



**covenant
care**


Annual Update Volunteer Training

Overview

Dear Covenant Volunteer,

Covenant Care is required to provide annual training updates for all employees and volunteers to ensure their safety and protection and that of our patients and families. These training updates include information important to volunteers in all settings.

We thank you in advance for your time.



Topics

- Corporate Responsibility.
- Health Insurance Portability and Accountability Act (HIPAA).
- Ergonomics and Back Safety.
- Workplace Safety.
- Vehicle Safety.
- Fire Safety.
- Disaster Management.
- National Patient Safety Goals.
- Infection Control.
- Employee/Volunteer Health.
- Occurrence Reporting.

Corporate Responsibility

What is Corporate Responsibility?

Corporate responsibility is an accountability of a corporation to a code of ethics and to established laws.

A stylized map showing the outlines of Alabama and Florida. Alabama is colored in a light green, and Florida is colored in a bright orange. The rest of the map area is white.

Alabama

Florida

The logo for Covenant Care, featuring two interlocking loops, one blue and one green, to the left of the text "covenant care" in a blue, lowercase, sans-serif font.

covenant care

Why Corporate Responsibility?

Corporate Responsibility Program

- Detects and prevents violations of federal and state laws, regulations, and ethical principles.
- Focuses on risk areas for hospice fraud and abuse and provides internal monitoring to detect potential violations.
- Requires all staff and volunteers abide by the “Standards of Performance Excellence”.
- Requires volunteers sign the “Standards of Performance Excellence” at the time of training.
- Requires all staff and volunteers have a part in complying with Covenant’s corporate responsibility program.

Corporate Compliance

Medicare/Medicaid Laws (hospice’s major source of funding)

Federal Anti-Kickback Laws (prohibit asking for or receiving anything of value to induce or reward referrals to a hospice)

Antitrust Laws (regulate competition between hospices)

Labor Laws (regulate employment)

False Claims Act (billing and documentation laws that regulate accurate submission of claims for reimbursement for hospice care)

Healthcare Fraud, Abuse & Errors

Fraud

- Intentionally making false statements / misrepresentation in order to obtain benefit/payment; an unlawful act.

Abuse

- Practices that result in unnecessary costs to the Medicare / Medicaid program and other payer sources, that is improper, but not necessarily a violation of law.

Errors

- Unintended mistakes, inaccurate calculations and inadvertent omission without intent to benefit.

Differences Between Fraud, Abuse & Errors?

Is this fraud, abuse, or errors?

It doesn't matter, I need to report it!



Patient Abuse

Staff and volunteers are responsible to **report** any suspected incident of abuse or neglect

Abuse is a deliberate, non-accidental contact or interaction that results in significant psychological/emotional harm, pain or physical/sexual injury to a patient

Neglect – patient's needs are not being met

Exploitation – seeking personal gain from patient relationship

Reporting Patient Abuse

- Report suspected abuse or neglect in Florida to the Central Abuse Registry:
1-800-962-2873
- Report suspected abuse or neglect in Alabama:
For Children and Adults: Chief of Police, Sheriff, or County Department of Human Resources
Elder Abuse Hotline:
1-800-458-7214



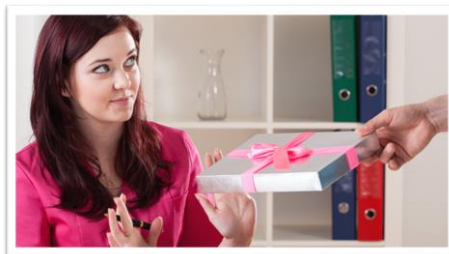
Compliance & Ethical Issues Relationships and Boundaries

- It is the sole responsibility of staff and volunteers to **maintain professional boundaries** at all times.
- Patients and families are experiencing emotional vulnerability and we must not allow our relationships to become personal.
- The consent of a patient or family member to engage in a personal relationship does not permit such.



Compliance & Ethical Issues Relationships and Boundaries

- Staff and volunteers may not accept monetary gifts of any kind except on behalf of the organization. All gifts and memorials are to be returned to the branch and then forwarded to Covenant's Development Department for documentation and acknowledgment.



Concerns Involving Staff or Volunteers

Concerns may be reported via a confidential **Covenant Hotline** operated by an independent vendor, open 24 hours per day/, 7 days/week. Toll free # **1-866-691-1967**.



**compliance
hotline**

Health Insurance Portability and Accountability Act (HIPAA)

What is HIPAA?

