Description and Purpose of the Unit:
Sparrow Outpatient Endoscopy provides care for adult GI endoscopy patients. The procedures performed in this department are limited to EGD’s and colonoscopies. There are four procedure rooms and 16 private patient care rooms. There is an average of 25 patients per day but the unit can accommodate upwards of 60 patients. We are in Suite 201 of the Sparrow Health Center located at 2909 E Grand River.

Age of Population Served: Adult (18-64), Geriatric (65+)
Responsibilities:
• Provide comfort care and communication for patients, family members, and visitors;
• Conduct frequent rounds to determine actual and potential needs of patients and their family members;
• Help by escorting patients and/or their families to their car after procedure;
• Assist by putting fresh linens on beds;
• Maintain open communication and an effective working relationship with other members of the hospital health care team;

Duties:
• Stock cabinets with blankets, sheets, towels etc.
• Stock blanket warmers
• Special projects will be assigned as needed
• Make coffee, tea, fill water glasses, etc., and keep nourishment stations stocked
• Tidy up patient rooms and bathrooms using gloves, and notify EVS or charge nurse if a thorough cleaning is needed

Qualifications and Skills Needed:
• Volunteers will need good communication and people skills to be able to interact in a culturally sensitive manner.
• Must be mature and behave in a professional manner that is consistent of the Sparrow I CARE Values.

Required Responsibilities of the Volunteer:
• Must be registered with Sparrow’s Volunteer Department.
• Must complete the Sparrow Hospital Orientation, unit training, and annual safety training.
• Must adhere to the agreed upon work schedule.
• Maintain proper uniform including wearing the Sparrow ID Badge.
• Must provide proof of a negative TB test.
• Must have flu vaccination between the months of November 1-March 30.
• Adheres to ICARE values and standards of behavior (Innovation, Compassion, Accountability, Respect, Excellence).
• Role model behaviors that value the diversity of our caregivers, patients, volunteers, and customers. Use behavior that supports an environment that is inclusive, welcoming and respectful.
• Communicate with patients, families and customers using AIDET (Acknowledge, Introduce, Duration, Explanation, Thank You).
• Works in a safe manner and promptly report any hazards identified in the work environment.
• Adheres to policies and procedures designed to avoid, prevent and reduce the spread of communicative diseases.
• Demonstrate knowledge and maintains and respects patient right to privacy by following the HIPAA Privacy and Security Policies and procedures.

Physical Aspects of this position:
This position requires walking, standing, and moving most of a three to four hour shift. The position requires going into patient rooms, going outdoors, and talking with patients and visitors. This position also requires the ability to push wheelchairs with up to 200 pounds of weight.

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<th>Occasionally</th>
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Work Environment:
This position requires mostly walking, standing, some sitting. This position requires sound judgment, empathy, and maturity in handling sensitive issues from patients and family members.

Supervision:
The Department Manager will provide the day-to-day supervision. Overall responsibility rests with the Director of Volunteer Services.

Volunteer Shifts
Monday – Friday: Any three-four hour shift between 8:00am-12:00 pm, 12:00pm-4:00pm., one volunteer per shift, 10 volunteers total

Revised 11/2017