

Sparrow Health System Volunteer Services

POSITION DESCRIPTION

Title: Patient Ambassadors

Location: Sparrow Campus

Purpose: To welcome patients and their families to Sparrow Hospital, provide them with information on hospital services, and serve as an avenue for the expression of any special needs. They visit patients Monday through Friday. The goal is to see every patient at least once during their admission and again for long term stays.

Responsibilities: Obtain census sheets for specific zone from Service Excellence Department. Obtain birthday cards and any patient e-mails and deliver them to patients within the assigned zone.
Inform charge nurse that you are on the floor.
Ask charge nurse if there are any special cases they are aware of that need attention.
Welcome patients and visitors and discuss:
 What your role is as Patient Ambassador.
 Ask how their stay has been.
 Ask if they have any special needs or concerns.
 Ask if there is anyone they would like to mention as delivering exceptional care.
 Inform them they may get a survey and encourage them to complete it.
Present them with or leave a welcome card for future reference.
Refer to certain hospital and community resources if needed.
Provide help to patient on resolving problems or special needs if possible.
Inform the nurse or charge nurse regarding concerns or special requests.
Fill out patient concern sheet and return it to Service Excellence Department if additional follow up is required.
Present new mothers with a complimentary 30-minute phone card.

Requirements: Must be registered in the Department of Volunteer Services.
Must attend volunteer orientation and on the job training.
Must obtain a TB skin test annually.
Must have knowledge of Standard Precautions, Blood Borne Pathogens and Confidentiality.
Must commit to two 3-hour shifts per months and 35 annual hours.
 Casual volunteers are required to work one shift each month with total annual hours of 18. (Shifts are during lunch 11:30-3:00)
Attendance at annual meeting is encouraged
Must pay annual membership dues of \$3.00
Must wear teal smock/jacket and photo ID badge while on duty.

Serve as a role model for consistent demonstration of Sparrow Health System's Customer Service Behavioral Standards of Performance, by respecting the Privacy and Confidentiality of those we serve.
Demonstrate knowledge and respect patient, service provider, organizational confidentiality and HIPAA Security procedures and protocols as defined under the HIPAA Privacy and Security Procedures.
Follow established HIPAA privacy procedures when using and/or disclosing protected health information.
Maintain and protect patient rights under the HIPAA Privacy Standards.

Qualifications: Knowledge of Sparrow Customer Service Behavior Standards.
Knowledge of resources available to patients and families.
Ability to communicate well with patients, families, nurses, and other staff while exhibiting a warm, friendly, and caring attitude.
Ability to solve minor problems tactfully, quietly, and quickly.
Ability to handle criticism of the hospital in a constructive manner.
Be aware of situations that might need a nurse's attention.
Ability to walk and stand for up to 3 hours.

Supervision: Daily agendas and supervision are provided by the Service Excellence Department staff. Leadership of the volunteer group is provided by the volunteer President.