



Atrium Health
Floyd

Volunteer Orientation

Welcome to the Atrium Health Floyd Family

Your orientation to Atrium Health Floyd includes reviewing this online presentation, which includes a verification acknowledging your understanding of the information.

Additionally, you will meet with a member of our Volunteer Services staff. You will be required to consent to a criminal background check and display your understanding of fire extinguisher usage. Volunteer Services will answer any questions you may have. Email Deborah.Shumate@atriumhealth.org or call 706-509-5109.

You will become familiar with areas of the facility where you will be providing volunteer care and service. Staff members within each area are happy to assist you as you become familiar with our facilities.

Volunteer Attendance

As a volunteer, you are an important member of the Atrium Health Floyd family. We rely on you and depend on your consistent attendance. Volunteers are expected to meet their commitments to their scheduled service hours.

- Give as much notice as possible if you will miss your shift. Inform the Volunteer Services office and your department when you are unable to be here.
- Excessive absences may be a reason for dismissal. After three consecutive absences without notification, the supervisor and/or Volunteer Services reserves the right to dismiss a volunteer.
- Leaves of absence (LOA) may be granted. A shift is not guaranteed upon return.
- If your assignment isn't working out, come talk to us, and we can search for an alternate assignment.
- Give the Volunteer Services office a two-week notice prior to your resignation, if possible.

Dress Code

Keep the following guidelines in mind while volunteering at any Atrium Health Floyd facility:

- Your appearance should reflect professionalism.
- Wear your badge in a visible location; the left lapel area is suggested.
- Volunteers must always wear their uniform while on assignment. The uniform consists of a teal T-shirt, polo or jacket, khaki pants and closed-toed shoes.
- It is suggested that you not wear any large/dangly jewelry for your personal safety, (e.g., a long necklace can become hooked on a door handle).
- The smell of tobacco or body odor should not be apparent.
- Please refrain from wearing fragrances while volunteering.

Benefits for Volunteers

Volunteers receive the following benefits while on duty:

- A free meal in the cafeteria when serving a four-hour shift.
- 20% discount in the Gift Shop (both Floyd and Polk). Must show ID badge; some exclusions apply.
- Opportunity to utilize exercise equipment in Atrium Health Floyd Outpatient Rehab when space is available. Must show ID badge.
- Volunteer Appreciation Events in April.
- YMCA special discounted rates. Must show ID badge.
- Atrium Health Floyd does not charge for uniforms, parking or dues.

Volunteer Services Contacts

Carolyn Falcitelli
Director, Volunteer Services
706-509-5071

Shelly Shumate
Volunteer Services Coordinator
706-509-5109

Marla Baker
Gift Shop Manager
706-509-5106

Kelly Rains
Gift Shop Coordinator
706-509-5105

Judy Schmidt
Expressive Arts Coordinator
706-509-5107

Organizational Overview

Learning about Atrium Health Floyd



About Atrium Health Floyd

Atrium Health Floyd is a leading medical provider and economic force in northwest Georgia and northeast Alabama. Atrium Health Floyd is part of Advocate Health, which is headquartered in Charlotte, North Carolina, and is the fifth-largest nonprofit health system in the United States, created from the combination of Atrium Health and Advocate Aurora Health.

At the center of these services is Atrium Health Floyd Medical Center, a 304-bed full-service, acute care hospital and regional referral center. Atrium Health Floyd employs more than 3,500 employees who provide care in over 40 medical specialties in locations throughout our service area:

- Atrium Health Floyd Medical Center in Rome, Georgia
- Atrium Health Floyd Cherokee Medical Center in Centre, Alabama
- Atrium Health Floyd Polk Medical Center in Cedartown, Georgia
- Atrium Health Floyd Medical Center Behavioral Health, a freestanding 53-bed behavioral health facility, also in Rome
- A primary care and urgent care network with locations throughout the service area of northwest Georgia and northeast Alabama.

Atrium Health Floyd Service Area Map

Atrium Health Floyd serves a seven-county area in Georgia and Alabama.

Atrium Health Floyd has several additional services including hospice, The Breast Center, outpatient physical therapy, mobile mammography and emergency medical services.

Atrium Health Floyd Medical Center provides the area's only Level II Trauma Center and the only Level III Neonatal Intensive Care Unit (NICU).



Senior Leadership

The Executive Leadership Team at Atrium Health Floyd oversees the daily operations of the organization, develops strategy for future growth, establishes and maintains quality health care services, and provides a people-centered work and care environment in alignment with the Atrium Health Floyd mission.

[Learn more about our Executive Leadership Team on Floyd.org.](#)

Atrium Health Floyd Administration: 706-509-6900

Culture Commitments

This is our Mission Statement. This is what we do everyday, for every patient, and our communities.

TO IMPROVE **HEALTH**
ELEVATE **HOPE**
AND ADVANCE **HEALING**
- FOR ALL

Our Culture Commitments

Culture: (*noun*) The shared values, typical practices, and goals of an organization.

At Atrium Health Floyd, these statements define our culture.

Teammates demonstrate Culture Commitments by our behavior.

Next, you will learn the behaviors we associate with each Commitment.

We create a space where all **BELONG**

We work as one **TEAM** to make great things happen

We earn **TRUST** in all we do

We **INNOVATE** to better the now and create the future

We drive for **EXCELLENCE** - always

We create a
space where all
BELONG.

WE...

care for one another like family and
with kindness.

are first to treat each other with respect.

represent those without a voice.

We WORK AS ONE TEAM
to make
great things happen.

WE...

do what's best for the greater good.

use all teammates' talents to achieve
more together.

connect and collaborate with
everyone we work with.



We earn TRUST
in all we do.

WE...

keep our word.

build trust to go further faster.

act with integrity.

We INNoVATE to
better the now and
create the future.

WE...

are open to great ideas from anywhere
across our enterprise.

learn something new daily and put it into action.

work to make us better every single day, in big
and small ways.

We drive for
EXCELLENCE —
always.

WE...

aspire to lead in everything we do.

inspire each other to be great.

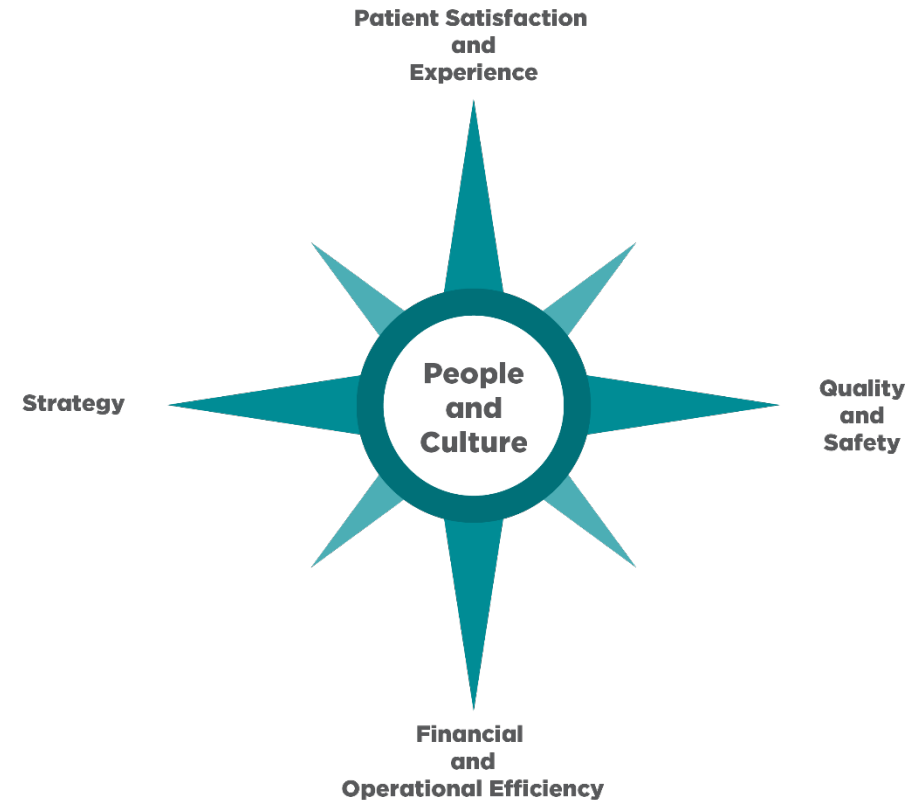
make every experience matter for everyone.

Organizational Overview: Quality Leads to Success

Atrium Health Floyd seeks to be in the **top 10%** in the nation in all we do. The **Value Compass** provides guidance and a way to measure our progress toward our 10% goal.

People and Culture are at the core. A professional employee base, and our strong culture are at the center of everything we do.

A **successful strategy** is measured by the other parts of the Value Compass.