HIPAA is an acronym that stands for:

- HHealth Insurance Portability and Accountability Act

HIPAA is a Federal law enacted to:

- Protect the privacy of patient information (health information belongs to the patient).
- Provide for the physical and electronic security of personal health information.
- Specify rights of patients to approve access/use of their medical information (limited to only those who have a “need to know”).

Protected Health Information (PHI)

- Information that individually identifies a patient.
- Protected whether it is spoken, electronic or written.

The bottom line is that any information that relates to a patient’s health cannot be disclosed or shared unless authorized by the patient or someone acting on the patient’s behalf or unless permitted by HIPAA regulation.

Personal Identifiers

- Name
- Postal address
- All elements of dates except year
- Telephone number
- Fax number
- Email address
- URL address
- IP address
- Social security number
- Account numbers
- License numbers
- Medical record number
- Health plan beneficiary #
- Device identifiers and their serial numbers
- Vehicle identifiers and serial number
- Biometric identifiers
 - Finger and voice prints
- Full face photos and other comparable images
- Any other unique identifying number, code, or characteristic

Where is PHI Found?

- Patient Medical Records – Electronic Medical Record (EMR).
- Patient Financial Records.
- Patient Face Sheet provided to assigned volunteer.
- Volunteer Visit Report completed by volunteer.
- Any document with patient information or demographics included.

If you learn any information about a patient through your volunteer work at Covenant Care, it is protected health information.

Examples of Keeping PHI Secure

Written reports, records, letters, messages and all other written information that contains patient health information.

Oral communications including phone calls, meetings, informal conversations.

Always be mindful that no one outside of Covenant can see or hear any information about a patient.

Place patient information in a file folder. Never leave visible in your car or on your person.

Do not discuss patient while in a public place. This includes facilities where Covenant patients reside.

Do not include patient information in an email. It is not secure. The only exception would be email received from a volunteer manager that has been encrypted by Covenant Care.

What Should You Have Access To?

The minimum amount of information necessary to complete an assigned task.

Patient/Family volunteers are given the information required for their assignment.

Administrative volunteers are given the minimum amount of information necessary to complete their task.

Only the information that is required to do your job.

Access to patient information beyond this is a HIPAA violation.

It is a violation of federal law for a volunteer to see or use patient information in violation of HIPAA. Penalties include fines, jail and disciplinary action which may include termination.

HIPAA Privacy vs. Security

Privacy is an individual's right to control access and disclosure of their protected health information.

Security is an organization's responsibility to control how the information is protected.

Know Where You Left Your Paperwork

- **Double check!!** When mailing or handing documents to patients/family members.
- Check printers, faxes, and copier machines when you are done using them.
- Do not leave PHI laying on your desk; lock it up at the end of the day.



Disposal of Paper Documents

- Shred or destroy PHI before throwing it away.
- Dispose of paper and other records with PHI in secure shred bins. Recycling and trash bins are NOT secure.
- When papers are left outside the bin, they are not secure from:
 - Gossip
 - Daily regular trash pickup
 - The public



Privacy & Security Breaches


Physically lost or stolen...

Paper copies, films, tapes, devices lost anywhere at anytime – streets, restrooms, shuttles, coffee houses, left on top of car when driving away from home.

Misdirected to outside world...

Mislabeled mail, wrong fax number, wrong phone number. Wrong email address, misplaced on intranet. Not using secured email. Verbal release of information without patient approval.





Your Address
Your City, State Zip
Your Telephone/Fax
1.855.CARE.365

FACSIMILE COVER SHEET

DATE: _____
FAX TO: _____ ATTN: _____
FROM: _____

of pages (including cover sheet): _____

COMMENTS:

Please contact sender by telephone if you have transmittal or receiver problems at the above office.

CONFIDENTIALITY NOTICE
The documents accompanying this fax transmission contain confidential information. The information is intended only for the use of individuals or entity named above. If you are not the intended recipient, you are notified that any disclosure, copying, distribution or the taking of any action in reliance on the contents of this fax copy is forbidden and you are asked to immediately notify us by telephone at the number above to arrange for the return of the original documents. Thank you.

Located on Team Covenant (Sharepoint) under Team Marketing and Communication/Forms

Security of PHI

Good security standards following the “90/10” Rule:

- **10%** of security safeguards are technical.
- **90%** of security safeguards rely on the user **(YOU)** to adhere to good practices.



