

Volunteer / Student Affiliate: \_\_\_\_\_

**Einstein Healthcare Network  
Annual Competency Review**

Please keep this for your reference!

<b>Abuse and Neglect:</b>
<ul style="list-style-type: none"><li>You must report all incidents or suspicions of abuse / neglect to your manager or supervisor.</li><li>There are four types of abuse: 1) Physical – intentional use of physical force resulting in pain or bodily harm; 2) Sexual – sexual contact or exposure without consent; 3) Psychological/Emotional – infliction of mental anguish, threat, humiliation, intimidation, isolation or abusive conduct; and 3) Financial/Material – unauthorized use of money, property or other resources.</li></ul>
<b>Blood Borne Pathogens:</b>
<ul style="list-style-type: none"><li>Standard precautions mean treating all blood and potentially infectious body fluids as if they are infected. You cannot always know who <b>IS</b> and who is <b>NOT</b> carrying an infectious agent in their bodies. Because of that, you must wear the appropriate personal protective equipment (e.g. gloves, face shield) and perform hand hygiene to prevent exposing yourself to infection.</li><li>According to the Centers for Disease Control, hand washing is the single most effective method to prevent the spread of infection.</li></ul>
<b>Compliance:</b>
<ul style="list-style-type: none"><li>Einstein’s Compliance Program is called “Do the Right Thing”. Einstein Healthcare Network is dedicated to maintaining excellence and integrity in all aspects of its operations and professional and business conduct.</li><li>Einstein has a Chief Compliance Officer who can investigate reported problems. The Chief Compliance Officer can be reached at (215) 456-7084.</li></ul>
<b>Emergency Management:</b>
<ul style="list-style-type: none"><li>Report suspicious behavior to Protective Services and be alert.</li><li>Emergency Preparedness Information is available on the desktop and gives important first step information for emergency situations: Refer to emergency numbers listed on phone labels.</li><li>If a suspicious package is found do not touch it, as the unknown contents may be dangerous. Alert others in the area; close any doors and take actions to prevent others from entering the area; wash your hands with soap and water to prevent spreading potentially infectious material to face or skin and call Security.</li><li>An internal disaster is one that occurs on any Einstein campus such as a fire or bomb threat.</li></ul>
<b>Fire Safety:</b>
<ul style="list-style-type: none"><li>“ABC” fire extinguishers may be used on paper, wood, flammables and electrical fires. “P.A.S.S.” to use an extinguisher. <b><u>P</u>ull, <u>A</u>im, <u>S</u>queeze, <u>S</u>weep. Pull the pin, Aim at bottom of fire, Squeeze the handle, Sweep the hose.</b></li></ul>

- In the event of a fire, our first priority is preserving human life. First check to see if anyone is in danger.
- **R**escue then **A**larm, then **C**ontain, then **E**xtinguish or **E**vacuate (RACE = Rescue, Alarm, Contain and Evacuate/Extinguish).
- Alarm – call **Code Red #** located on your phone and pull nearest fire alarm, **Contain** – Close all doors and windows. Do not use elevators.
- Whenever there is visible smoke and / or flame **you must always call a Code Red** regardless of whether you have extinguished the fire or not.

**Emergency Phone Numbers:** Please refer to the EMERGENCY numbers located on the telephone.

- **Code Blue** – Cardiac Arrest
- **Code Yellow** – Internal / External Disaster
- **Code Pink** – Infant /Child Abduction
- **Code Red** – Fire
- **Code Black** – Bomb Threat
- **Security Emergency**

**General Safety:**

- Steps to follow for volunteer work related injury include notifying your supervisor and the Manager of Volunteer Services. If you need immediate medical attention go to the Emergency Room. Please identify yourself as a volunteer. Volunteers/Student Affiliates should be aware that if you seek treatment at Einstein’s Emergency Department your insurance company will be billed for service.
- Sharps injuries must be evaluated and treated immediately. Immediate treatment may prevent the onset of some blood borne illnesses.
- When lifting and carrying heavy objects: assess first to determine if you will need help, bend at knees not waist and keep load as close to your body as possible. Don’t be afraid to ask for help.
- Using a cell phone or leaving a cell phone turned on in an area with medical equipment may interfere with the operation of the medical equipment.
- Slip, trip and fall prevention includes prompt wipe-up of spills, blocking spill area until clean up is completed, reporting tripping hazards and controlling clutter in the workplace.

**Hand Hygiene:**

- Good Hand Hygiene is important for everyone.
- If gloves are worn to do your job, you still have to wash hands or use Avagard D.
- Wash hands with soap and water for fifteen seconds!
- Use Avagard D as often as possible.

**Recycle and Environment:**

- Paper, cans and glass bottles may be disposed of in dedicated blue recycling trashcans.

- Smoking immediately near hospital entrances is prohibited to prevent exposure of second-hand smoke for all who enter and exit our facility. Elkins Park campus is a smoke-free campus.
- Einstein has a **ZERO** tolerance for drug and alcohol abuse.