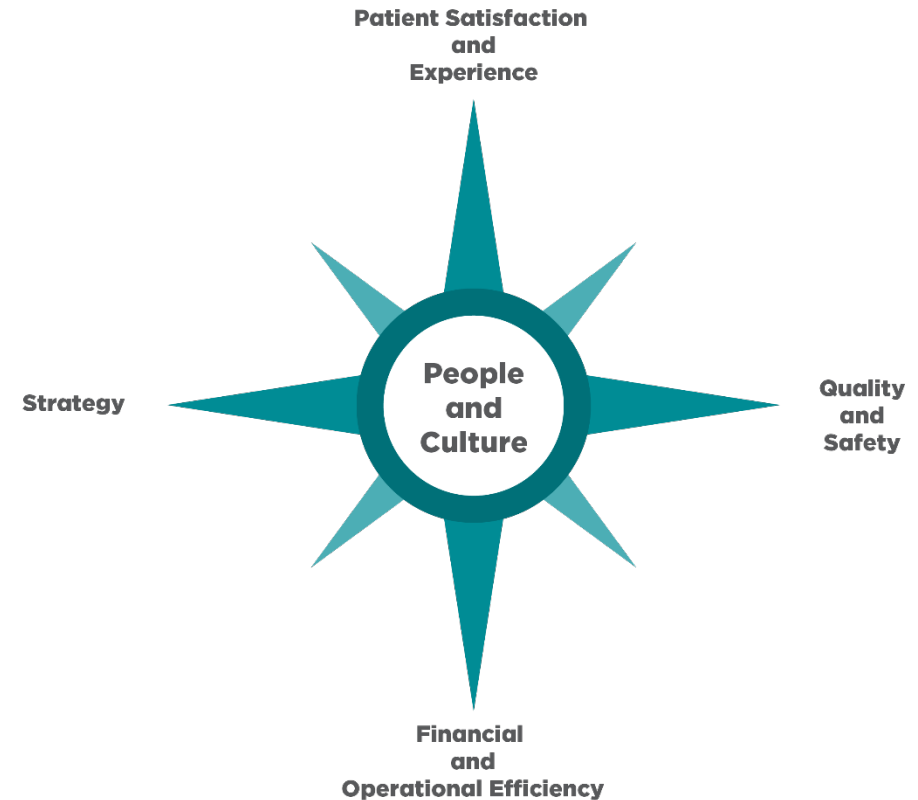


Organizational Overview: Quality Leads to Success

Financial and Operational Efficiency are key to our long-term success.

Plainly put, Atrium Health Floyd must be financially sound in order to continue meeting its mission and vision.

We succeed in this compass point through revenue and conducting our organization as efficiently as possible.



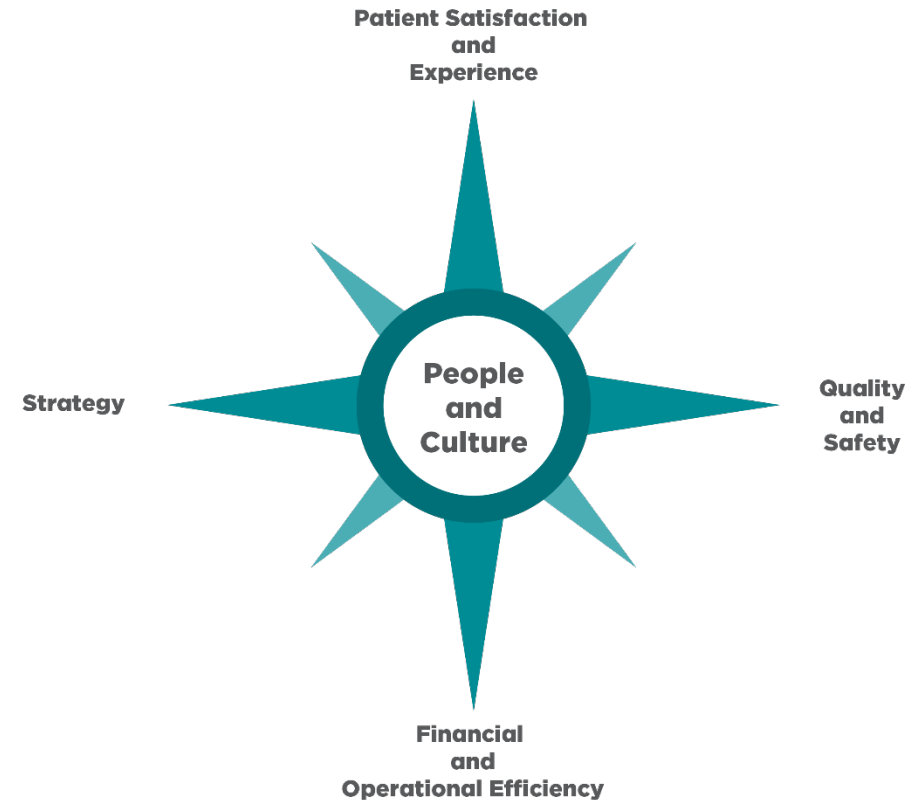
Organizational Overview: Quality Leads to Success

Quality and Safety are critical as we strive for **Zero Harm**.

Harm can be physical and/or and emotional.

Quality and Safety include following policies and procedures, hourly rounding on patients, bedside shift reports.

It can be summed up as ***caring*** enough to do our best for every patient, every day.

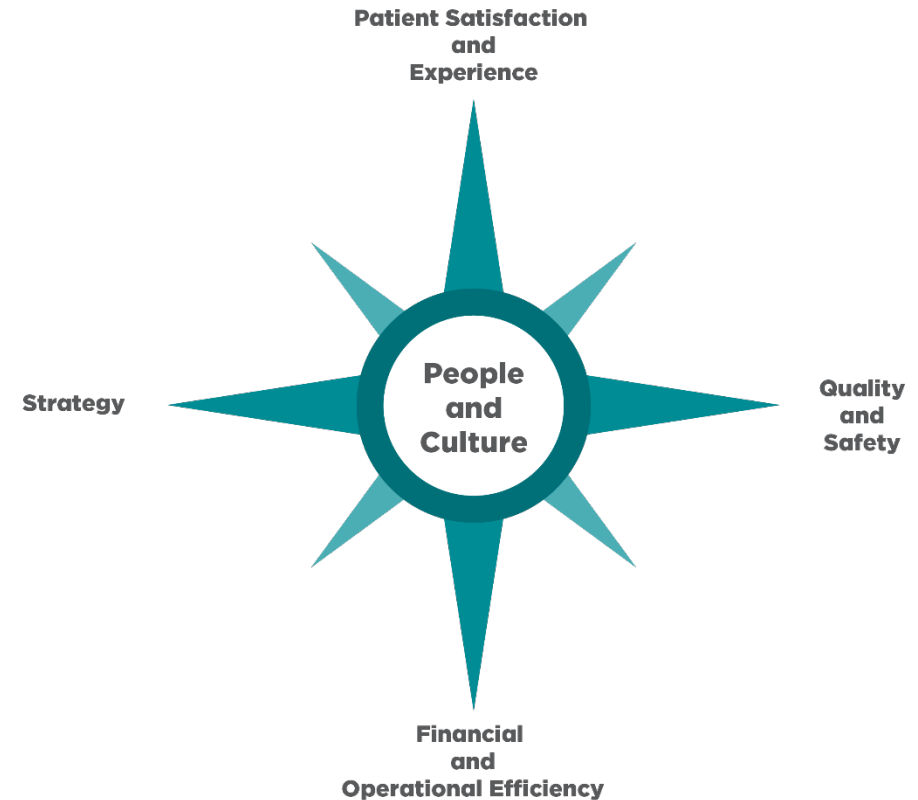


Organizational Overview: Quality Leads to Success

The **Patient Experience** encompasses the patient's experience with Atrium Health Floyd from scheduling through bill payment.

An **exceptional experience**, which results in our patients feeling so positive about their Atrium Health Floyd experience that they refer Floyd to others, is what we want.

Most importantly, research indicates an exceptional patient experience correlates with **high-quality care**.



Centers and Designations



Certifications and Designations

7 Joint Commission Certifications:

- Advanced Heart Failure
- Advanced Inpatient Diabetes
- Advanced Primary Stroke Center
- Advanced Palliative Care
- Joint Replacement (Hip/Knee)
- Perinatal
- Spine Surgery

4 Centers of Excellence Designations:

- Bariatrics
- Breast Imaging
- Chest Pain
- Level II Emergency Department

Disease-Specific Certification

The Joint Commission has several disease-specific certification programs to evaluate clinical care in disease management programs. Here is why:

National Standards: Ensures evidence-based care is provided according to national standards

Evaluation: Certification evaluates a clinical program to ensure high-quality care

Organized Approach: Certification provides organizations with an approach to performance measurement and improvement, which includes data collection and analysis

Performance Measurement: As part of being a certified disease-specific program, the team must review data and effects over time for care improvement



Atrium Health
Floyd

Advanced Heart Failure & Chest Pain

Stephanie Durall, RN BSN | Keely Harris, RN BSN
Heart Failure & Chest Pain Program Coordinators



