Allegheny Health Network

Volunteer Resources

02/03/23

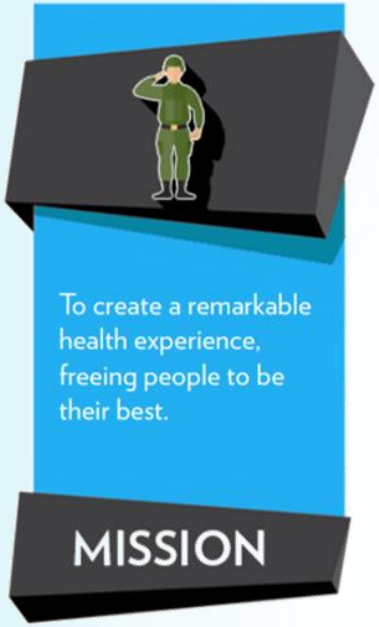
Welcome to Allegheny Health Network

Allegheny Health Network (AHN) is a part of the Highmark Health enterprise system - working together to create a better health care experience for those we serve.

AHN shares the Highmark enterprise Mission, Vision, and Values as well as its Core Behaviors.

Thank you for choosing Allegheny Health Network. Joining our dedicated team of volunteers can be a very rewarding experience. The patients, families, and staff truly appreciate the time and support our volunteers provide.

Mission, Vision, and Values



What We Value

People Matter
Every person contributes to our success. We strive for an inclusive culture, regarding people as professionals, and respecting individual differences while focusing on the collective whole.

Stewardship
Working to improve the health of the communities we serve and wisely managing the assets which have been entrusted to our care.

Trust
Earning trust by delivering on our commitments and leading by example.

Integrity
Committing to the highest standards encompassing every aspect of our behavior including high moral character, respect, honesty, and personal responsibility.

Customer-Focused Collaboration
Because no one person has all the answers, we actively seek to collaborate with each other to achieve the right outcomes for our customers.

Courage
Empowering each other to act in a principled manner and to take appropriate risks to do what is right to fulfill our mission.

Innovation
Committing to continuous learning and exploring new, better, and creative ways to achieve our vision.

Excellence
Being accountable for consistently exceeding the expectations of those we serve.

Core Behaviors Defined

Customer *First*

We place the customer at the center of everything we do!

- We put ourselves **in the customers' shoes**
- We **anticipate** our customers' needs
- We **simplify** the customer experience
- We **deliver solutions** that go a step beyond
- We **appreciate** our customers' loyalty to Highmark Health

Transformational Leadership

We are driven to create the future of healthcare!

- We inspire through **vision** and **action**
- We are **proactive** in driving change
- We are **authentic** in who we are and what we do
- We **embrace** courageous conversations
- We **challenge** ourselves to continuously improve

Trust Working Together

We collaborate to achieve shared success!

- We involve the **right partners** at the right times
- We treat each other with **honesty** and **respect**
- We **influence** through relationship and not through position
- We **trust** one another to make the right decisions and do the right things
- We **share** risks and rewards

Purposeful Execution

We value outcomes, not activity!

- We set **clear priorities** and expectations
- We take **ownership** of our commitments
- We take **calculated risks**
- We are **relentless** in our pursuit of excellence
- We **recognize** and **celebrate** results

What Does It Mean to Be an Allegheny Health Network Volunteer?

Volunteers play an important role in our facilities. You help things run smoothly and allow doctors and nurses to spend their time focusing on providing the best care for our patients. Our staff members welcome and depend on you. We appreciate your donation of time, talent, and skills.

As a volunteer, you represent and promote the image of AHN to our patients and the community. Volunteers are expected to uphold the AHN policies and regulations and to treat everyone with the utmost courtesy and professionalism.

What you can expect from us:

- To be treated with respect and fairness
- To give you the tools to do your job
- Offer opportunities to learn and grow
- Listen to your ideas and suggestions
- Provide a safe environment
- Communicate with transparency

What we need from you:

- Treat everyone with respect
- Work together as a team
- Uphold our policies and procedures
- Maintain a safe work environment
- Be positive and approachable
- Smile!

Allegheny Health Network

General Responsibilities

Schedule and Time Commitment

Your schedule is designed to meet both your needs and the needs of the hospital. We depend on you – if you are unable to make your scheduled time, please notify the Volunteer Resources Office and your assignment area manager. Please do not report to your assignment if you are ill – if you become ill while volunteering, notify your manager and Volunteer Resources.

Tobacco Use

All AHN campuses are tobacco–free and prohibit the use of tobacco products on or adjacent to our property. This includes cigarettes, e-cigarettes, cigars, chewing tobacco, clove cigarettes, and vaping. Everyone is responsible for adhering to this policy.

Image and Appearance

All volunteers are expected to follow these requirements.

Identification Badges

- All on-duty volunteers are required to wear their official volunteer photo identification badge issued by the hospital.
- Badge must be worn above the waist and be visible on the outer layer of clothing. For safety, lanyards are not permitted.
- Stickers and pins are not to be put on badges.
- Do not loan or borrow a badge. Badges are the property of AHN and **MUST** be returned when you resign as a volunteer.
- If you forget your badge, please request a temporary badge from the Volunteer Resources Office.

General Responsibilities

Dress Code for Volunteers

- Hospital issued jacket or polo shirt is required to be worn
- Hosiery or socks are required
- Khaki pants or dress pants are appropriate
- No jeans, spandex, yoga pants, or shorts
- No open-toed shoes
- Dress or tennis shoes are appropriate
- Any type of jewelry is permitted that does not impair the ability to perform the assigned task or present a hazard

Personal Grooming and Hygiene

- Men must be clean shaven or have well-groomed beards and mustaches
- Perfumes, colognes, and scented products are not to be worn in patient care areas
- Practice good hygiene
- Hairstyles must be neat and well groomed
- Tattoos are permissible if the words, symbol, or images are not offensive or contrary to AHN mission and core values

Fingernails

To decrease the risk of hospital acquired infections:

- Volunteers who handle food or work in patient care areas are not permitted to wear artificial nails, wraps, tips, gel extensions, raised nail art, or nail piercing jewelry
- Fingernails must appear clean and well-manicured

Patient Experience

caring people CARING FOR YOU

Allegheny Health Network is a team of caregivers committed to providing a positive, compassionate experience and improving health and promoting wellness in our communities, one person at a time.

