evaluations help us to continually make improvements to service descriptions and the volunteer program.

# Volunteer Uniform Policy

- Clean Volunteer Uniform.
- Solid colored slacks or skirt. (without holes or fraying)
- NO LEVIS, shorts, mini skirts, sweats, hats, t-shirts, tight or revealing clothing, outdoor footwear (hiking boots, water shoes or flip flops).
- Sandals are permitted if not assigned to a patient care area.
- Hospital name badge must be visible on front torso area.
- If your uniform gets stained, ripped or needs replacement, contact volunteer services.





# Appropriate Appearance

- Practice personal hygiene such as being neatly groomed and free of body odor. Strong perfume or cologne is not allowed, it may interfere with those who are ill or allergic to such odors or fragrances.
- Hairstyles are to be conservative, clean and neat, and should not inadvertently make contact with patients or customers.
- Beards and mustaches are to be neatly trimmed.
- Fingernails are to be conservative, or short to moderate length, and safe and clean for interacting with those around us. Volunteers in patient care areas cannot wear artificial nails and wraps (if assigned to the OR, nail polish is not allowed as well).
- Tattoos are to be covered while serving.
- Visible piercing is not permitted except for two conservative earrings per ear. Extreme piercing or body modification is not permitted (tongue piercing, earlobe spacers, skin disfiguring implants, etc.)
- Limit jewelry. Wear jewelry that does not create a safety hazard or interfere with service.

# Name Badge

- A ID name badge is provided as you begin your service
- The ID badge must be worn at all times when on-site.
- It must be worn in a visible location on the upper torso at all times while serving. ID badges are to be free of pins, stickers, or any other material that might interfere with the visibility of the photo or the identification of the person wearing the badge.
- Badge gives you access to the area you have been assigned, it does not give you a privilege to access all areas of the hospital.

# Why are name badges so important?

- Our badges are important for security and to let staff, patients and guests know you are part of the team.
- We charge \$10 to replace lost badges
- When you terminate as a volunteer, please return your badge to the Volunteer Office.

# Sign-in/Sign-out

- We keep records of all volunteer hours.
- You must clock in and out at the time clock each time you volunteer.
- If you are in an outlying area with no clock, you must sign in/out on log.

If you are unable to report to your service,  
please call the Volunteer Office at  
**435-716-5525**. Leave a message that you  
are unable to come.

We monitor volunteer attendance and  
notify the departments as necessary.

You can also email  
**[LO.VolunteerServices@imail.org](mailto:LO.VolunteerServices@imail.org)**



# Infection Control Guidelines

## *When you're sick...*

Staff should stay home if they have signs and symptoms that are suggestive of a communicable disease:

- Fever with or without chills (37.8o c/100o f)
- Skin eruptions--acute and chronic
- Pus-like drainage
- Jaundice (yellow color to skin or eyes)
- Prolonged sore throat
- Productive or chronic cough
- "Flu" - like illness (large lymph nodes, body aches, fever, sore throat, weakness, etc.)
- Diarrhea

# Volunteer Benefits

- **Serving others**
- **Learning about your hospital and its services**
- **Making friends**
- **Complimentary meal** provided after completing hours of service. (If the census is low and you stay less than your scheduled shift, you are still invited to have your meal.)
- **Gift Shop Discount:** Show volunteer I.D. badge to receive 20% off your purchase
- **Employee Assistance Program** (free short term counseling)
- **Logan Regional Medical Credit Union** is available to anyone that is associated with a health care facility.



# Service Hour Letters

- Service hour letters may be obtained upon request in the Volunteer Office. Letters may be requested only after 72 hours have been completed.
- The Volunteer Services staff reserves the right to deny written verification of hours if minimum requirements are not met. Please allow at least three business days to process your request.