Heart Failure in the United States

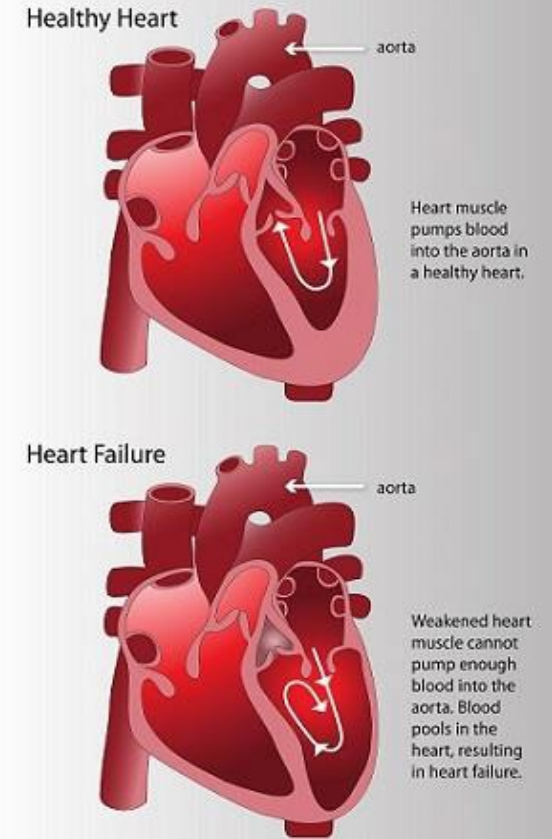
Approximately **6.2 million** adults in the United States have heart failure

- Heart Failure was mentioned on **379,800** death certificates in 2018
- Heart Failure costs - **\$30.7 billion** in 2012 (hospitalization, medications, missed work)

[Heart Failure | cdc.gov](https://www.cdc.gov/heartfailure/)

- Approximately **550,000** new cases are diagnosed in the United States each year
- Heart failure is responsible for **11 million** physician visits each year, and more hospitalizations than all forms of cancer combined
- HF is the first-listed diagnosis in **875,000** hospitalizations, and the most common diagnosis in hospital patients age 65 years and older
- More than half of those who develop HF die within **5 years** of diagnosis
- Deaths from heart failure have decreased on average by **12%** per decade for women and men over the past 50 years

[Heart Failure Statistics \(emoryhealthcare.org\)](https://www.emoryhealthcare.org/heart-failure-statistics/)



Why the Focus on Heart Failure

- For FY 21, Heart Failure made up **4%** of total hospital admissions at Floyd
 - **9,097** admissions total
- For FY 21, Heart Failure was the **3rd** most used DRG grouping for Floyd's admission population
 - DRGs 291, 292, 293
- Medicare population
 - **74%** of Floyd's Heart Failure Patients have Medicare
 - The remaining **26%** are equally divided between Commercial, Medicaid, and Self-pay

Why the Focus on Heart Failure

- Identified that Heart Failure patients needed better coordination of care
- Reducing variability improves the quality of patient care
- Early diagnosis and treatment can improve quality and length of life for people who have heart failure. Treatment usually involves **taking medications, reducing sodium** in the diet, and getting **daily physical activity**.

Signs and Symptoms of Heart Failure

Shortness of breath

Swelling in feet, ankles, legs or abdomen

Activity intolerance

Episodes of dizziness

Increased weight gain (more than 2 pounds overnight or 5 pounds in a week)

Fainting episodes

Confusion

Community Outreach

“Hands Only” CPR courses/events

AED training in conjunction with EMS

Health fairs

Church groups

School involvement (all grades)

Factory employee first responder group

YMCA



Heart Failure Clinic

Provider referral is required

Care Team

- Medical Director: Dr. Patel (Cardiologists)
- Nurse Practitioner: Marenda Russell
- Manager: Emily Costolnick
- Registered Nurses

Open Monday-Friday 8am-4:30pm

Provides one-to-one patient education outside of the hospital setting during their visit

Helps arrange transportation to and from visits

Provides over the phone education on an as needed basis

Works with Floyd Home Care providing IV Lasix

Patients not appropriate:

- Hospice
- Dialysis

Accepts patients with no insurance ~ copay not required at time of visit



Heart Failure Clinic

Patients diagnosed with heart failure can get the care and resources they need to feel better and improve their quality of life at the Heart Failure Clinic at Floyd.

What Is Heart Failure?
Heart failure occurs when the heart is unable to pump enough blood to keep the body and your internal organs working properly.

How the Heart Failure Clinic at Floyd Can Help

- Education to improve patient self-care and help you take control of your health, including dietary guidelines
- Track patient weight
- Lab work to monitor kidney function
- Medication administration
- Support for patients and family members



What to Expect
At your first visit, you can expect to have blood drawn for lab work and receive those results and be provided with education from the registered nurses at the clinic. You may be scheduled to see one of the clinic providers at

the initial visit, if not, the staff will have you scheduled to return the following week for a provider visit.

Care Team
Our experts include our medical director and nurse practitioner from Harbin Clinic and registered nurses from Floyd.

Location
The Heart Failure Clinic is located in Suite 103 on the first floor of the 330 Physicians Center, 330 Turner McCall Blvd., next to Floyd Medical Center. It is open Monday through Friday. Referrals from a physician are required.

Contact
Phone: 706.509.5645
Fax: 706.509.5646



FLOYD
330 Turner McCall Blvd.
Rome, Ga 30165
floyd.org

CHEST PAIN -- Heart Disease/Heart Attack

Atrium Health Floyd's Chest Pain Center of Excellence is committed to quality care and improvement of outcomes for Acute Coronary Syndrome (ACS) patients and to promote awareness in the community of Early Heart Attack Care (EHAC) and Hands-Only CPR.

Main Goal:

To reduce mortality and morbidity through early detection and rapid treatment of individuals with ACS/Acute Myocardial Infarction (AMI).

FACTS about Heart Disease

Heart disease is the leading cause of death for men, women, and people of most racial and ethnic groups **in the United States**.

One person dies every 36 seconds **in the United States** from **cardiovascular disease**.

About 655,000 Americans die from **heart disease** each year ~ that's 1 in every 4 deaths.

Heart disease is the **leading cause of death** for people of most racial and ethnic groups in the United States, including African American, American Indian, Alaska Native, Hispanic, and white men. For women from the Pacific Islands and Asian American, American Indian, Alaska Native, and Hispanic women, heart disease is second only to cancer.

FACTS about Heart Disease

Risk Factors

High Blood Pressure, High Blood Cholesterol and Smoking are key risk factors for heart disease.

Several other medical conditions and lifestyle choices can also put people at a higher risk for heart disease, including:

- Diabetes
- Overweight and Obesity
- Unhealthy Diet
- Physical Inactivity
- Excessive Alcohol Use

Heart Attack

Heart Attack

A heart attack happens when your heart muscle cannot get the oxygen and nutrients it needs to function properly.

In the United States, someone has a heart attack every 40 seconds.

Every year, about **805,000 Americans** have a heart attack. Of these,

- 605,000 are a first heart attack
- 200,000 happen to people who have already had a heart attack
- About **1 in 5 heart attacks is silent**—the damage is done, but the person is not aware of it.
- About 20 percent of adults ages 45 and older who have had a heart attack will have another one within 5 years.

Learn the **EARLY SIGNS & SYMPTOMS**

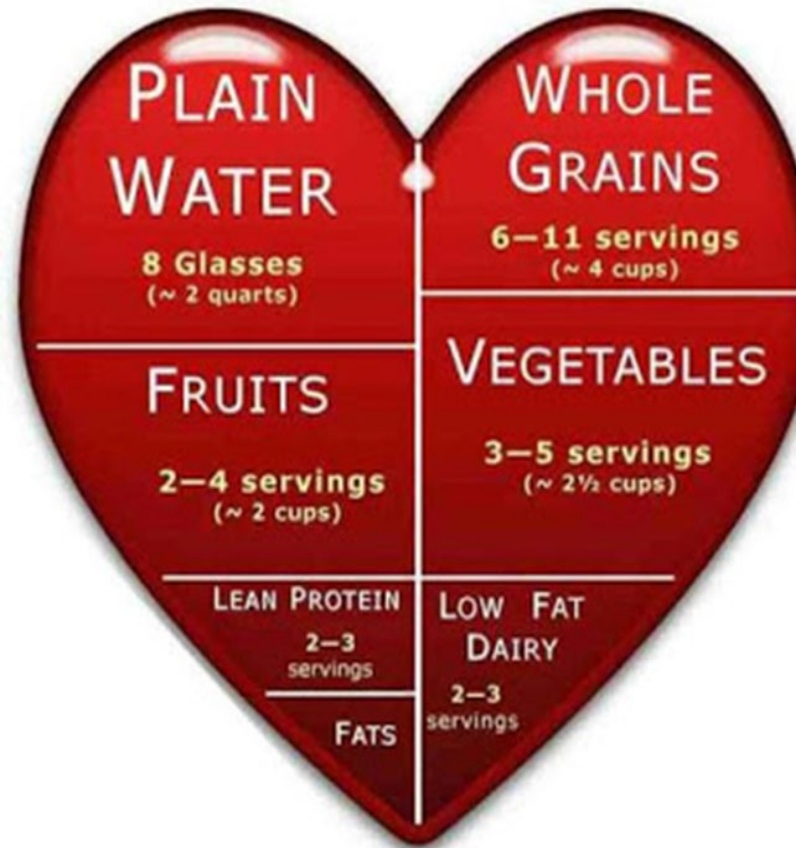
Someone might have one or more of these common symptoms. When they start, they can be mild or come and go. Over time, the symptoms and pain become more intense. *Stay alert and always pay attention to chest pressure.*



SURVIVE. CALL 9-1-1
DON'T DRIVE.

Healthy Choices

- Daily Exercise
- Healthy Diet
- Lower Cholesterol
- Lower High Blood Pressure
- NO Smoking
- Reduce Stress



Advanced Primary Stroke

Autumn Kiser, BSN, RN – STROKE Program Coordinator



Why focus on stroke?