The experience a patient has when they visit our health system includes much more than whether they liked their doctor. It encompasses a range of interactions and environmental factors:

Interactions

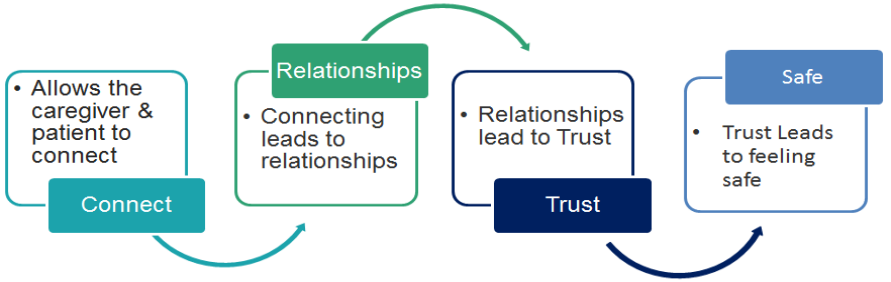
The patient interacts with an abundance of our employees even during a short visit. Front-line staff, physicians, nurses, aides, physician assistants, EVS, dietary, support staff, residents, interns, students, and so many more. Each and every interaction with one of our staff changes the patient's perception of their visit. Every employee has the responsibility to improve the experience.

Perception

What is recognized, understood, and remembered by our patients after they leave our facilities? Are they more likely to remember that you did your job well or that you treated them kindly and spent the time to answer their questions and concerns?

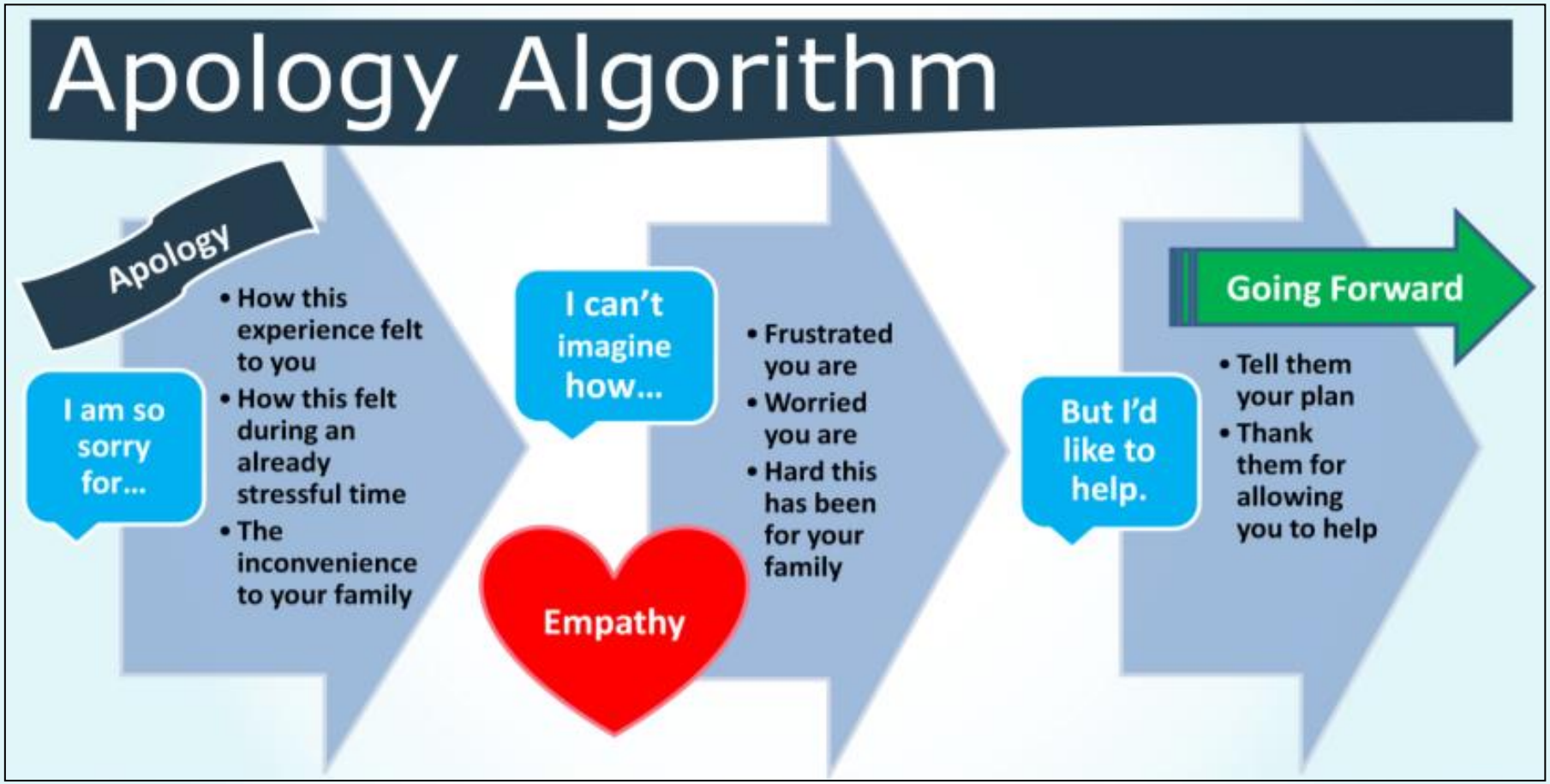
Continuum of Care

Maintaining a patient focused culture needs to occur before, during, and after the delivery of care. There is never a time in which the patient and their care, both physical and emotional, should not be our top priority and our main focus.



Patient Experience

When customers are disappointed, always start with an apology, no matter what the situation is (this can be used on patients, families and staff). Don't just say you're sorry, but what you're sorry for…people want empathy – the ability to understand and share the feelings of another.