#### **Latex Allergy:**

- EHN has policies for dealing with the management of employee and patient latex allergy.
- Risk factors for developing latex allergy include: Frequent use of latex gloves, multiple hospitalizations and allergies to certain foods.

#### **Patient Privacy and Security:**

- We have a duty to tell patients about their privacy rights through our Einstein Notice of Privacy Practices.
- We are not allowed to have discussions involving patients in **elevators** or **hallways** or in the **cafeteria** or **other public areas**.

#### **Population Based Competency:**

- It is the healthcare professional's responsibility to provide a trained language interpreter for patients if one is necessary, for communication related to the provision of care.
- A trained interpreter must be offered to a patient if they've identified upon admission or registration that their preferred language for discussing healthcare is other than English, if they ask for an interpreter, or if the care provider feels an interpreter is necessary in order to provide safe, quality care.
- Family members, friends, and untrained bilingual employees cannot act as an interpreter for a patient except in the case of a health emergency in which neither a face to face nor telephonic interpreter is available. While often well intentioned, studies have shown that when family, friends or untrained bilingual staff interpret, important information is often omitted, or improper information added. It is especially important that children not be used due to potential issues of embarrassment, shame and loss of dignity due to role reversal and information not appropriate for a child to know.
- The languages for which Einstein has staff interpreters are Spanish, Korean, Russian, Vietnamese, Cambodian and American Sign Language. For other languages we hire independent contract interpreters and agency interpreters.
- When all of Einstein's staff interpreters are busy with other patients, or the need is for another language, telephonic interpreters are also available 24/7 to all Einstein employees.
- Einstein provides interpretation for between 45 and 65 languages a year. Each language represents a rich culture, with its own beliefs, values, communication styles, biological traits, food preferences, and more. Because people's cultures affect their perceptions of what made them sick or disabled and what will heal them, being sensitive to different cultures is an important part of people's healing.
- While none of us will be an expert in 45-65 cultures, we can all learn a little bit about the major cultures we serve, simply by reading some basic information at websites such as [ethnomed.org](http://ethnomed.org); [erc.msh.org](http://erc.msh.org); [healthcarechaplancy.org](http://healthcarechaplancy.org); [med.umich.edu/multicultural](http://med.umich.edu/multicultural)
- We can all also ask people what they think made them sick, and what they think will make them better. If we hear information we think it might be important for the nurse or doctor to know, we can share that information with them.

### **Prevention of Aggression and Management of Violent Situations:**

- Violence in the workplace may come from many sources: strangers, patients, family, visitors, coworkers or personal relations. The following are general rules to follow for managing a potential crisis. Stop and think, remain calm, assess safety, be aware of spatial boundaries, avoid power struggles and continuously assess and planning ahead are all appropriate steps when dealing with assaultive / aggressive behavior.
- Call security at anytime you feel uncomfortable

### **Radiation Safety:**

- Einstein has a Radiation Safety Department that manages compliance with radiation safety regulatory requirements.
- Staying as far away as possible from the source of radiation will reduce exposure.

### **Risk Management:**

- Any individual who witnesses or discovers an event / incident may complete an event / incident report.
- Event reports should be factual only with date; time and location of the incident, facts of what happened, and action takes etc. Opinions are not factual and therefore are not appropriate for reports.

### **Security:**

- If a visitor falls, they are not injured and they refuse a medical evaluation, an incident report must be completed. All visitor falls must be reported so that the reason for the fall is evaluated. (e.g., cracked cement sidewalk) and to ensure that documentation is completed regarding the visitors' refusal for treatment.
- If a bomb threat is received on the phone, keep the caller on the phone for as long as possible, write down as much information as possible about the threat, caller's voice, accent, background noise, etc.
- You can reduce your risk of becoming a theft victim by locking your locks, keeping valuables and large amounts of cash at home and not leaving valuables in your car.
- If a mother with an infant that is less than 28 days old approaches an employee to give up her infant, the employee must take the infant to the Emergency Department (or call 911 for transportation to the closest emergency room for off-site facilities).
- According to the Einstein Code of Conduct, anyone exhibiting loud, rude or vulgar language, hostile actions, hurting (or trying to hurt) someone or carrying weapons of any kind may be asked to leave and / or be prosecuted.

### **Utilities:**

- Equipment with frayed cords, warm plugs, sparks and exposed wires should not be used. Appropriate repairs should be completed. This includes any electrical equipment that you use in your job.

# Einstein Healthcare Network

## Annual Competency Review

**Name of Volunteer / Student Affiliate:** \_\_\_\_\_

**Signature of Volunteer / Student Affiliate:** \_\_\_\_\_

**Date Reviewed:** \_\_\_\_\_

**I have reviewed all competency proficiencies for this department with the above volunteer. The above volunteer / student affiliate understands proper protocol.**

**Signature of Volunteer Services Staff:** \_\_\_\_\_ **Date:** \_\_\_\_\_