Position Title: 7 South & 7 Neuman Volunteer

Description and Purpose of the Unit:
Med/Surg Pavilion, located on 7 South & 7 Neumann. The patients are very diverse. There are surgical patients including but not limited to hysterectomy, thyroidectomy, exploratory abdominal surgery and mastectomy. The medical diagnoses may include diabetes, congestive heart failure, COPD, sepsis. We also see many patients for wound care and interventional radiology. Volunteers will provide basic comfort measures and help prevent patient falls by checking that safety equipment and prevention tools are in place for patients that are at a high risk for a fall.

Age of population served:  Adult (18-64) & Geriatric (65 and above)

Responsibilities:

Patient Comfort:
- Perform clutter rounds: clearing rooms of clutter, changing the garbage bag on the bedside stand as well as the trash can, picking up meal trays, and tidying the rooms.
- Transport patients at discharge or accompany a mobile patient down to cafeteria/lobby.
- Provide patients with any personal items necessary (tissues, toothbrush, lotion…)
- When patients are discharged perform clutter rounding; clear bedside stand and over-bed table, and organize the room.
- Visit each patient within a unit to provide education on steps we can take to ensure they have a quiet and restful sleep. The Volunteers have a general script for giving patients headphones for the television, earplugs to reduce noise, and will ask the patient for feedback on improving their sleep environment. The volunteer also shuts doors and rounds throughout the unit to ensure doors have been shut or left slightly ajar for patients at risk for a fall.
- Ask nurse if you can observe any procedures that they may be doing (IV starts, dressing changes, wound team treatments)
- Assist caregivers in other duties as requested: i.e. Inventory equipment, bulletin boards.

Patient Safety:
- For Patients with a falling star on their door, use AIDET to introduce and explain the Safety Volunteers’ role
- Follow the fall bundle check list for each patient
- Look for opportunities to improve safety in the patient’s room by reminding patients to call the nurse before getting out of bed and make sure the call button and phone are next to patient.
- Do not enter rooms with isolation signs.

Qualifications and Skills Needed:
- Must complete patient safety training.
- Must be able to document safety items on checklist and turn on equipment as trained.
- Must be able to consistently follow procedure for reporting the findings of the inspection.
- Innovative! We need people who have an eye for delivering a higher level of customer service.
- Must be mature and act in a professional manner that is consistent of the Sparrow I CARE Values
- Students will need good communication and people skills to be able to interact with many different kinds of people in a culturally sensitive manner.

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.
- 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 and supports creating an environment that is inclusive, welcoming and respectful.
- Communicates with patients, families and customers using AIDET (Acknowledge, Introduce, Duration, Explanation, Thank You).
- Works in a safe manner and promptly reports any hazards identified in the work environment or related to assigned responsibilities.
- 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, bending and standing during most of the 4-hour shift. The work for this position is carried out in patient rooms with direct patient contact.

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<th>Occasionally</th>
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**Supervision:**
The Department Manager and Assistant Department Manager will assume assignments for the volunteer while they are on the floor. Overall responsibility rests with the Director of Volunteer Services.

**Volunteer Times:**
2 days a week: Schedule flexible: M-SU any 2 hours shift between 1-6 pm.
Total of 2 volunteers needed

Updated 8/13, 11/14, 7/15