Stroke kills nearly 150,000 of the 860,000 Americans who died of cardiovascular disease each year – that's 1 in every 19 deaths from all causes.

A stroke, sometimes called a brain attack, happens in one of two ways:

Ischemic stroke - when the blood supply to the brain is blocked

Hemorrhagic stroke – when a blood vessel in the brain bursts

A stroke causes brain tissue to die, which can lead to brain damage, disability and death. Stroke is the 5th leading cause of death in the United States, and the leading cause of long-term disability. This is disturbing because 80% of strokes are preventable.

You can greatly reduce your risk for stroke by making lifestyle changes to help control your blood pressure, cholesterol levels and, in some cases, by taking medication.

Risk Factors

Anyone, including children, can have a stroke at any time. Every year, about 800,000 people in the United States have a stroke ~ and about 1 out of 4 of those strokes are recurrent strokes. Having one stroke means you have a greater risk of having another (or recurrent) stroke.

Several factors that are beyond your control can increase your risk for stroke. These include your age, sex, and ethnicity. But there are many unhealthy habits, such as smoking, drinking too much alcohol, and not getting enough exercise, that you can change to lower your stroke risk.

Using tobacco products and having high blood pressure, high cholesterol, diabetes, or obesity can also increase your risk for stroke. However, treating these conditions can reduce your risk. Ask your doctor about preventing or treating these medical conditions.

Signs and Symptoms

An easy way to remember the most common signs of stroke, and how to respond is the acronym F.A.S.T

Face Drooping:

Ask the person to smile. Does one side droop?

Arm weakness:

Ask the person to raise both arms. Does one arm drift downward?

Speech difficulty:

Ask the person to repeat a simple sentence. Are the words slurred?

Time to call 911: if the person shows ANY of these signs, call 911 immediately. Stroke is a medical emergency. Treatment can begin in the ambulance

Stroke – there's treatment if you act FAST.



Face
Face look
uneven?



Arm
One arm
hanging
down?



Speech
Slurred
speech?



Time
Call 911
NOW!

Signs and Symptoms

Other common signs of stroke are:

- Sudden dizziness, trouble walking or loss of balance/coordination
- Sudden trouble seeing in one or both eyes
- Severe sudden headache with no known cause
- Sudden numbness of face, arm or leg
- Sudden confusion or trouble understanding others

Stroke Prevention

High blood pressure is the single most treatable risk factor for stroke. Preventing, diagnosing and controlling it through lifestyle changes and medicine are critical to reducing stroke risk. There are several steps you can take to reduce your risk for stroke:

- Eat a healthy diet, low in sodium, with plenty of fruits and vegetables
- Maintain a healthy weight
- Be physically active
- Don't smoke and avoid secondhand smoke
- Limit alcohol use
- Prevent or manage your other health conditions, especially high blood pressure, high cholesterol, diabetes and obesity

Performance Measures

There are 12 stroke measures that must be met by discharge for patients presenting or diagnosed with a stroke during their hospital stay.

1. VTE Prophylaxis
2. Discharge on Antithrombotic
3. Anticoagulation therapy for A-fib/Flutter
4. Thrombolytic therapy
5. Anti-thrombotic therapy by end of day 2
6. Discharged on a moderate/high intensity statin
7. Dysphagia screening
8. Stroke education
9. Smoking cessation
10. Assessment for rehabilitation
11. LDL documented
12. NIHSS completed within 12 hours

Advanced Inpatient Diabetes

Frances Willingham, RN, CDE – Diabetes Program Coordinator



Inpatient Diabetes Program

Atrium Health Floyd Medical Center's Diabetes Management program's goal is to improve the health of the people and communities we serve by providing outstanding glycemic management for our patients.



Performance Measures

- HbA1C results on the chart
- Hypoglycemia treated per established protocol
- Percentage of meals and bedtime snacks consumed
- Insulin Pump Agreement (completed upon admission)

Why focus on diabetes?

Diabetes is a condition in which the body does not properly process food for use as energy. Most of the food we eat is turned into glucose, or sugar, for our bodies to use for energy. The pancreas, an organ that lies near the stomach, makes a hormone called insulin to help glucose get into the cells of our bodies.

Facts about Diabetes

- 34.2 million people have diabetes ~ just over 1 in 10 ~ (10.5% of the US population)
- 7th leading cause of death in the United States
- Number 1 cause of Kidney Failure, Lower Limb amputations and Adult Blindness
- 7.3 million people (21.4% are undiagnosed)

Facts about Pre-diabetes

- 88 million people aged 18 years or older have prediabetes (34.5% of the adult US population)
- 24.2 million people aged 65 years or older have prediabetes

Types of Diabetes

Type 1 – (previously called insulin-dependent or juvenile diabetes) is usually diagnosed in children, teens, and young adults, but it can develop at any age.

Type 2 – most often develops in people over age 45, but more and more children, teens, and young adults are also developing this type of diabetes

Type 3 – Gestational diabetes is a type of diabetes that can develop during pregnancy in women who don't already have diabetes. Every year, 2% to 10% of pregnancies in this country are affected by gestational diabetes.

Reduce Your Risk of Type 2 Diabetes

- Manage your weight
- Exercise regularly
- Eat a balanced, healthy diet which includes fiber and whole grains
- Limit take-out and processed foods
- Limit your alcohol intake
- Quit smoking
- Control your blood pressure

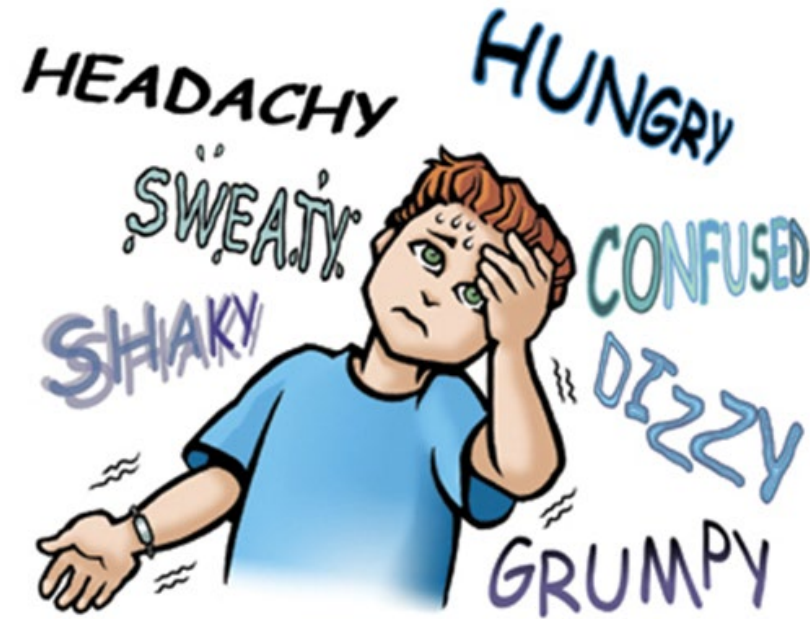


Signs and Symptoms of Diabetes

Get your blood sugar tested if you have any symptoms of diabetes. If you have any of the following diabetes symptoms, see your doctor.

- Urinating a lot, often at night
- Are very thirsty
- Losing weight without trying
- Are very hungry
- Have blurry vision
- Have numb or tingling hands/feet
- Feel very tired
- Have very dry skin
- Sores that heal slowly
- Have more infections than usual

Hypoglycemia (Low blood sugar) symptoms



Treatment for Hypoglycemia

If you have symptoms of low blood sugar, eat/drink 15 – 20 grams of carbohydrates. You can take juice, hard candy, or glucose tablets. These will usually help your symptoms disappear.

Call 911 if you don't feel well, or can't get your blood sugar back up

Hyperglycemia (High blood sugar)

If your blood sugar is high, you should seek medical attention.

Call 911 if you don't feel well or can't get your blood sugar down.

The signs and symptoms are to the right.



What To Do

What should you do if you see someone having the signs and symptoms of a heart attack, stroke or low/high blood sugar? All of these are considered medical emergencies and seeking immediate medical assistance could save someone's life.