# Meal Ticket

- Meal tickets are for you only
- They are to be used on the day you serve
- Cafeteria is open seven days a week between 7:30 am and 11:00 pm. Please eat before or after your shift.
- If you cannot stay to eat, you are welcome to food to go.
- Ticket is worth \$6. If you go over this amount, **you must pay the additional amount**
- Tickets are available in the Volunteer Office.
- Badges are to be worn/shown when using ticket.



# Holidays

Volunteers are not required to serve on holidays. Many departments close on the holidays, but there are some departments that stay open, you may work a holiday if you choose.



# Annual Education

Volunteers are required to complete Education assignments each year. They will be contacted when education is available. Volunteers will be given a specified deadline to complete education modules. If not completed by deadline, volunteers status may result in termination.

# Termination

- When it becomes necessary to terminate your service, please notify the volunteer office. You can leave a voice mail or send an email.
- Let us know why you are leaving and the last day you will be serving. Remember to drop off your name badge in the volunteer office.

# Termination

- We reserve the right to terminate a volunteer if he/she does not comply with the policies and procedures of the hospital and the Volunteer Department.
- Volunteers may be terminated after **missing 3 consecutive times** without notifying Volunteer Office.

# Visitor Policy

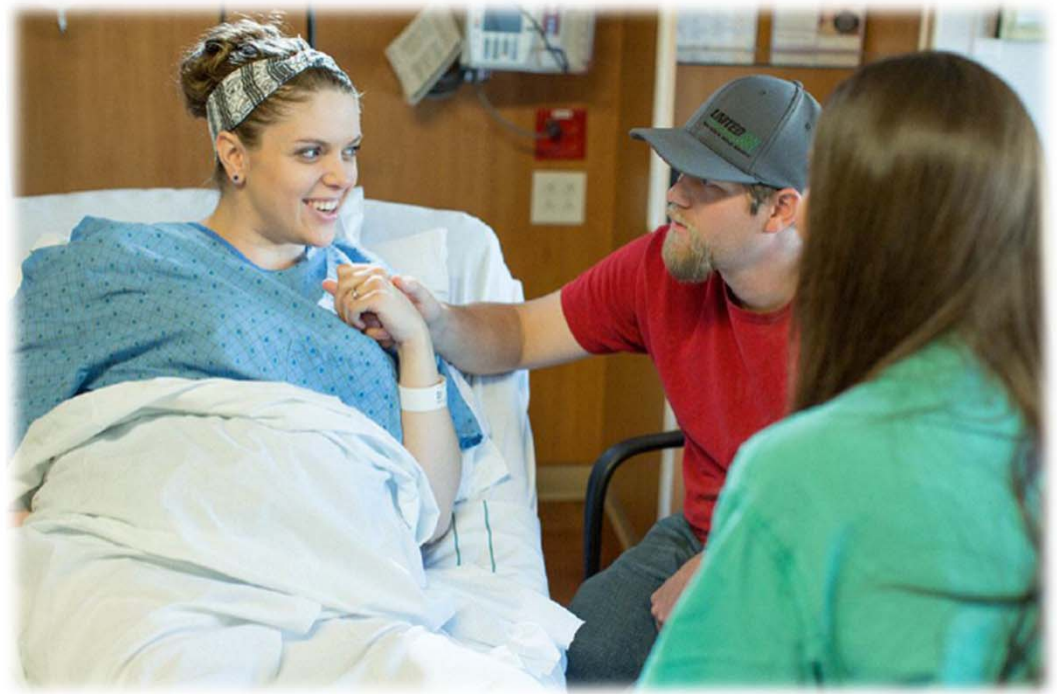


Family/Relatives and friends are not allowed to accompany you during your volunteer assignment. Please do not invite them to come with you.



# Personal Patient Visits

- Please do not make personal patient visits while on volunteer duty.
- Do not use your volunteer badge access to enter areas of the hospital outside of your volunteer assignment.
- If you are visiting, or coming to receive services, you will go through the same steps as a guest.