There's a difference between apologizing and being empathetic – empathy is saying "I am sorry this happened"

Diversity and Inclusion

Diversity is about differences.

Inclusion is about creating an environment in which diversity can thrive.

Our preconceived ideas about people guide how we act and react to them.

These ideas can lead to wrong conclusions and can cause defensive or mistrusting behavior. When we see patients and coworkers who are different in some way, it is easy to stereotype them. Stereotypes happen when you make snap judgments without getting to know someone.

- When you speak with others, make sure that your own personal values or preconceived ideas are not reflected.
- Appreciating differences in people who work in the hospital can improve organizational performance.
- Appreciating differences in people who utilize hospital services can improve customer satisfaction.

Diversity Differences

External Characteristics
- Marital status
- Education
- Religion
- Income level
- Geographic location
- Veteran status
- Life experiences

Internal Characteristics
- Age
- Gender
- Sexual orientation
- Physical ability
- Ethnic background
- Race
- Language
- Weight/Obesity

Organizational Characteristics
- Job title
- Department
- Seniority
- Management status

Individual Personality
- Shy
- Outgoing
- Personal space

Harassment

AHN Creates and Supports a Harassment Free Workplace

Report concerns immediately to Volunteer Resources, Security, Human Resources, any manager, or the Compliance Hotline

Sexual Harassment – any unwelcome sexual advances, requests for sexual favors, and/or verbal or physical conduct of a sexual nature.

Other Prohibited Harassment – any unwelcome conduct that has the purpose or effect of unreasonably interfering with a person's work performance or creating an intimidating, hostile, or offensive work environment.

***A hostile work environment can be created by dirty jokes, innuendo, obscenities, pictures, and any other action that makes volunteers or employees feel uncomfortable.*

Civil Rights/Non-Discrimination

It is the policy of AHN to provide medical treatment to patients and employment opportunities to individuals in an atmosphere free of discrimination, without regard to:

Age • AIDS • Ancestry • Creed • Color • Disability • Familial Status • Gender • Genetic Information
Handicap • HIV • National Origin • Place of Birth • Race • Religion • Sexual Orientation
Sexual Preference • Union Membership • Veteran Status

State and federal laws prohibit discrimination as described above, both in the patient care and employment settings. The Allegheny Health Network prohibits discrimination and/or harassment against any employee or applicant and complies with all applicable federal, state, and local employment laws.

Workplace Violence

AHN Has a ZERO Tolerance of Workplace Violence

Report concerns immediately to Volunteer Resources or your manager.

Workplace Violence encompasses a continuum of behaviors that are abusive and demeaning to the victims of these behaviors.

- Threats
- Harassment
- Aggressive inappropriate behavior

Employees/Volunteers who believe they are being subjected to or have experienced:

- Physical, verbal, or emotional assault
- Aggressive behavior or posturing

If the report involves your direct supervisor, the volunteer should advise any member of the management team at the volunteer's location, Security, Human Resources, or the Compliance Hotline at **1.877.TO.SPEAK (1-877-867-7325)**.

AHN Privacy Mission Statement

To maintain our customers' and patients' trust and confidence by preserving and protecting their personal information and all of Allegheny Health Network's Confidential Information consistent with its Mission, Vision, and Values.

Health Insurance Portability and Accountability Act

All workforce members, including volunteers, must adhere to the Health Information Portability and Accountability Act (HIPAA) laws and AHN ethical standards concerning the privacy of patients, and treat all information regarding volunteer related topics in a confidential manner. All information regarding patients or the care provided to patients is strictly confidential. Handling, sending, sharing, or receiving confidential information must be based on a small business "need-to-know" basis and performed with proper authorization. A violation of confidentiality can result in dismissal from the Volunteer Program and other potential legal consequences.

What Is My Role as a Volunteer Regarding HIPAA?

Do not discuss any patient information with friends, family, neighbors, or other volunteers. This includes circumstances where you may see your own family, friends, or celebrities and other public figures visiting the hospital.

- Keep patient information such as census reports, patient lists, surgery schedules, or other confidential documents out of plain view.
- Do not look up patient information of family, friends, yourself, or anyone else for personal reasons or without a business need-to-know.
- Do not discuss patient information in public areas like the cafeteria or elevators.
- Conduct conversations regarding patients in areas where information cannot be overheard by others. Use moderate speaking voices.
- Do not provide patient information to anyone who does not need such information to do their job.
- Place patient information in an approved location that is either monitored by staff or locked to secure the information.
- Do not remove patient information from your work area, unless instructed to do so.
- Do not remove patient information from the facility.
- If instructed to dispose of patient information, discard it in a shredder or locked bin as directed.
- Check with the department leader for department-specific privacy practices.

Privacy & HIPAA Key Terms

Information Technology

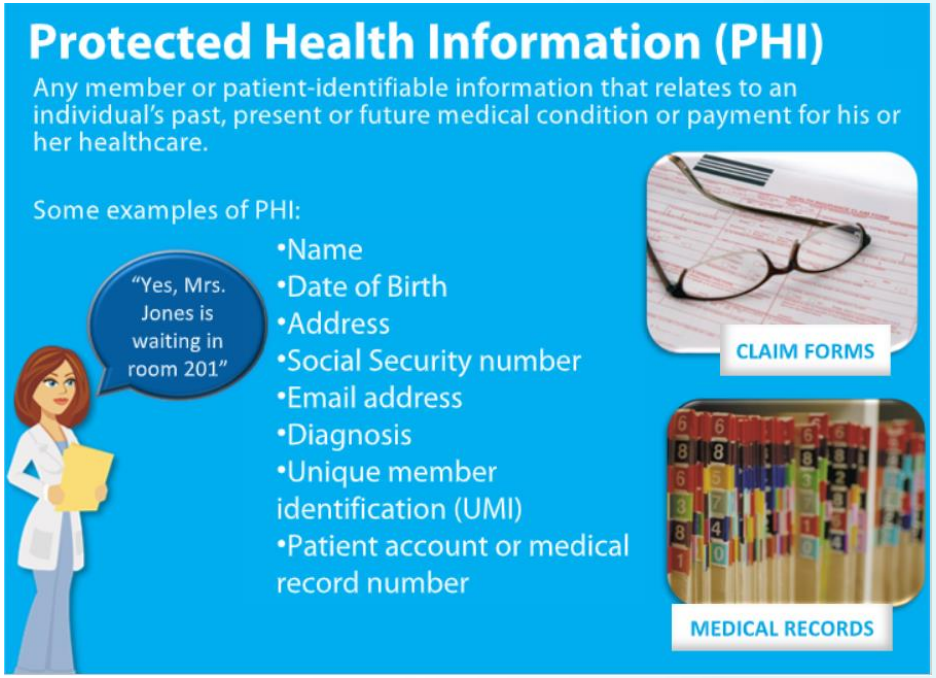
Use extra caution when using information technology, i.e., fax machines, telephones, copiers, and computers that increases the risk of accidentally releasing patient information.