Examples of HIPAA Violations

- Patient information left visible in a car.
- Patient information left on a table in the office lobby area.
- Saving patient information to your computer hard drive.
- Speaking loudly about patient in a public area.
- Placing patient information in a trash can.
- Sending patient information via email.

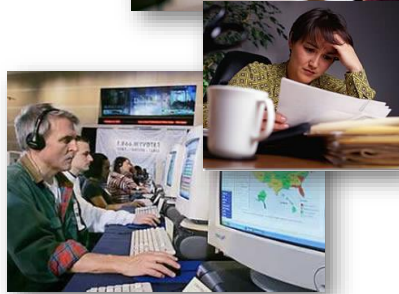
Breach Notification

HIPAA requires that if Protected Health Information is lost, stolen or accessed by someone who is not authorized to view it, Covenant Care is legally responsible to notify those patients or families that their information was lost, stolen, or viewed by an unauthorized person.

**SECURITY
BREACH**

HIPAA Related Complaints!

- A patient, a member of the public, or an employee may file a complaint with the Office for Civil Rights (OCR).
- Complaints can also be submitted to:
 - ✓ Todd Fisher, CIO, Security Officer.
 - ✓ Gerry Pierce, VP OECC, Privacy Officer.



Fines and Penalties

- Exclusion from Medicare Programs.
- Places Accreditation at risk.
- Damaged Community Reputations.
- Lawsuits for breaches of confidentiality.
- Civil and Criminal penalties for health care providers, including Individuals!



General Safety

General Safety

- ID any safety risk to patients, staff or others in your facility, e.g. “please watch your step.”
- Ensure egress routes are clear of obstructions.
- Ensure furniture and equipment are in good working condition.
- Let your supervisor know if any service or repair is needed.



Personal Safety

- ALWAYS be aware of your surroundings.
- Know who is on your area.
- Be aware of the environment and pest/animals.
- Let your manager know if there are any threats made to you or any other staff.



Basic Ergonomics and Back Safety

Ergonomics

- **Ergonomics** is the science of designing user interaction with equipment and workplaces to fit the user.



- Proper ergonomic design is necessary to prevent repetitive strain injuries which can develop over time and lead to long-term disability.

Workplace Injuries

- Work-related musculoskeletal disorders including **back injury and upper extremity** disorders are the most prevalent, most expensive and most preventable workplace injuries in the United States today.



Neutral Spine



- Spine is supporting efficiently.
- Weight load is close to the body.



- 90/90/90 rule when sitting.

6

Work Positions

- Change position frequently (20-30 minutes).
- Try to keep work between waist and shoulder height.
- Break long jobs into smaller tasks.
- Stretch frequently used muscles.



5

Lifting Techniques

- Reduce horizontal distance.
- Wide base of support.
- Arms straight down.
- CHIN UP!!!!
- Test the weight.
- Smooth lift.
- Reverse the process to put down.



4

Pushing and Pulling

- Push whenever possible.
- Neutral spine is easier to maintain.
- Pulling has a tendency to flex the spine in an awkward manner.



2

Vehicle Safety

Proper Driver Attitude

- Driver attitude accounts for 60% of the total impact one can have on road safety.
- Outlook and emotions are far more important than your vehicle's mechanical condition and your own physical health (each account for 20%).



Cellular/Wireless Phone Safety

- Drivers should not operate cellular communications while driving a vehicle. This applies to cellular phones, email, etc.
- Driver should pull safely off the road and only engage in communications once the vehicle is properly parked.



Bottom Line



- Wear a seat belt.
- Lock vehicle.
- Store valuables out of sight.
- Don't use cell phone, or text message while driving.
- Keep alert to strangers approaching your vehicle.
- During bad weather don't drive in sustained winds of 30mph.

Workplace Safety

Workplace Violence

Verbally expressed anger and frustration

Body language, such as threatening gestures

Signs of drug or alcohol use

Presence of a weapon



Workplace Violence

- Defuse anger:
 - Present a calm, caring attitude.
 - Don't match the threats.
 - Don't give unnecessary orders.
 - Acknowledge the person's feelings.
 - Avoid any behavior that may be interpreted as aggressive.



Work Place Violence

- Take these steps if you can't defuse the situation quickly:

Remove
yourself from
the situation

Call 911

Report any
violent incidents
to your
management

Workplace Crimes

- Keep your purse, wallet, keys and other valuable items with you at all times or locked away.
- Report any suspicious visitor to the Covenant office or inpatient care center.