# Tobacco Free Campus

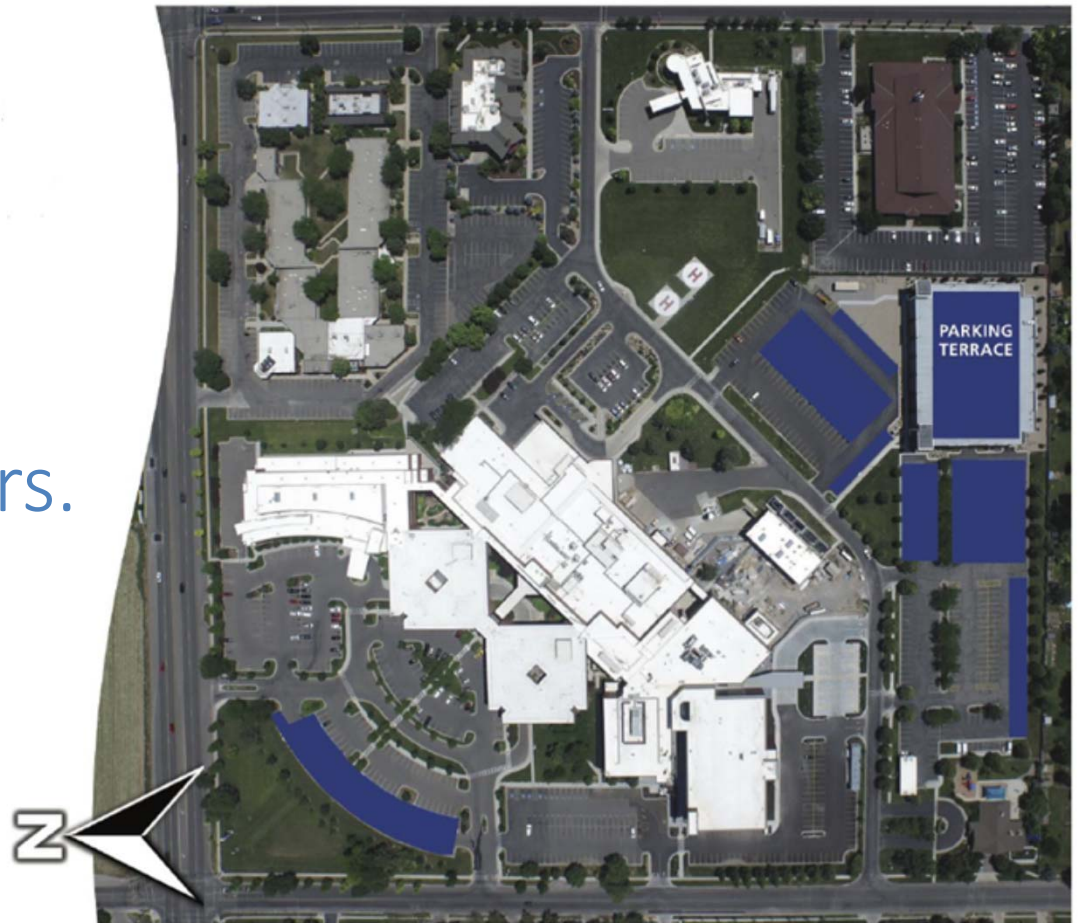
- The use of tobacco products are not allowed within Intermountain licensed facilities or outside on the campus.
- Refer any request by a patient or visitor regarding smoking to a staff member.



# Parking

- Volunteers are asked to park in the blue parking stalls designated in the parking area. If you cannot find a space, there is usually always space located in the parking terrace.
- If you have a handicap placard, you are welcome to park in those designated parking stalls.
- If you need other accommodations, please let the volunteer office know.

Blue marked areas represent blue parking stalls, designated for employees & volunteers.



## Welcome to our team!



If you ever have any questions, don't hesitate to ask.

We hope that you have a very rewarding experience at Logan Regional Hospital.