- Double check addresses and phone numbers before sending patient information over such devices.
- Do not leave copiers unattended while photocopying confidential materials or any materials containing patient information.
- Ensure that computer screens are not easily viewable to the general public.
- Do not post, share, or display passwords.

Competitively Sensitive Information or "CSI"

CSI is the type of information a company would not share with its competitors. It includes confidential information that a company considers crucial to competing in its relevant markets.

If you have access to CSI, you are required to take additional training. Contact your Volunteer Director/Manager for more details about how to access these trainings.



Social Media: Guidelines and Procedures

When using social media, you cannot:

- Post content that is Protected Health Information (PHI).
- Use AHN computers & other devices to access personal social media websites.
- Use AHN logos, graphics, photographs, and other artwork on personal social media sites.
- Link from your personal social media sites to official AHN sites.
- Take information from AHN websites, printed material, and other communications to use as your own on your personal social media sites.

While AHN recognizes the right of volunteers to engage in dialogue and provide information on social media websites about day-to-day issues they face and other personal information that might relate to their jobs and responsibilities, all volunteers must refrain from posting information about AHN or their jobs that could detrimentally affect AHN's reputation, violate its policies, or might embarrass or offend coworkers, patients, or other constituents of AHN. Use common sense and good judgment. Recognize that information published online becomes immediately searchable, can be immediately shared, and will have a long presence on the Internet.

Ask yourself these questions before posting AHN information on a personal social media site. If you answer yes to even one of these questions, the post violates AHN policy.

- Does information you are going to share contain direct Protected Health Information (PHI) or other information that can identify a patient under AHN care, now or in the past?
- Does information you are going to share contain indirect PHI, such as email addresses, web URLs, or even items such as tattoos, piercings, other distinguishing body marks, overheard conversations, or other information that can identify a patient under AHN care, now or in the past?
- Does a photo you are going to post show, even in the background, an AHN patient? AHN devices or facilities?
- Are you sharing confidential operational, financial, or business information about AHN?
- Does your post contain AHN logos, graphics, advertisements, and other AHN representations?

Full Policy of Personal Use and Business Use of Social Media by AHN volunteers is available in the Volunteer Resources Office. Using AHN computers is giving your consent to have any communications made through them monitored, recorded, and otherwise assessed. When expressing personal views on social media about AHN, clearly state the views are yours and not that of AHN. All other organization rules and policies regarding disclosure of any information apply in full to personal blogs, web pages, and social media networking activity. Violators of this policy will be subject to disciplinary procedures.

Integrity And Compliance

Integrity is a firm adherence to a code of moral values. **Compliance** is the adherence to the law, regulation, organizational policies and procedures, and other requirements set by oversight and accreditation agencies.

Integrity and Compliance are important to:

- Improve the quality of patient care
- Promote education and awareness
- Protect against fraudulent or erroneous conduct
- Improve and enhance operations
- It is the Right Thing To Do!

Code Of Business Conduct

The Code of Business Conduct is a commitment to **integrity and compliance**. It is…

- Seeking advice and reporting concerns without fear of reprisal
- Complying with legal and regulatory requirements
- Conducting business in the best interest of AHN, our patients, and customers
- Maintaining a safe, respectful, and dignified working environment

Ethical Decision Making

When making decisions ask yourself:

- Will my action be in accordance with the **Code of Business Conduct?**
- Will my action be appropriate considering AHN **Core Values** and **Principles of Integrity?**
- Will my action be legal?
- Will I feel good about my decision and actions?
- Would I want others to know of my decision or action?

Emergency Medical Treatment and Active Labor Act

EMTALA

The Emergency Medical Treatment and Active Labor Act (**EMTALA**) applies to patients who come to a dedicated emergency department or a visitor in the hospital who is suffering from an emergency medical condition.

What does this mean to a volunteer?

Basically, if a person enters the hospital in need of possible emergency medical care, you **must** direct them to the emergency department (ED) for an evaluation of their condition *without* discussing wait times, care needed, insurance or their ability to pay.

It is the responsibility of the ED to ensure the proper rules are followed from there.

Safe Haven FOR PENNSYLVANIA NEWBORNS

What Volunteers need to know about the Newborn/Safe Haven Policy:

Allegheny Health Network accepts, protects and cares for all newborn infants that are voluntarily left at the hospital by a parent as required by the Newborn Protection Act.
If a parent should present to you wishing to relinquish a newborn (defined as less than 28 days of age) the highest priority is taking custody of the newborn.

Safe Haven Guidelines:

If a newborn is found or brought to the hospital for the purpose of leaving it, the newborn should be taken to the Emergency Department (ED) immediately.

- Reassure the adult that there will be no criminal liability if the newborn has not been harmed.
- Our compliance with this regulation is similar to how we respond to EMTALA (Emergency Medical Treatment and Active Labor Act): anyone who presents here for any type of care –we take to the ED for evaluation regardless of the situation!
- Please remember that all privacy (HIPAA) laws and practices apply to this newborn and the adult as with any other patient we treat.

Medicare: Fraud, Waste & Abuse

Fraud is knowingly and willfully misrepresenting facts in order to receive money from a health care program such as Medicare, Medicaid, or a private insurance**.**
Example: A provider intentionally submits a duplicate bill for a patient service.

