Preparation for a survey visit from The Joint Commission (TJC)
What is The Joint Commission?

TJC stands for The Joint Commission, short for The Joint Commission on the Accreditation of Healthcare Organizations (JCAHO).

TJC is an independent, non-profit organization that accredits and certifies health care organizations and programs in the United States.

The mission of TJC is to continuously improve health care for the public by evaluating health care organizations and inspiring them to excel in providing safe and effective care of the highest quality and value.

TJC survey is done every three years.
In Preparation:

To prepare for the visit from TJC, please be sure that you:

- Are familiar with Mercy Iowa City’s Mission Statement.
- Know what your role is in the event of an emergency.
- Know where the fire extinguishers are located in or near your work area.
- Know how to prevent the spread of infection to yourself and patients.
- Know what to do in case of exposure to an infectious or potentially infectious patient.
- Know Mercy’s emergency telephone number.
In addition, please:

- Review all the information in the following slides and return the signed post-test.
- Sign and return the confidentiality statement.
- Review TJC sample questions and answers.
- Always wear your blue volunteer jacket and nametag.
- SMILE
- Be friendly, helpful and courteous
Mercy’s mission is to heal and comfort the sick and work to improve the health of our community in the spirit of Jesus Christ and the Catholic tradition of the Sisters of Mercy.
Patient’s have the right to privacy while they are in Mercy’s care.

It is the responsibility of every person at Mercy, including volunteers, to keep patient information confidential.

Maintaining confidentiality creates an atmosphere of trust in which a patient is more likely to share information vital to his or her health care.

Do not share any information you learn about a patient, including diagnosis, conditions or treatment.

Never question a patient or staff about a patient’s illness.
Patient Confidentiality Review

Never talk about a patient in a public area, even if the patient is a family member or friend.

If you have access to the Patient Locator list either on paper or on the computer, you may not look through the list to see if there is someone you know on the list.

If you have access to a printed Patient Locator list, keep it covered and dispose of it properly. (Shred it or put it in one of the confidential paper bins).
HIPAA stands for Health Insurance Portability and Accountability Act.

HIPAA is a federal regulation that protects a patient’s personal and health information.

Misusing patient health information has serious consequences.

If a volunteer were to be reported for a breach of confidentiality, the volunteer could be subject to criminal penalties and fines and will be terminated from their volunteer service.
Infection Control Review

- All volunteers need to take precautions to ensure your health and safety and the health and safety of our patients.
- Volunteers must comply with Mercy’s safety standards and requirements.
- Hand hygiene is the single most effective method of preventing the spread of infection.

- Wash or sanitize your hands:
  - When reporting for duty or before you get to your work area.
  - Before and after eating and drinking.
  - After using the restroom.
  - Before leaving the hospital at the end of your shift.
Sanitize Your Hands

- Before you enter a patient’s room.
- When you leave the room. Sanitize your hands again even if you were only in the room for a moment.
- After handling soiled equipment or materials.
- Before putting on gloves and after removing the gloves.

Wash your hands with soap and water if your hands are visibly soiled.

Hand sanitizer may be used if your hands are not visibly soiled or for routine decontamination.
Infection Control Review

- Wear gloves when in contact with blood or potentially infectious materials. Never touch a vial with a specimen with your bare hands.

- All specimens should be transported in a clean bag.

- Do not wear the same pair of gloves for the care of more than one patient. Do not wash gloves between use with different patients.

- Gloves are NOT to be worn in the hallways or elevators or when touching door handles, telephones, etc.
Get a flu vaccine each fall. Mercy provides free flu vaccines to volunteers.

Stay home if you are ill. Please call the office to let us know if you will not be in to volunteer.

In the event that you are exposed to body fluids or substances, immediately and thoroughly wash the affected area.

Report the incident to the department supervisor, Volunteer Manager or Infection Control Coordinator.
Isolation Rooms

- Volunteers may not enter rooms with isolation sign. Isolation rooms are clearly marked with a precautionary sign. Signs might include:
  - Contact Precaution
  - Droplet Precaution
  - Airborne Precaution
Emergency Information

- All volunteers must follow Mercy’s safety rules and use good judgment and common sense while volunteering.
- Potential hazards, suspicious or questionable situations and threats, as well as other safety and security issues should be reported immediately.
- Safety and Security Officers are on duty 24/7. Please call them if you are in need of assistance with a safety issue.
The Security Office telephone number is 319-339-3694. This number can also be found on the back of your name badge.

The Security cell phone number is 319-530-7400. (From a hospital phone 9-319-530-7400)

To report an internal emergency, call 3911. (This number may also be found on the back of your name badge.)

When reporting an internal emergency, call 3911 and describe the emergency and give the location.
The code is: “Attention Please, Fire Alarm,” followed by the location.

- Stay away from the location of the fire.
- Fire doors will close but not lock.
- Do not use elevators.
- Evacuate horizontally.
- Familiarize yourself with the location of the fire extinguishers in your work area.
The page is: “Attention Please, the National Weather Service has issued a tornado warning for the Johnson county area. . .”

- Do not leave the building. Take shelter in the inside corridors.
- Gift Shop or Information Desk volunteers will need to evacuate the area and move to Radiology.
Guest Lodging volunteers will need to go door to door to alert the guests to take shelter in the stairwell or other safe place.