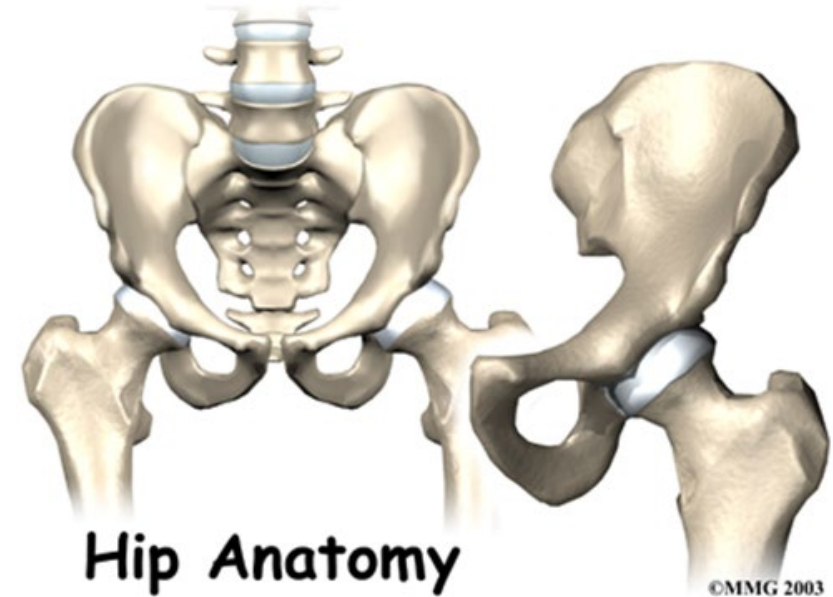
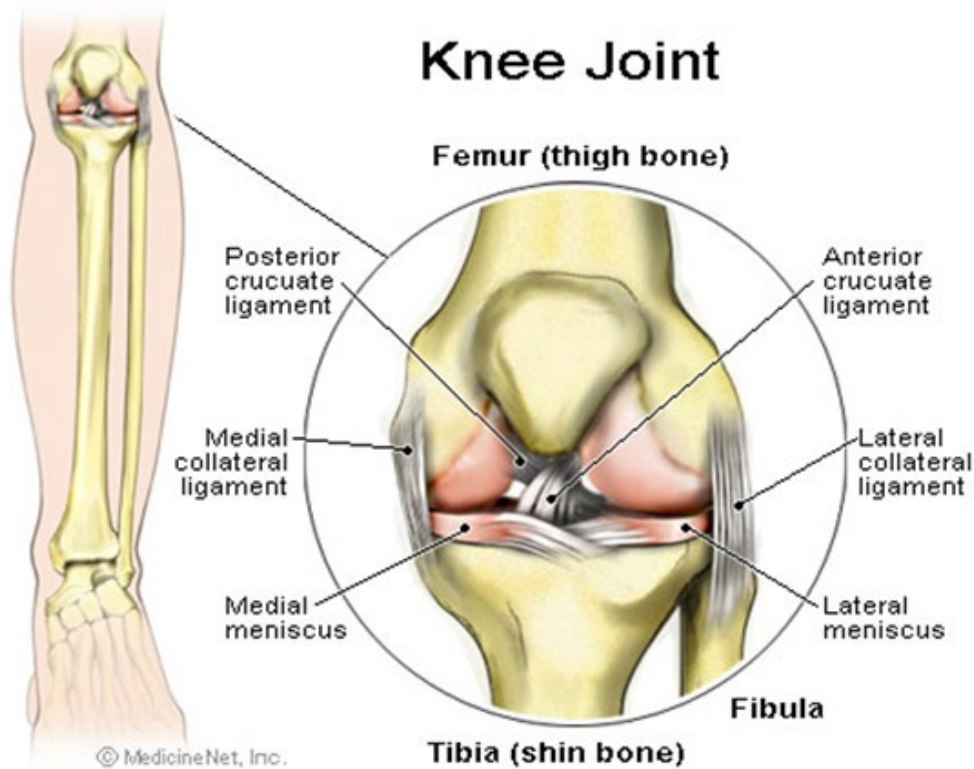
- At Atrium Health Floyd Medical Center, dial 1 2 3.
- At Atrium Health Floyd Polk Medical Center, dial 7 8 9.
- In outlying areas, including Atrium Health Floyd Cherokee Medical Center, dial 911.

Center for Joint Replacement – Hip & Knee

Susan Riley, BSN, RN – Joint Replacement Coordinator



Hip and Knee Replacement



Center for Joint Replacement

The **mission** of the Center for Joint Replacement is to be responsive to the communities we serve by providing an Orthopedic Care unit which affords those in need the greatest opportunity to obtain the maximum possible functional status and management of pain.

The **vision** of the Center for Joint Replacement is to restore our patient's mobility, decrease pain, and to facilitate our patients in moving towards restoration of health by providing patient and family education, state-of-the-art surgical interventions, and rehabilitative therapies resulting in excellent surgical outcomes. Patients of the Total Hip and Total Knee unit at Atrium Health Floyd Medical Center will receive care that is compassionate, comprehensive and coordinated.

Performance Measures – Joint Replacement

- Patient is up to chair within 5 hours of surgical time
- Neurovascular checks documented as ordered
- Number of times Incentive Spirometer volume and effort is documented at least once per shift
- Improve opioid safety by increasing the utilization of electronic transmission of discharge prescriptions

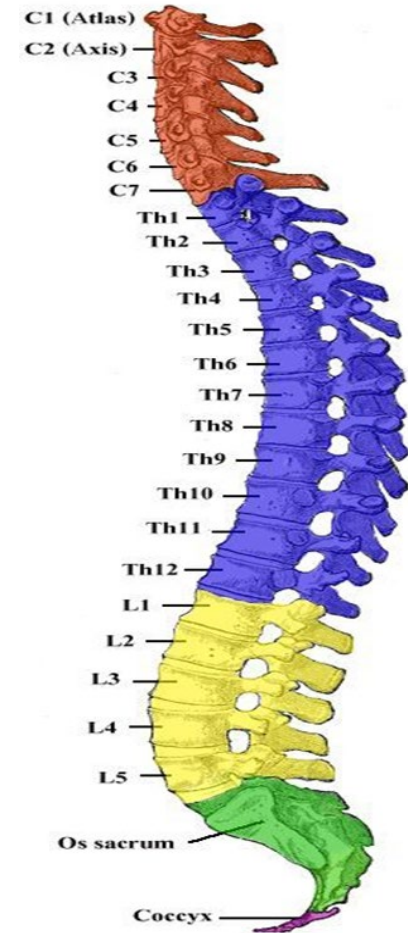
Spine Surgery

Autumn Kiser, BAN, RN, SCRNP

Spine Surgery

The goal of the Spine Surgery program is to provide a full range of state-of-the-art spinal surgery care for our patients that is evidence based, timely, and produces optimal outcomes.

The objective of the Spine Surgery program is to consistently provide every spine surgery patient with the appropriate surgical and post-surgical care in a healing, supportive environment that exceeds the expectations of our patients and their families.



Performance Measures – Spine Surgery

Currently reporting:

- Return visits to the ED/Inpatient within 30 days of discharge
- Incentive Spirometer usage initiated and documented Q 4h
- Mobility (sit at the side of the bed and dangle feet and/or out of bed within 4 hours on the day of the surgery)
- Pre-op education watched/read prior to surgery

Other metrics include:

- Blood Transfusion Rate (PRBC, PLT, FFP, plasma)
- Post Op – PNA, PE, DVT, and/or AMI in acute care phase

Advanced Palliative Care

Julie Holyoak, MSN, ACNP-BC, CWCN-AP, CFCN, ACHPN –
Palliative Care Program Coordinator



Palliative Care

The Atrium Health Floyd Medical Center Palliative Care program is a holistic program provided to patients and families facing a life-threatening or life-limiting diagnosis. This is accomplished through an interdisciplinary team that does the following:

- Provides emotional and spiritual support
- Supports physical comfort and symptom management
- Deepens trust through compassionate communication
- Empowers lives through continuous education

What is Palliative Care?

Palliative care is an approach that improves the quality of life of patients and their families facing the problem associated with life-threatening illness, through the prevention and relief of suffering by means of early identification and impeccable assessment and treatment of pain and other problems, physical, psychosocial and spiritual.

Palliative Care

- Provides relief from pain and other distressing symptoms;
- Affirms life and regards dying as a normal process;
- Intends neither to hasten or postpone death;
- Integrates the psychological and spiritual aspects of patient care;
- Offers a support system to help patients live as actively as possible until death;
- Offers a support system to help the family cope during the patient's illness and in their own bereavement;
- Uses a team approach to address the needs of patients and their families, including bereavement counselling, if indicated;
- Will enhance quality of life, and may also positively influence the course of illness;
- Is applicable early in the course of illness, in conjunction with other therapies that are intended to prolong life, such as chemotherapy or radiation therapy, and includes those investigations needed to better understand and manage distressing clinical complications.

The Patient Experience



What We Expect

Every patient will be treated with dignity and respect throughout all stages of their life and death.

We use the term “customer” in the broadest sense to include patients, families, visitors, members of the community, physicians, providers, vendors, medical staff and volunteer peers.

In all our words and actions, we strive to do unto others as we would have them do unto us and our families.

Let's Define Patient Experience

The sum of all *interactions*, shaped by an
organization's *culture*, that influence
patient *perceptions*
across the *continuum* of care.

-The Beryl Institute

Who Can Impact the Patient Experience?

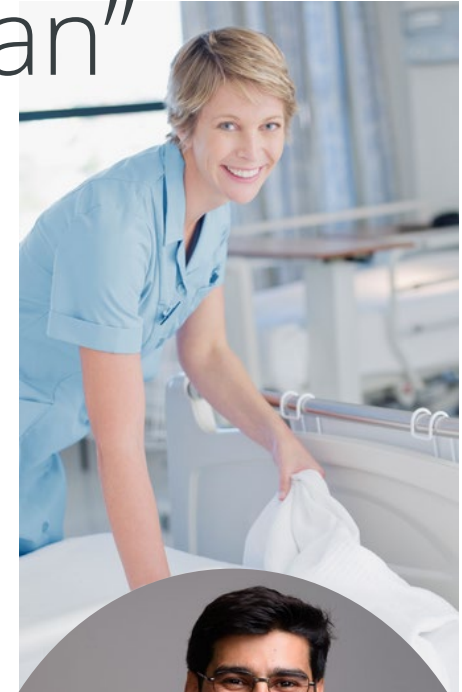
"I can"



"I can"

"I can"

"I can"



"I can"



"I can"



"I can"

G.R.E.A.T. Tool for Communication

G

R

E

A

T

GREET

Begin the interaction with a warm greeting; demonstrate caring for all

RELATE

Connect with empathy and compassion; anticipate spoken and unspoken needs

EXPLAIN

Clarify your role, the situation and the plan as clearly as possible

ASK

Use open-ended questions and active listening to ensure understanding

THANK

End the interaction with caring and show gratitude

Non-Verbal Communication

If patients and family feel that the underlying messages behind your **words** or **body language** are any of these, they will lose confidence in you and the service you provide.