Waste is to spend or use carelessly or inefficiently**.**
Example: A manager inefficiently uses contractors on assignments, which results in a larger amount of money being spent by the company.

Abuse is improper or excessive use or treatment. Health insurance abuse occurs when an individual or entity unintentionally provides information to a health insurance company which results in higher payments than the individual or entity is entitled to receive. The difference between fraud and abuse is intent.
Example: A provider uses improper billing codes or bills separate services that should be bundled under the same CPT code.

Federal and state law prohibits retaliation or intimidation against anyone who reports concerns in good faith. Allegheny Health Network also has a policy that protects employees and third parties from retaliation and intimidation for raising questions or concerns. If you have a question, concern or suspect noncompliance, fraud, waste or abuse-speak up!

How To Report A Concern:

You may contact:
Supervisor • Department Director • Next Level Manager
Compliance Liaison Corporate • Compliance Office

Call: 1-877-TO SPEAK (1-877-867-7325**)**

www.mycompliancereport.com or Email compliance@ahn.org

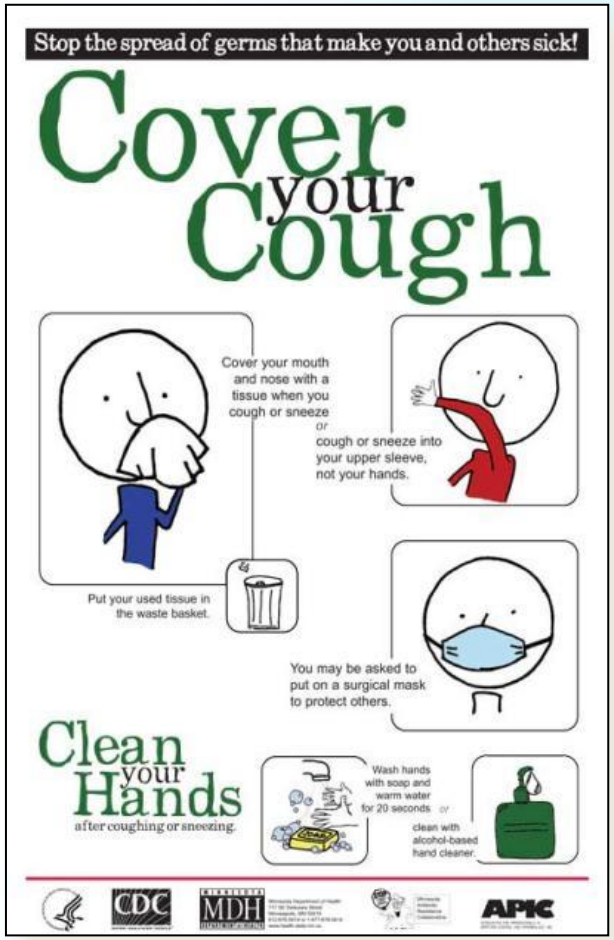
Integrity and Compliance Department Helpline 1-800-985-1056 (24 hours a day/7 days a week) or email integrity@highmark.com. Helpline and online reports can always be made anonymously.

Infection Prevention And Control For Volunteers

The Goal of Infection Prevention and Control is to prevent infections and communicable diseases through:
Education • Surveillance • Observation • Monitoring

Basic Principles of Infection Prevention: The sickest patients are more likely to get an infection because their immune systems may not be working properly.

Healthcare Associated Infections (HAI's) – To prevent HAI's, we all must take care of our own health and hygiene, follow department dress code and follow the principles of infection prevention.



Patterns Of Infection Transmission

Infection can be spread in the following ways:

Direct Contact: Spread of infection or germs
- Person-to-person by direct touch or contact
- Vectors like insect bites

Indirect Contact: Spread of disease or germs by improperly cleaning
- The environment
- Equipment and medical devices

Airborne or Droplet Route: Spread of disease by germs in the air
- Coughing
- Sneezing

Tuberculosis

Tuberculosis (TB) is a communicable disease which affects the lungs and is caused by the Mycobacterium tuberculosis, sometimes referred to as the tubercle bacillus. The germs are expelled into the air and can be inhaled by another person when an infected person coughs, sneezes or speaks.

As a new volunteer, you are required to receive a two-step skin test called a TST (tuberculin skin test). If you have a history of a positive TST (medical documentation is required) you are exempt from the testing and must complete a TB questionnaire history.

The TB testing can be completed at your volunteer site Employee Health office at no charge, or you may choose to have it done by your PCP (any costs are your responsibility).

If the result is positive, you will be directed to your PCP to have a physical exam and further evaluation.

Influenza Immunization

Preventing the spread of this infectious disease is critically important to our network. Getting a flu shot is the best way to protect yourself, your family, the people you work with and our patients from this respiratory illness. The Centers for Disease Control and Prevention recommends yearly flu vaccination for everyone six months of age and older as the first step in protecting against influenza.

The flu vaccine is not mandatory, however if declining the vaccine for any reason, volunteers, employees, students, contractors, and medical staff members must wear a surgical mask during a designated “mask on” period, as designated by AHN Infection Prevention. The “mask on” and “mask off” periods will be communicated to all.
Allegheny Health Network hosts yearly flu shot clinics at no cost to volunteers. Volunteers if elected can get the flu shot at an outside facility (documentation must be provided to the Volunteer Resource office – AHN does not pay for cost of vaccine outside of network.