Fire Safety

Fire Safety

- Each branch/IPC and Corporate has a specific fire evacuation route posted in their area.
- Annual Fire Drills.
 - October is Fire Safety Month.
- Know location of fire extinguishers (IPCs – pull stations).



IN CASE OF FIRE

R
A
C
E

Rescue

When you discover a fire rescue people in immediate danger if possible.

Alarm

Sound the alarm and call the fire department with the exact location of the fire. Dial 911

Contain Fire

Close all doors, windows and chutes to reduce the spread of smoke and contain fire.

Extinguish or Evacuate

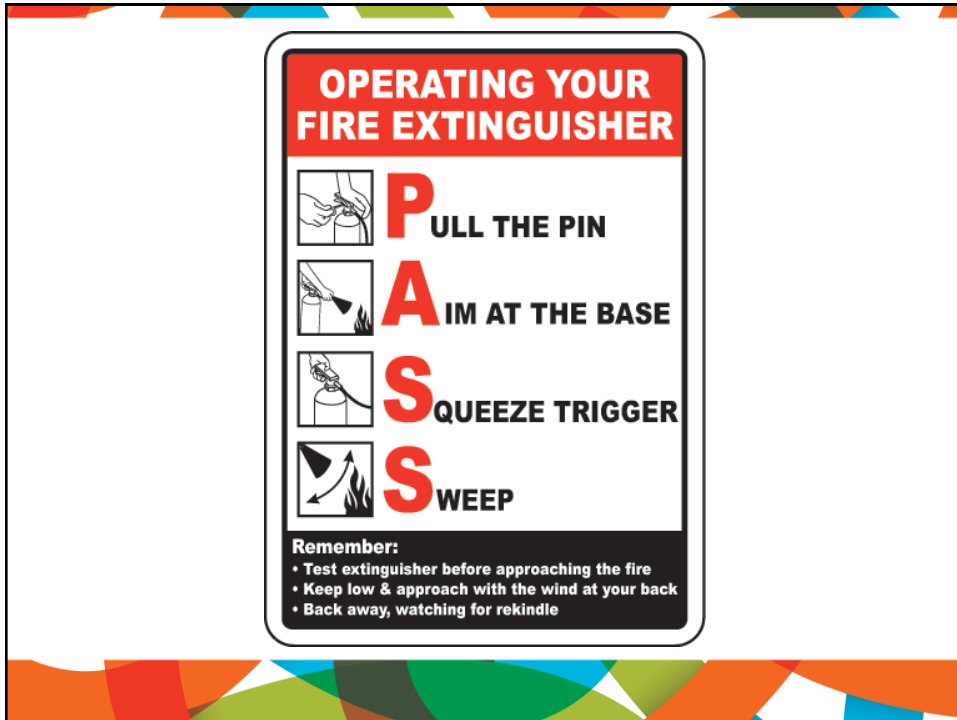
Extinguish a small fire if confident and trained or concentrate on further evacuation.

REMAIN CALM

www.safetymedia.com P5003


FIRE
EMERGENCY
PHONE
DIAL
911





Code RED

1. Call for assistance from other staff members.
2. **Call 911.**
3. Have someone announce over the intercom or state very loudly, **"CODE RED"** three times. State location of the fire and advise all staff to evacuate the building.
4. **R.A.C.E.**
5. **P.A.S.S.** only if safe to do.
6. Only re-enter the building when the all clear is given by the fire department.



Fire Prevention

Fire Prevention

- Don't plug two electrical strips in one outlet.
- Check plugs to make sure they are intact and have no fray cords.



Fire Prevention

- Don't light candles in the building. Fire of any kind is prohibited.
- Don't store any combustible items in the building.



Fire Prevention

- Don't use the electrical panel room for storage.
- Don't use the stairwells for storage.



Fire Prevention

- Keep items stored at least 18 inches from the sprinkler system.
- Sprinkler heads should be dust and debris free.



Disaster Management

Disaster/Emergency Management Plans

- Each office has a plan for managing hurricanes, tornadoes, fires, bomb threats, an influx of infectious diseases and other types of disasters/emergencies.
- In the event of a disaster/emergency, the plan is initiated by the CEO or designee.
- Covenant has an information line that may be called for updates during a disaster/emergency: **1-877-801-9313**.
- Volunteers may call this number to listen to recorded updates and information related to the closing or reopening of branch offices.

Personal Disaster Safety



National Patient Safety Goals

Joint Commission National Patient Safety Goals

Identify patients
correctly

- Use at least two ways to identify patients.