“I am too busy.” “I can’t help you.”

“I don’t like you.” “I can’t be bothered.”

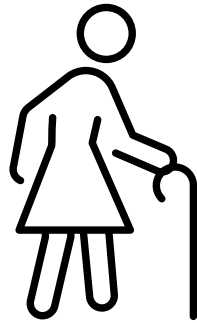
“It’s not *my* job.” “It’s no big deal to wait.”

Language barriers?

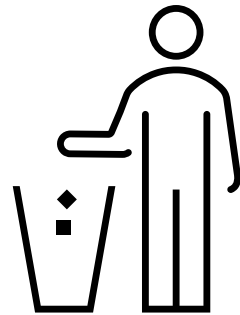
We have an interpretation line and electronic services to assist!

Ask your manager how to contact them.

Pick up trash. Help others find their way.



If you encounter someone that appears to be lost or confused, take a minute to ask them if they need help. It can be frustrating when you can't find where you need to be for an appointment. If you don't know where it is, escort them to the nearest employee and ask them for help.

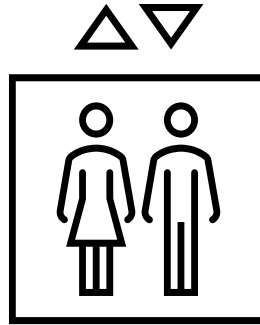


We take pride in our facilities. As you are going about your day and you see a piece of trash, pick it up and throw it away.

Patient Interactions and Etiquette

Always allow patients and guests to enter and exit first on an elevator

Put your cell phone away. Be mindful of your surrounding.



- Smile
- Speak
- Don't discuss patients

Treat others with respect. When entering a patient room, **always** knock and introduce yourself. Let them know what you are there for.

Hallway Etiquette

The **10/5 Rule** will help make the patient, family member or teammate feel welcomed, and will let them know that we are here to serve, and to provide the best experience possible

At 10
feet

Make eye contact and warmly smile to acknowledge as you approach someone.

At 5
feet

A sincere greeting or friendly gesture should accompany the eye contact and smile

Teamwork

IS THE KEY TO



*Patient
Experience*

What does teamwork mean?

- ❖ It means creating a positive impression by things you say about yourself, others and Atrium Health Floyd.
- ❖ Your positive words set the stage for the staff who will interact with the customer after you.
- ❖ It also increases confidence and decreases anxiety.

The Voice of the Patient

The goal of Atrium Health Floyd is: To Improve Health, Elevate Hope and Advance Healing – FOR ALL!

To help achieve that, we continually seek feedback from patients and use their experiences to improve service where needed and to recognize those cited when service is exemplary. Patients may respond to questions and provide comments about the care received during their hospital visit, primary care visit or outpatient services.

Contact:

Patient Experience Liaison, 706-509-5195

Patient Rights and Ethical Issues

Atrium Health Floyd has an Ethics Committee available for consultations. Consultations may be requested by physicians, staff, patients or their families. The Ethics Committee reviews pertinent information and may make recommendations to providers. The ethics consult process can be activated by contacting the Chaplain or the Executive VP and Chief of Patient Services.

Contact

- Jason Jordan, Chaplain, Director of Pastoral Services, 706-509-5000
- Dr. Sheila Bennett, Senior VP and Chief of Patient Services, 706-509-6900
- Atrium Health Floyd Medical Center Switchboard, 706-509-5000

Culture, Language Services and Diversity

Our patient population reflects diversity in race, ethnic origin, religion and age. Volunteers should treat each patient and staff members as an individual. This includes identifying any special needs related to culture and meeting those needs in a sensitive manner.

If in doubt, staff members can help you as they are trained to evaluate the communication needs of Floyd customers and to provide communication aids when appropriate for effective communication.

Language services and support are available for patient care. Interpreters are available onsite and on call for Spanish-speaking patients.

Telephone interpretation is available for multiple languages and/or when interpreters are not available. Telecommunication equipment is available for communication with deaf/hard-of-hearing patients.

All interpretative services are provided free to patients and their families.

The Chaplain is available as a resource for managing religious and spiritual concerns with patients. The Chaplain can be reached by calling the Switchboard at 706-509-5000.

Compliance Information to Protect Patients



Confidentiality/HIPAA

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) requires that access to protected health information (PHI) will be managed to guard the confidentiality, integrity and availability of information/data.

According to the law, all Atrium Health Floyd officers, employees and volunteers must preserve the integrity and the confidentiality of individually identifiable health information (IIHI) pertaining to each patient or client.

Knock, Knock

Who's there?

HIPAA

HIPAA Who?

Sorry, I can't tell you that...



HIPAA

Federal legislation that deals with protecting the privacy (confidentiality) and security (safeguarding) of health data, which HIPAA calls Protected Health Information (PHI).

HIPAA has 3 Major Rules:

- Privacy
- Security
- Electronic health care transactions



What is Protected?

Any information about a patient that is written, saved on a computer or electronic media (disks, CDs, etc.), or spoken is **Protected Health Information (PHI)**. PHI includes:

- Name
- Age
- E-mail
- Social Security #
- Address
- Phone number
- Diagnosis
- Medical history
- Medications
- Observations of health
- Medical record number
- Any unique identifier
- The fact that the patient is in the hospital

What should you do?

Your sister's close friend is having surgery at the organization where you volunteer. She asks you to find out what you can about the friend's condition. Should you call and ask around to the friends or staff you know?

☐ Yes

☐ No

☐ Uncertain

The Answer

Your sister's close friend is having surgery at the organization where you volunteer. She asks you to find out what you can about the friend's condition. Should you call and ask around to the friends or staff you know?

☐ Yes

☒ No

☐ Uncertain

Even if you and your sister have the best intentions, you have no right to look into private information about her friend's health. Suggest to your sister that she call or visit the information desk. If the patient has agreed to have her information available, the staff at the information desk can give it to your sister.

Do not seek out confidential patient information. If you happen to hear Protected Health Information, do not repeat it to anyone.

What should you do?

You are volunteering in the emergency department when you see that a neighbor has arrived for treatment after a car crash. You hear someone saying he will be taken to surgery soon. Your neighbor's wife works in another part of the organization. Should you notify her that her husband is in the emergency department?

☐ Yes

☐ No

☐ Uncertain

The Answer

You are volunteering in the emergency department when you see that a neighbor has arrived for treatment after a car crash. You hear someone saying he will be taken to surgery soon. Your neighbor's wife works in another part of the organization. Should you notify her that her husband is in the emergency department?

☐ Yes

☒ No

☐ Uncertain

Tell the nursing staff that you know the patient and his wife. Tell them that if they need to locate her, you can help. Your neighbor has a right to privacy and may not want to notify his family of the accident. If he is conscious, the emergency department staff will allow him to decide whom to notify.

If he is unconscious, the doctors and nurses will decide whether to notify his wife. Leave the decision up to the emergency department staff. They will let you know whether they need your help to find the patient's wife.

Corporate Compliance

Our system Corporate Compliance Plan helps ensure that licensing, accrediting, regulatory and legal requirements are met on an ongoing basis. You are encouraged to express your concerns and opinions on any issue regarding potential violations of laws, regulations, ethics, policies and/or procedures.

We have a duty to report:

Any actual or perceived:

- Quality of care issue
- Violation of applicable laws, regulations or professional standards
- False claim, misrepresentation, inaccuracy or problem in billing, coding or documentation of services
- Conflicts of interest
- Loss, theft or misuse of our organization's property or the assets of our patients
- Mistreatment, discrimination, safety issues, hostile activity, legal violation or other non-compliance issue that occurs within the work setting
- Communication problem within our system

How to Report an Issue

Compliance Hotline: 706-509-5120 or 866-875-0149

Calls may be made anonymously (calls are not traced or taped). Confidentiality is maintained to the limit of the law. Atrium Health Floyd has a non-retribution and non-retaliation policy. This means that no action of retaliation or reprisal will be taken against anyone calling the Hotline. However, calls to the Hotline do not protect callers from appropriate disciplinary actions regarding their own performance or conduct.

All allegations of wrongdoing, concerns and/or inquiries will be promptly evaluated and investigated in an impartial manner.



Abuse and Neglect

The Atrium Health Floyd [Abused and Neglected Victim Assessment and Reporting policy](#) was developed to assist with identifying those patient characteristics that are indicative of having been abused or neglected. The policy provides a protocol for patient identification and assessment, and describes characteristic findings and signs of high-risk situations. It also defines the procedures for reporting abuse and neglect.