Safety And Environment Of Care

Safety Mission – AHN is committed to providing a safe environment for all individuals. Please observe and comply with regulations, use equipment safely, understand and follow safety standards and report any existing or potentially dangerous conditions. **To report a concern contact your manager of the Volunteer Resource Office immediately**

Security Environment

- **Report any suspicious activity to a supervisor or security**
- **Report missing ID badges and keys**
- **Don't bring valuables with you – Do not lock valuables in your car**
- **Lock your computer when unattended – Protect passwords**
- **Inspect interior of car prior to entry**
- **Secure belongings in your work space – Out of Sight**
- **Lock your car once inside**
- **Lock your work area when you leave**

Electrical Safety

To maintain safety remember to:

- **Always use 3-prong plugs**
- **Do not pull on the cord to remove a plug – always grasp the plug to remove**
- **Do not use extension cords**
- **Space heaters with heating elements are not permitted in patient care areas**

Radiation Safety – Protect Yourself

Ask your volunteer site for a list of departments that use radiation

Time: Less time spent near source = less radiation received
Distance: Greater distance (6') from source = less radiation received
Shielding: Behind shielding from source = less radiation received

MRI – Magnetic Resonance Imaging Safety

The MRI Magnet is always on even when not in use this means serious injury can occur.
The following can be affected by the magnetic field:

Pacemaker • Metallic Implants • Electronic Equipment • Watches • Cell Phones • Hearing Aides • Pagers Metallic Coded Cards (credit cards)

Safety And Environment Of Care

Door Safety

In case of a fire, doors are the first defense in slowing the spread of the fire, Doors:

- Are not permitted to be held open with a wedge or any other means
- Can not be blocked open
- Can not have items hung on the door handle that interferes with closing and latching the door

Storage

To prevent the spread of mold and bacteria in the case of water leak or damage, all storage and supply boxes must be stored on an elevated platform not on the floor. The platform must be movable to clean under it or solid so trash and dust can not accumulate under it. Storage is also not permitted under sinks for this reason.

Oxygen Tanks

To ensure an Environment of Safety:

- Oxygen tanks must be secured at all times and never left free-standing
- Oxygen tanks are not permitted to be left on wheelchairs or stretchers unless in use
- Volunteers are not permitted to transport patients with large green oxygen tanks
- Visitors and outpatients are permitted to keep their own personal tanks with them – Volunteers can assist in transport with smaller personal oxygen tanks

Exit Pathways

To ensure an Environment of Safety:

- All hallways and exit pathways must be clear at all times. Items are not to be stored in the hallways – this includes carts, wheelchairs, stretchers and other equipment.

Safety And Environment Of Care

Hazardous Materials

Everyone including volunteers has a potential for exposure to hazardous materials in the workplace. Familiarize your self with where eye wash and emergency showers are in your work area – know how to properly use them.

In the event of exposure, as a general rule GET IT OFF!:

- Remove contaminated clothing – put them in a bag and don't take your clothes home
- Wash the affected area with mild soap and water (unless the substance is water-reactive)
- Don't scrub – Don't use strong soap or bleach
- Rinse for a minimum of 15 minutes with large amounts of water
- Report the exposure immediately to a manager, safety officer or Volunteer Resources
- Report to the Emergency Department immediately

Examples of hazardous materials include:

Blood & Body Fluid • Chemo Agents
Cleaning and Disinfectant Chemicals • Drugs
Maintenance Chemicals • Office Products • Radiation

Exposure to hazardous materials can occur through:

Inhalation – Breathe it in
Absorption – Through skin or mucous membrane
Ingestion – Eating or drinking
Injection – Skin cut or puncture

***Remember in the workplace, all containers must be properly labeled. DO NOT use anything that is not labeled.**

In case of a spill - If you know what the substance is and there is no hazard, a volunteer can clean it up. You can also call your site Environmental Services (EVS) for a "wet floor" spill assistance. **If the substance is unknown or hazardous – leave the clean-up to the trained experts!**

Best practices when a hazard or unknown spill occurs:

- **Secure the area –** remove everyone from immediate danger and keep anyone from entering the spill area
- **If possible DO NOT touch, walk in or breath in the substance**
- **Call facility EMERGENCY ASSISTANCE from outside the spill area** – give your name, location of spill, what has spilled and the extent of the spill

Safety And Environment Of Care

Personal Protective Equipment

The chance of exposure is greatly reduced when Personal Protective Equipment (PPE) is worn.
Some examples of PPE include: Face Mask • Face Shield • Gloves • Gown

If at any time as a volunteer you need to wear PPE please ensure you know the proper way to put on, remove and dispose of the Equipment. The Volunteer Resource Office or area Manager will be happy to provide education and training.

Abuse, Neglect And Exploitation

The Allegheny Health Network (AHN) provides appropriate support and referral of patients identified as suspected victims of abuse, neglect, or exploitation for the following purposes:

- To promote the early identification of suspected victims of child abuse/neglect, elder abuse, domestic violence, exploitation
- To increase staff awareness of the signs of potential abuse, neglect, and/or exploitation
- To assist suspected victims of abuse, neglect, and/or exploitation in securing appropriate assistance

If you believe any patient in our facility may be a victim of abuse, neglect and/or exploitation contact Social Services for assistance – DO NOT address the issue with the patient yourself.

Employees and volunteers suspected of deliberate inattention to a patient care, or deliberately engaging in detrimental to patient care is subject to disciplinary action, up to and including termination.

Reporting concerns - Anonymous reporting regarding patient care, treatment, services, or patient safety issues:

AHN Patient Safety Hotline	412-442-2447
Joint Commission	1-800-994-6610
PA Department of Health	1-877-PA-HEALTH; (1-877-724-3258)

AHN Situation (Emergency) Alerts

The procedure to initiate Emergency Codes at AHN sites varies more information will be provided to you by your specific site. Also, each AHN site has a designated number to report an Emergency Code. If you or anyone call an Emergency Code in your area follow the direction of the area Manager.

