



## JCAHO Questions and Answers

Volunteers in other hospitals have reported that the surveyors have not made them feel uncomfortable, so please do not be overly anxious about talking to them. Remember, you may refer to this information at any time. Just be calm, courteous and helpful. In other words, just be yourselves!

Do you have a service description for your volunteer assignment?

*They are kept on file in the Volunteer Department where I may pick up a copy for myself.*

What do you do?

*[Describe your duties as a volunteer].*

How were you trained to do it?

*[Explain how the department or volunteer staff showed you how to complete department-specific duties; explain how you completed the volunteer orientation checklist].*

What kind of orientation did you receive?

*An online orientation component is required for every volunteer. This orientation includes HIPAA training, safety training, confidentiality training and general volunteer information. The I completed department specific training for my volunteer position.*

Where are your records kept?

*In the Volunteer Services Department.*

Have you attended safety training sessions?

*Yes, the Volunteer Department requires volunteers to complete safety training as part of the orientation sessions. Safety codes, infection control and other safety procedures are covered as part of this orientation and information is included in our Volunteer Manual.*

Are you required to have an annual physical exam?

*Volunteers are required to have a skin test for tuberculosis when they begin, and it must be repeated annually.*

When was your last TB skin test?

*2007 or 2008*

Who is responsible for you here at the Hospital?

*My immediate supervisor in the department to which I am assigned, then the Volunteer Coordinator, who reports to the Director of Volunteer Services, who reports to the Senior Director of Human Resources.*

How is information communicated to you?

*Newsletters, notices at sign-in stations, in the mail and verbally.*

Where is your sign-in sheet?

*In the Volunteer Department, Institute on Aging, or other.*

Do you have a performance evaluation?

*Informal evaluations as needed/desired.*

What procedures do you follow if you are no longer able to continue your volunteer work?

*Notify supervisor of assigned areas and the Director of Volunteer Services. Turn in badge/parking permit.*

Do you transport patients?

*I do not transport patients but assist hospital staff by accompanying them with their patient transports. Only volunteers who have been certified are allowed to transport patients.*

Can you use elevators during a fire or emergency including a code drill?

*No. We must not use elevators during a fire (Code Red) and wait until "Code Red All Clear" has been announced. We may use the stairs if necessary.*

What number do you dial for an emergency?

*686-7777 for the police, 686-5333 for a fire.*

Do you know what to do if you discover a fire in the Hospital? What does R.A.C.E. mean?

What does P.A.S.S. mean?

*Upon discovery of a fire, Rescue persons in immediate danger. Alarm pull nearest station and dial 686-5333. Confine, close doors, contain smoke. Extinguish (use fire extinguisher if properly trained). To use fire extinguisher: PULL the pin, AIM nozzle at base of fire, SQUEEZE the handle, SWEEP the nozzle side to side across the base of fire.*

Where is the nearest fire extinguisher?

*[Please take note of this the next time you are in your volunteer location].*

Is there an emergency evacuation plan near your work area? Where?

*[Please take note of this or ask your supervisor the next time you are in your volunteer location].*

What is your role during an earthquake or other disaster?

*Report to supervisor of your area and/or Volunteer Department.*

Do you practice infection control?

*Yes, I always make sure there is a barrier that keeps me from coming in contact with blood and body substances [where applicable]. I wash my hands whenever they become visibly soiled, before and after every patient contact, after handling patient's belongings, after personal use of the toilet, and before and after eating. I check for signs on patients' rooms before entering.*

What is meant by universal/standard precautions?

*Treating all patients with the same precaution regarding infection control policies. Blood and body fluids for ALL patients are to be considered infectious.*

Are you familiar with confidentiality?

*Yes, I know I cannot at any time talk about information and people I see and learn about while on duty at the hospital. This was emphasized during my orientation and training.*

What do you do if you become ill or are injured on the job?

*Report to my supervisor; notify the Volunteer Department.*

What is the hospital's smoking policy?

*This is a non-smoking facility.*

How would you respond to an angry visitor?

*Politely, calmly and with empathy. Contact staff or the police if assistance is needed.*

What is the hospital's policy regarding patient complaints?

*Refer them to necessary staff or to Carol Murry, Associate Administrator of Patient Care, 686-6369.*

What are patient rights? Where are they posted?

*Patient's Bill of Rights includes considerate and respectful care, confidential treatment, participate actively in decisions regarding medical care and to receive as much information about any proposed treatment in order to give informed consent or refusal. It is posted in patient care areas. Each volunteer has a copy of the Patient Rights in their Volunteer Manual.*

What are the 4 values that UAMS emphasizes?

*Compassion, Attitude, Respect and Excellence or CARE.*

What is the Volunteer Services Mission?

*The Volunteer Services Department's mission is to teach, heal, search and serve through compassionate and informed volunteer service.*