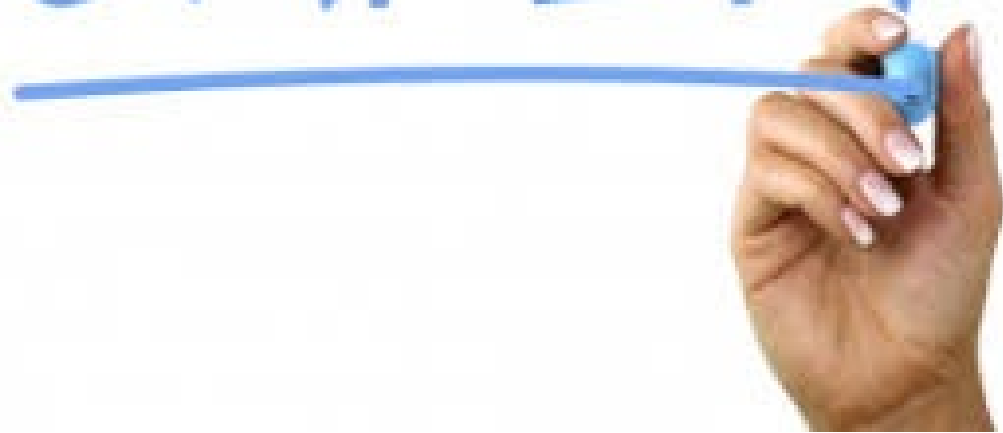
Social Media Participation

Atrium Health Floyd volunteers are accountable in making responsible decisions in using social media. Atrium Health Floyd asks that you use the following guidelines when using social media:

- Always remember HIPAA and avoid identifying patients.
- Comments that are offensive in nature or that contribute to a hostile work environment can have negative consequences.
- Never take unauthorized photographs in patient care areas, including audio and video.
- Avoid rumors about Floyd, medical staff, vendors, competitors or volunteer peers.

For additional context review Atrium Health Floyd's [Social Media Participation Policy](#) for details pertaining to social media usage.

SAFETY



Emergencies

In emergency situations, rapid communication is crucial.

At Atrium Health Floyd Medical Center, dial 1 2 3.

At Atrium Health Floyd Polk Medical Center, dial 7 8 9.

In outlying areas, including Atrium Health Floyd Cherokee Medical Center, dial 911.

Emergency Codes

Atrium Health Floyd uses Plain Language Codes, which are divided into four (4) alert categories: Weather, Security, Facility and Medical.

ATRIUM Health Floyd ~ Emergency Codes

	Plain Language Code
WEATHER Alerts	
Severe Weather Alert	Attention Please + Weather Alert + Severe Thunderstorm Warning + instructions
Tornado Watch	Attention Please + Weather Alert + Tornado Watch + instructions
Tornado Warning	Attention Please + Weather Alert + Tornado Warning + instructions
SECURITY Alerts	
Missing Infant/Child	Attention Please + Security Alert + Missing Infant + description
Missing Adult	Attention Please + Security Alert + Missing Person + description
Code Silver/Active Shooter	Attention Please + Security Alert + Active Threat + location + description
Hostage Situation	Attention Please + Security Alert + Hostage Situation + location
Patient Elopement	Attention Please + Security Alert + Patient Elopement + location
Combative Patient	Attention Please + Security Alert + Security Assistance REQUESTED + Location
Bomb Threat	Attention Please + Security Alert + Security THREAT + location
FACILITY Alerts	
Fire ~ Code Red	Attention Please + Facility Alert + Code Red + location
Hazardous Chemical Spill	Attention Please + Facility Alert+ Decon Team + location
	Attention Please + Facility Alert + Radioactive Incident + location
Mass Casualty	Attention Please + Facility Alert + Code Triage + Internal or External
Code Triage Standby	Attention Please + Facility Alert Triage Standby + Internal or External
MEDICAL Alerts	
Cardiac Arrest	Attention Please + Medical Alert + Code Blue + Location
Medical Assistance Needed (patient)	Attention Please + Medical Alert + Rapid Response + Location
Patient Fall	Attention Please + Medical Alert + Falls Team + Location
Medical Assistance Needed (visitor or employee)	Attention Please + Medical Alert +Medical Assistance Needed + Location
Flight in Progress (Polk)	Attention Please + Flight in Progress + Helipad

Code Red – Fire

Fire Response: RACE

Fire Extinguishers

Alarm pull stations are located near exits.
Remember the acronym **PASS** for guidance in using a fire extinguisher:

- P** **Pull** the pin
- A** **Aim** the nozzle at the base of the fire
- S** **Squeeze** the handle
- S** **Sweep** the extinguisher nozzle side-to-side



If your clothing is on fire, remember to **Stop, Drop** and **Roll**.

Fire Response

Knowing what to do in the event of a fire can save lives. Remember the **RACE** acronym to use as guidance in the event of a fire.

- R** **Rescue** anyone in danger
- A** **Alert** others and pull the fire alarm
- C** **Confine** the fire by closing doors
- E** **Extinguish** the fire or evacuate the premises

Ergonomics

Ergonomic best practices are:

- Avoid fixed or awkward postures
- Avoid lifting without using proper devices or equipment
- Avoid highly repetitive tasks
- Avoid forceful exertions
- Provide support for your limbs
- Use proper posture and body mechanics when sitting, standing or lifting. Keep tools close to you to avoid reaching, twisting and bending
- Use supportive equipment and ergonomic tools (e.g., wrist supports for keyboards)
- Respond promptly to aches and pains to prevent slight injuries from becoming severe or debilitating

Proper Posture

To stand with proper posture, imagine a cord dropped through the center of your head to your feet.

If the spine is properly aligned, the cord should pass through the center of the body, in the right-to-left plane.

In the front-to-back plane of the body, the cord should pass through the:

- ear
- front of the shoulder
- center of the hip
- area behind the kneecap
- ankle

To practice good posture, imagine the cord attached to the crown of your head. As the cord pulls up, it:

- holds the head high
- pulls the three natural curves of the spine into alignment



Back Safety

Standing □ Wear good, comfortable shoes. □ Stand up straight. □ Keep the knees flexed. □ Use a footrest, alternating feet every few minutes if you must stand for long periods of time.

Sitting □ Form 90-degree angles at the knees and the hips. □ When the hands are on a desk or keyboard, also form 90-degree angles at the elbows. The wrists should be kept straight.

Lifting Objects □ Bend at the hips and knees. □ Keep the head up. □ Maintain the three natural curves of the spine. □ Hold the load close to the body. □ Lift with the muscles of the legs.

Slips, Trips and Falls: Preventing Slips

To prevent slips:

- Keep floors clean and dry.
- Increase the friction of floors with abrasive coatings, nonskid strips or rubber mats.
- Secure rugs with skid-resistant backing.
- Choose slip-resistant shoes with:
 - Soft rubber soles
 - A large amount of surface area in contact with the floor (i.e., no high heels)
 - Patterned soles that increase friction
- Post safety signs around slip hazards (icy sidewalks, wet floors, etc.).

Hazardous Materials

Be aware of any products you work with that may be hazardous.

Review emergency information that is included on product labels.

Hard copies of Material Safety Data Sheets (MSDS) are available throughout the organization.



Infection Prevention

Infection Prevention/Bloodborne Pathogens/Hand Hygiene

The National Patient Safety Goals (NPSG) identify infection prevention elements in place at our hospital facilities. A written plan for these [elements is available from The Joint Commission](#). They include:

- Identify patients correctly. Use at least two ways to identify patients.
- Use alarms safely.
- Infection Prevention has specific guidelines regarding infection prevention and [hand hygiene](#).

Contact

The Infection Prevention team is a resource for infection prevention issues and physician health requirements. Contact them at 706-509-5740.

If You are Sick — Stay Home

- Temperature over 100.4
- Flu-like symptoms
- Draining wound
- Pink Eye
- Shingles
- Diarrhea, vomiting
- Respiratory infection



Hand Hygiene

The **single** most effective thing that you can do to protect yourself and prevent the transmission of organisms.



Your 5 Moments for Hand Hygiene

1

Before Patient Contact

Clean your hands before touching a patient when approaching him or her.



2

Before An Aseptic Task

Clean your hands immediately before any task that requires your hands to be sterile.

Your 5 Moments for Hand Hygiene



3 After Body Fluid Exposure Risk
Clean your hands immediately after an exposure risk to body fluids (and after glove removal).



5 After Contact With Patient Surroundings
When leaving a patient's room, clean your hands even if you did not touch the patient.

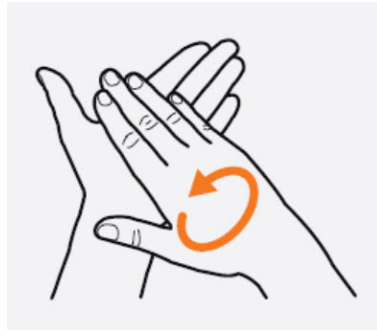


4 After Patient Contact
Clean your hands after touching a patient.

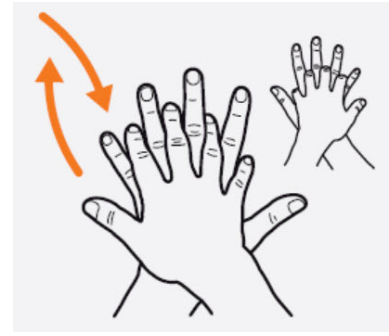
8 Steps for Hand Hygiene - Sanitizer



Use a palmful of sanitizer.