SECURITY ALERT	Situation	Plain Language Communication
ACTIVE THREAT	Person with a Weapon	Security Alert + ACTIVE THREAT + Location + Instructions
AMBER ALERT	Child or Infant Abduction	AMBER ALERT
CODE GREEN	Bomb Threat	CODE GREEN
CONTROLLED ACCESS	Building Lockdown	Security Alert + CONTROLLED ACCESS + Location + Instructions
CRISIS RESPONSE TEAM	Combative Patient / Person	Security Alert + CRISIS RESPONSE TEAM + Location
MISSING PERSON	Absent or Missing Person (Wandering)	Security Alert + MISSING PERSON + Location

FACILITY ALERT	Situation	Plain Language Communication
EMERGENCY OPERATIONS PLAN	Disaster Preparedness – Standby	Facility Alert + EMERGENCY OPERATIONS PLAN + Standby
	Disaster Preparedness – Activation	Facility Alert + EMERGENCY OPERATIONS PLAN + Activation
EVACUATION	Evacuation	Facility Alert + EVACUATION + Location + Instructions
FIRE ALARM	Fire Alarm	Facility Alert + FIRE ALARM + Location + Instructions
SPILL RESPONSE	Hazardous Material Spill Response	Facility Alert + SPILL RESPONSE + Avoid Area
UTILITY INTERRUPTION	Utility or Technology Outage (e.g., Electrical, Gas, Water)	Facility Alert + UTILITY INTERRUPTION + Location + Instructions
WEATHER ALERT	Weather Emergency (e.g., Tornado, Ice, Snow)	Facility Alert + WEATHER ALERT + Instructions

AHN Situation (Emergency) Alerts (continued)

PATIENT CARE	Situation	Plain Language Communication
CODE BLUE	Cardiac Arrest (Adult)	CODE BLUE + Location
PEDIATRIC CODE BLUE	Cardiac Arrest (Infant)	PEDIATRIC CODE BLUE + Location
CONDITION HELP	Patient / Family Initiated Rapid Response	CONDITION HELP + Location
RAPID RESPONSE	Rapid Response Team need (Adult)	RAPID RESPONSE + Location
PEDIATRIC RAPID RESPONSE	Rapid Response Team need (Infant)	PEDIATRIC RAPID RESPONSE + Location
FALL ALERT	Patient Fall	FALL ALERT + Location
CODE OBSTETRICS	Obstetrics Emergency	CODE OBSTETRICS
STAT INTUBATION	Stat Intubation	STAT INTUBATION + Location + AIRWAY CART
STROKE ALERT	Stroke Rapid Response	STROKE ALERT + Location
STEMI ALERT	Timed Response for STEMI	STEMI ALERT + Location
TRAUMA ALERT	Trauma Emergency	TRAUMA ALERT + Location

Allegheny Health Network Emergency Codes

To report all codes call:

Allegheny General	1111
Allegheny General Suburban	1111
Allegheny Valley	66
Canonsburg	1111
Forbes	121

Grove City	1345
Jefferson	1111
Saint Vincent/Erie Cancer Institute	3333
West Penn	1111
Off Campus	911

Active Threat – It may involve an active shooter

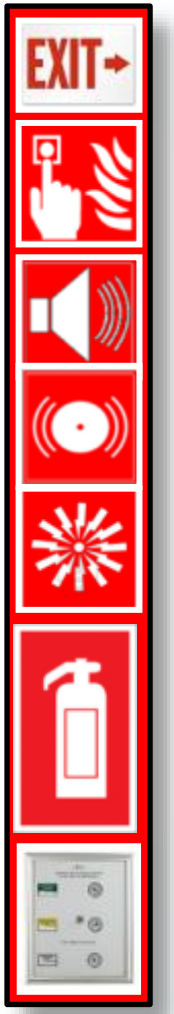
An active threat may involve an active shooter- an individual actively engaged in killing or attempting to kill people in a confined and populated area. In most cases, active shooters use firearm(s) and there is no pattern or method to their selection of victims.

Active shooter situations are unpredictable and evolve quickly. Be aware of your environment and any possible dangers. Take note of the two nearest exists. Individuals must be prepared both mentally and physically to deal with an active shooter situation.

Fire Safety

If you see or smell smoke or fire initiate the fire plan **– R.A.C.E.**

Also learn your site and work area fire safety features.



Location of **EXIT**'s – know at least two ways out.

Location of Fire Alarm Pull Stations - as a rule of thumb generally by the EXITs.

What your fire alarm sounds like. There are three basic types of alarms:

1. **Voice system**
2. **Coded bell** – know the code for your area and the locations of the bell code directories
3. **Evacuation signal**

Location and "class" of Fire Extinguishers - Class A, AC, ABC, BC, K.

Location where your department would evacuate to.

Location of Medical Gas (oxygen) shut off valves (staff will handle this).

Healthcare Waste Disposal Guidelines

Allegheny Health Network in accordance with OSHA, EPA, PA Department of Health and the Joint Commission guidelines has established policies and procedures to assure the health and safety of everyone at Network facilities. Check your sites specific policy and procedure for disposal of healthcare facility waste.

What is medical, biohazard, infectious and pathological waste?

Medical Waste tracking Act identifies ten categories that are sources of infectious waste:
Animal Waste • Culture and Stocks • Dialysis Waste • Discarded Medical Equipment and Parts • Infectious Waste
Laboratory Waste •Pathological Waste • Sharps • Surgery and Autopsy Waste • Waste Blood and Blood Products

When disposing of these types of waste always wear the appropriate PPE, dispose of it in this waste stream (the flow of specific waste from its source through its disposal), place first bag of waste in a second bag or container if first one has contamination on the outside, and use the correct "red" biohazard container for the type of waste.

If a device can cut or puncture you or anyone else it is a sharp! These sharp devices must be disposed of in a **SHARP'S Container which is a rigid, puncture and leak resistant, labeled and approved container.**
Examples of sharp devices: Broken Glass • Needles • Scissors • Syringes • Specimen Tubes

Red Bag Waste System – Items disposed of in red bags/containers include blood and body fluids covered by Standard Precautions (remember no sharps). Some examples of items placed in red bags are blood, blood fluids and tissue and saliva. Place red bag in a red bag lined, rigid, labeled and approved container. Securely tie the bag and store is labeled designated area.

Regular (Municipal) Waste Stream System – If no blood or body fluid is present then waste is disposed of in clear trash bags (remember no sharps) Some examples items that go in clear bags are food and packaging, gloves and gowns, paper, newspapers and magazines. Place the waste in the clear bag/regular trash.

Chemotherapy Waste Stream System – Items that came in contact with chemotherapy administration including PPE are placed in yellow rigid, puncture and leak resistant containers only. Yellow containers are stored in a secure designated area.