Use medicines safely

- Record and pass along correct information about a patient's medicines.

Prevent infection

- Use the hand cleaning guidelines from the CDC and WHO. *(Applies to ALL Volunteers)*

Prevent patients from
falling

- Find out which patients are most likely to fall.

Identify patient safety
risks

- Find out if there are any risks for patients who are getting oxygen.

Infection Control

Hand Washing 101

FIGHT GERMS BY WASHING YOUR HANDS!

1 Wet your hands

2 Soap

3 Lather and scrub - 20 sec

4 Rinse - 10 sec

5 Dry your hands

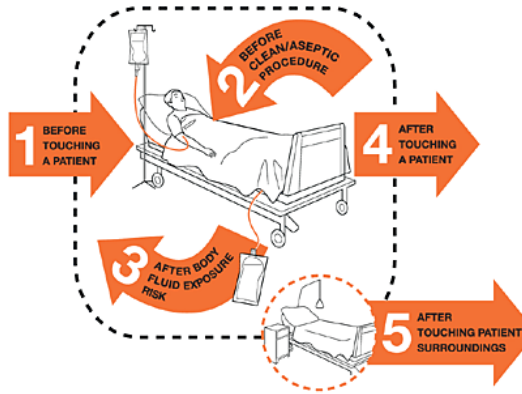
6 Turn off tap

DON'T FORGET TO WASH:

- between your fingers
- under your nails
- the tops of your hands

Hand Washing 101

- When to wash your hands?



- Visibly soiled (dirty) or contaminated.
- Build up of emollients (hand gel).
- Before eating.
- After using the restroom.
- After removing gloves.

Infection Control

Volunteers should not be exposed to blood or bodily fluids as you do not provide direct care. In the unlikely event of unavoidable exposure, volunteers should wear gloves and report immediately on an incident/accident report form.

Alcohol-Based Hand Rubs (ABHR)

Use this technique to clean your hands when using alcohol gel



1
Squirt once or twice into the palm of your left hand



2
Dip your right hand fingers into the gel making contact with your left palm



3
Transfer the remaining gel into your right palm



4
Dip your left hand fingers into the gel making contact with the right palm



5
Then rub the remaining gel all over your hands, make sure you rub the backs of your hands too.



6

Occurrence Reporting

Occurrence Reporting

- **What is an “occurrence?”**
 - Unusual event or circumstances that are not consistent with normal operations or outcomes
 - It may or may not be related to an error
 - It may or may not result in an injury
 - It can involve patients, families, staff, visitors, employees, volunteers...anyone



Occurrence Reporting

Who?	What?	When?	Why?
<ul style="list-style-type: none"> • Employees and volunteers need to report. 	<ul style="list-style-type: none"> • Objective detailed record of an unusual event that occurs. 	<ul style="list-style-type: none"> • As soon as possible! 	<ul style="list-style-type: none"> • We report incidents and accidents to improve patient and workplace safety.

Occurrence Reporting

- Report all incidents/accidents involving patients, family members, staff and volunteers to Covenant.
- Call Covenant **as soon as possible** and complete an **Occurrence** form in SafetyZone.
- Volunteer manager or other Covenant team member will help volunteer complete the form and report to Health & Safety Department for follow up.

Employee/Volunteer Health

Employee/Volunteer Health

TB Screening

- 2-step screening required for Patient and Family Support Volunteers prior to first visit and if volunteer is subsequently exposed to TB.

Flu Vaccine

- Required annually for all volunteers who visit patients/families. Covenant will provide vaccine if volunteer is not able to afford the cost. Volunteers who do not provide documentation of a flu vaccine annually will be required to wear a mask, provided by Covenant, when within six (6) feet of a patient.

Summary

Summary

- Corporate Responsibility.
- Health Insurance Portability and Accountability Act (HIPAA).
- Ergonomics and Back Safety.
- Workplace Safety.
- Vehicle Safety.
- Fire Safety.
- Disaster Management.
- National Patient Safety Goals.
- Infection Control.
- Employee/Volunteer Health.
- Occurrence Reporting.

Quiz

Quiz Instructions

- A 15 question quiz is required with at least a 80% score (or 12 correct answers) for successful completion of this activity.
- You may attempt the quiz as many times as needed to successfully pass.
- Once you have completed the quiz, instructions will be provided for reviewing the quiz and for exiting the activity.
- When ready, click the Next button below to begin your quiz. Good Luck!