Rub hands palm to palm



Rub top of each hand and between fingers.



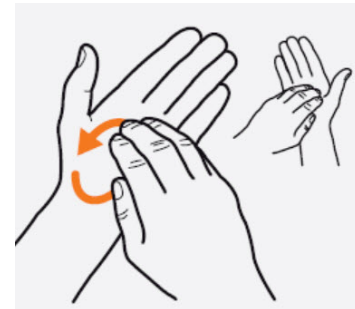
Rub palms and between fingers.



Rub backs of fingers.



Rub each thumb using palms.



Rub each palm using fingers.

Let your hands dry.

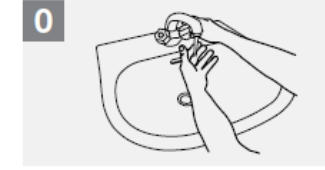
Process should take 20 – 30 seconds.

11 Steps for Hand Hygiene – Soap & Water

- Step 1 - Wet your hands and apply enough soap (coin size).
- Step 2 - Rub your palms together.
- Step 3 - Rub the back of each hand.
- Step 4 - Rub both your hands while interlocking your fingers.
- Step 5 - Rub the back of your fingers.
- Step 5 - Rub the tips of your fingers.
- Step 6 - Rub your thumbs and the ends of your wrists

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB

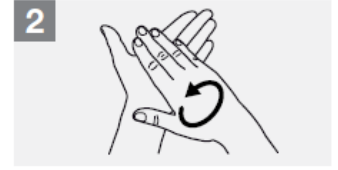
 Duration of the entire procedure: 40-60 seconds



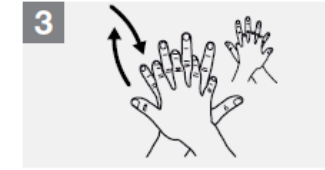
Wet hands with water;



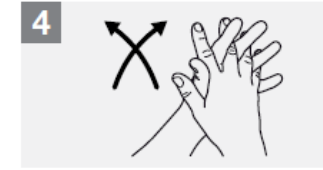
Apply enough soap to cover all hand surfaces;



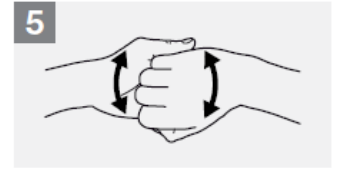
Rub hands palm to palm;



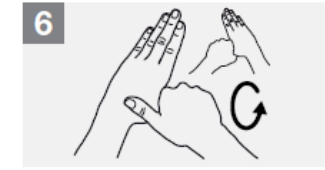
Right palm over left dorsum with interlaced fingers and vice versa;



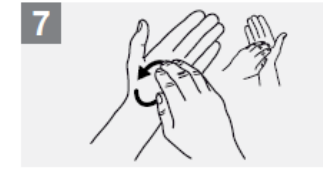
Palm to palm with fingers interlaced;



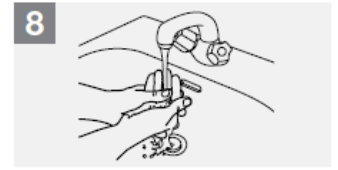
Backs of fingers to opposing palms with fingers interlocked;



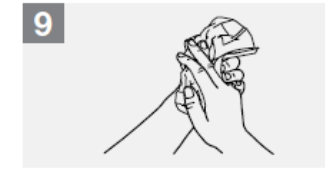
Rotational rubbing of left thumb clasped in right palm and vice versa;



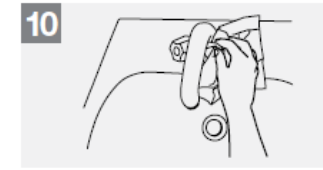
Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



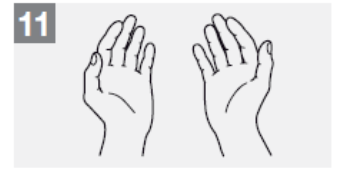
Rinse hands with water;



Dry hands thoroughly with a single use towel;



Use towel to turn off faucet;



Your hands are now safe.

Fingernails

Keep natural nails short (tips less than 0.5 cm long or approximately ¼ inch).

If you have direct contact with patients, do not wear artificial nails (including gel and SNS polish).



Use of Gloves

The use of medical gloves does **NOT** replace the need for hand hygiene by either alcohol hand rub/sanitizer or hand washing.

Hand hygiene should be done before putting on gloves.



Bloodborne Pathogens

Bloodborne diseases are spread from person to person as a result of unprotected exposure to:

- Infected blood
- Other body fluids
- Non-intact skin
- Mucous membranes
- Secretions and excretions (except sweat)

Important bloodborne diseases include:

- HIV infection/AIDS
- Hepatitis B
- Hepatitis C

Blood/Body Fluid Exposure

1. Wash area with soap and water for 2-3 minutes
2. Flush mucous membranes with water
3. Notify supervisor and complete incident report
4. Go to Employee Health during normal business hours (Monday - Friday, 7 a.m. – 4 p.m.)

Standard Precautions

- Apply to blood, all body fluids (except sweat), non-intact skin and mucous membranes
- Wear whatever Personal Protective Equipment (PPE) that you deem necessary to protect yourself

Protection Based on How an Illness Spreads



Contact Precautions: We wear gowns and gloves.

We use negative air pressure rooms.

Airborne Precautions: We use an N-95 Respirator.



Droplet Precautions: We wear a surgical/procedural mask.





Verification

Verification

Volunteer Agreement:

As an Atrium Health Floyd Volunteer, I agree that:

1. I understand that the Volunteer Services Department reserves the right to terminate my volunteer status as a result of (a) failure to comply with hospital policies, rules and regulations; (b) absences without prior notification; (c) unsatisfactory attitude; (d) unsatisfactory work or appearance; or (e) any other circumstances which, in the judgment of the department director, would make my continued service as a volunteer contrary to the best interests of Atrium Health Floyd. I shall at all times uphold the philosophy, mission and standards of Atrium Health Floyd.
2. I understand that Atrium Health Floyd will conduct a criminal background investigation on all volunteers via PSI, which requires disclosure of my social security number.
3. I shall be punctual and conscientious, conduct myself with dignity, courtesy and consideration of others, and endeavor to make my work professional in quality. I shall attempt to resolve any problems related to my volunteer activities with my supervisor, and if unsuccessful, attempt to resolve any such problems with the Manager of Volunteer Services.

Verification

Volunteer Agreement, continued:

4. I shall hold as absolutely confidential all information that I may obtain directly or indirectly concerning patients, family members, doctors or personnel, and not seek to obtain confidential information from a patient.
5. My services are donated to the hospital without contemplation of compensation or future employment, and given with humanitarian, religious or charitable reasons.
6. I agree that: As a representative of Atrium Health Floyd, I will present myself in the best possible manner. Prior to volunteering, I will shower and have clean hair and nails. My uniform, shoes and clothing should be clean and free from odor. I will not wear fragrances. Face and lip jewelry will not be worn while volunteering. Long hair will be tied back. I will wear my ID Badge and uniform at all times. I understand the following are not allowed: revealing clothing, shorts, hats (except for religious purposes), and open-toed shoes.
7. I shall give two (2) weeks notice before terminating my volunteer position and one week notice for vacation leave.

Verification

Volunteer Agreement, continued:

8. I shall make my best effort to fulfill my commitment by completing all assignments that I accept.
9. I understand that Atrium Health Floyd assumes no responsibility for any contact, visits or services provided by me outside of the responsibilities assigned through Volunteer Services of Atrium Health Floyd.
10. I shall complete annual updates and appropriate evaluations for suitability of volunteer assignments. I have read each of the above conditions and I agree to be bound by them.

Verification

Ethics Agreement

I understand that I must not solicit business for others or myself while at Atrium Health Floyd. I understand that I must not sell merchandise or distribute literature in the hospital without permission from Atrium Health Floyd Administration. I understand that I must refer all questions regarding moral dilemmas to the Ethics Committee. Any questions regarding ethical business operation, including actual or potential conflicts of interest, of Atrium Health Floyd or its affiliates should be reported to the 24-hour anonymous compliance line, 706-509-5120 or 1-866-875-0149. Additionally, I attest to the fact that I have not been placed on any sanctions or exclusions from participation in any state or federally funded health care programs. I understand that any violation of this agreement will result in immediate termination of my volunteer service.

Consent to be Photographed, Filed, Taped and/or Interviewed

I authorize Atrium Health Floyd to photograph, film, tape and/or interview me as a volunteer, and I agree that Atrium Health Floyd may use the material, prints or negatives, films or tapes, audio or visual, as Atrium Health Floyd desires. I understand that such materials may be used for publication or broadcast purposes, the public relations and fundraising activities of Atrium Health Floyd, education or research. I release and hereby agree to hold Atrium Health Floyd and its agents and employees free and harmless from any and all liability arising out of the photography, filming, taping and/or interview. I understand these will be carried out with my consent which I hereby give freely, and I assume full responsibility.

Verification

To verify your assessment of the Volunteer Orientation for Atrium Health Floyd and [complete the Knowledge Test](#).