Your role as a volunteer is to remember that healthcare waste needs to be disposed of properly to protect people and the environment. If you have questions about proper disposal of waste ask your Manager or Volunteer Resources. You may also contact Infection Prevention or Environmental Services. Volunteers should not be handling any waste with visible blood or body fluids including red bags and containers and yellow containers,

Infection Prevention And Control For Volunteers

Protect Yourself And Others

To prevent the spread of cold and flu:

- Do not come to volunteer when you are ill
- Cover your mouth and nose with a tissue when you cough or sneeze
- If a tissue is not available cough or sneeze into your elbow or upper sleeve, not in your hands.
- Throw used tissues into the trash
- Wash your hands or use hand sanitizer
- Get your flu shot every year
- Clean and disinfect environmental surfaces daily and when soiled

Standard Precautions - Gloves

Wearing gloves creates a barrier between germs and your hands. Gloves must be changed between tasks and removed promptly to prevent environmental contamination. Using gloves does not replace good hand hygiene – wash your hands before and after using gloves. You may need to wear gloves for a variety of activities based on your volunteer assignment. Your Volunteer Resource Office will provide education/training.

Blood Borne Pathogens

Blood borne Pathogens (BBP) are viruses, bacteria and other types of germs present in human blood that can cause a disease. These pathogens include, but are not limited to, hepatitis B, hepatitis C and human immunodeficiency virus (HIV).

AHN Exposure Control Plan in accordance with the Occupational Safety and Health Administration (ASHA) standards on blood borne pathogens is available at each Network facility. For access to this Plan ask your Manager or Volunteer Resource Office.

Some examples of exposure to Blood borne Pathogens can occur through: Needle Sticks or other sharps injuries • Cuts, scrapes or breaks in the skin • Splashes of blood or body fluid into the mouth, noise or eyes.

If you have a **EXPOSURE INCIDENT** involving blood or other potentially infectious materials it is important to perform **FIRST AID. I**mmediately – Wash the area with soap and water after a stick or flush the eyes or mouth after a splash – Report to the **Emergency Department.**

Infection Prevention And Control For Volunteers

The goal of infection prevention is to prevent infections and communicable diseases through education, surveillance, observation and monitoring. Infections can be spread by direct person-to-person touch or contact and vectors like insect bites. Indirect spread of infections occurs through the environment, equipment and medical devices, airborne or droplet route, coughing and sneezing.

Hand Hygiene - Preventing The Spread Of Infection

Hand hygiene means cleaning one's hands before and after any contact with the patient, their chart, or equipment associated with the patient and the patient care environment. Wearing gloves is not a substitute for hand hygiene.

Hand hygiene is the single most important practice for preventing the spread of infection!

Cleaning hands means either washing one's hands with soap and water for a **minimum of 20 seconds** or if hands are not visibly soiled, using alcohol hand sanitizers as per the instructions below.

- Before entering and when exiting patient rooms
- Upon arrival to the work area
- Before donning and after removing gloves
- After coughing or sneezing into one's hands
- Between contact with different patients
- Before & after eating or drinking
- After using the restroom
- Before leaving the hospital
- After handling money

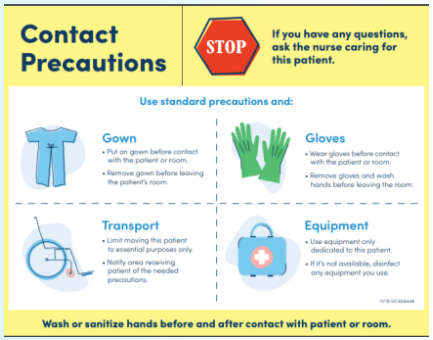
Infection Prevention And Control For Volunteers

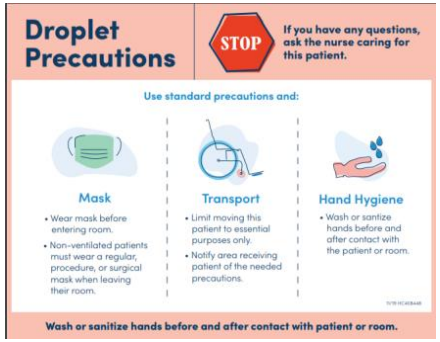
Isolation Precautions

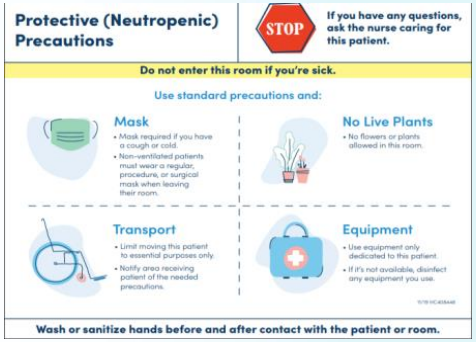
Isolation is an important infection prevention and control practice used to prevent the spread of a contagious disease to others.

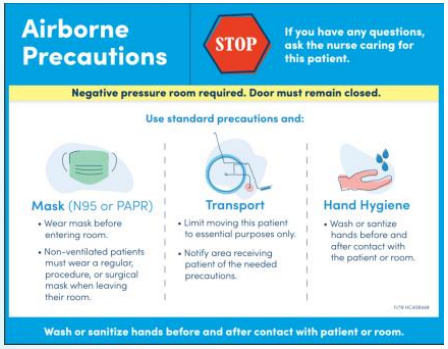
Volunteers are NOT PERMITTED to enter any room or patient room that has a posted isolation sign.

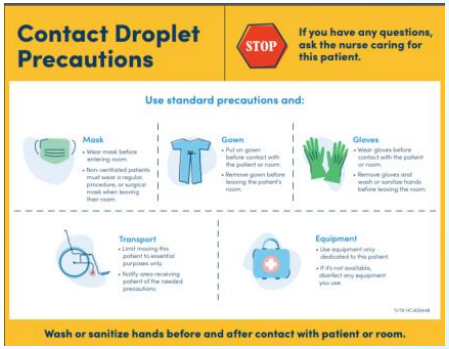
Identifying Isolation Precaution signs:











If you have questions or need information contained in this training clarified, please contact a member of your Volunteer Resource Department.

Welcome to our Allegheny Health Network Family!