Volunteers on the nursing units will need to assist staff in getting patients into the hallway and then seek shelter in the hallway or other safe place.

All other volunteers should shelter in the lower level or inside hallways.
The page is: “Attention Please, Medical Emergency,” followed by the location.

Volunteers do not have a direct role in a Medical Emergency.

Watch out for staff who are running to assist this person.

Move obstacles such as wheelchairs or carts out of the way of running personnel.
Emergency Procedures

Aggressive Person

The page is: “Attention Please, Aggressive Person,” followed by the location of the incident.

- Stay away from this area.
- If the aggressive person is in your area, close patient doors. Move to a safe place away from the incident.

Active Violence

The page is: “Attention Please, Active Violence Alert” followed by the location of the shooter.

- Stay away from this area.
- As quickly as possible, evacuate the building if you can safely do so or shelter in place.
- Do not become involved in this situation.
Emergency Procedures

Missing Child/Possible Abduction

The page is “Attention Please, Missing Child” and the location where the infant or child is missing from.

- Be aware of anyone looking suspicious. This includes a person carrying a bag large enough to conceal and infant or anyone walking quickly or running towards an exit.

- Call the hospital operator (dial “0”) to report what you are witnessing and the location of the suspicious person.
Emergency Procedures

Missing Child/Possible Abduction

- If possible, monitor a hallway or stairwell until the “Missing Child, All Clear;” is called.
- If near an exit, stand by the exit and stop or delay anyone from leaving.
- Be a good witness. Should you see a suspicious person, note the person’s sex, height, weight, identifying characteristics and clothing.
The page is: “Attention Please, Emergency Operations.”

- This code indicates that something has happened in our community and we have the potential to get a large number of patients in a short period of time.
- Stay in your area if you are needed in your area. If you are not needed, report to the labor pool in the Community Relations office for possible reassignment.
Wheelchair Safety Guidelines

When using a wheelchair to transport a patient, please follow these guidelines:

- Always be sure the brakes are locked before assisting someone in or out of a wheelchair.
- When getting into the wheelchair, the footrests should be folded up. Never allow a person to step on a footrest.
- After the person is seated, fold the footrest down and adjust as necessary.
Wheelchair Safety Guidelines

- Always use both hands to push the wheelchair.
- Back the wheelchair in and out of the elevator.
- Go backwards down steep ramps.
- Before the person gets out of the chair, lock the brakes and fold up the footrests.
At Mercy, we are firmly committed to a culture of service excellence by providing the highest quality of service, care, compassion and courtesy.

Always:

- Smile and make eye contact
- Be focused on the person with whom you are working.
- Be courteous.
- Use a friendly and helpful tone of voice.
- Treat everyone with respect and dignity.
Service Excellence

- Always respect a patient’s privacy.

- Do not enter a patient’s room if the door is closed. If you have an item to deliver, take it to the nurse’s station and let them know why you are leaving it there.

- If the door is open, you may enter the room. However,
  - Always knock before entering the room, even if the door is open.
  - Pause for a moment and then enter the room and state why you are there.
A Joint Commission surveyor may question you regarding your role at Mercy. So that you may be prepared, please review the following sample questions and answers.

If you do not know the answer to a specific question, be honest and say that you don’t know but that you know you can get an answer to that question by contacting the Volunteer Services Manager.
What is Mercy Iowa City’s mission?
To heal and comfort the sick and work to improve the health of our community in the spirit of Jesus Christ and the Catholic tradition of the Sisters of Mercy.

What is your volunteer job?
Tell them the name of your service (I am a Patient Escort Volunteer, etc.) and a little about the duties that you perform in your role.

Do you have a service description for your volunteer assignment?
Yes, the service descriptions are kept on file in the Volunteer Services Department. (You probably received a service description during your interview with the Volunteer Services Manager.) If you do not have one and would like one, please contact the Volunteer Services Manager.
Do you know how to prevent the spread of infection to yourself and patients.

I know that I must use good hand washing techniques and wash my hands often and thoroughly. I know that I must sanitize my hands before entering and upon exiting a patient’s room. I know that I should not come in to volunteer if I feel ill or have an illness that could be contagious.

Do you know what to do if you feel you’ve been exposed to someone who may have an infectious disease?

Yes, I know that if I were exposed to something that if I were exposed to an infectious person, that I should tell my direct supervisor or the Volunteer Services Manager. I know that Mercy has an Infection Control Coordinator who will assess my situation and take action if I am at risk.

Do you know how to identify an isolation room?

Yes, I know that isolation rooms will have a sign on the door stating that it is an isolation room. I know that I am not to go into an isolation room. Anyone who goes into an isolation room must follow the instructions that that particular isolation protocol.
Tell me some of the things you know about protecting a patient’s privacy?

I know that I cannot share that a friend or family member is a patient if I found out that information while volunteering. I know that, if I find out personal information about a patient while I am volunteering, I must keep that information to myself and never share information with my family or friends.

I know that I cannot look through the patient locator list to see if I know anyone that is a patient. I can only use that list on a “need-to-know basis” meaning that I need to use it to fulfill the functions of my volunteer job. If I have access to a paper patient locator list, I know that I must dispose of it properly.

I know that there are serious penalties if I were to breach a patient’s confidentiality. I know that I could be fined and that my volunteer service would be terminated.
Conclusion

After you have reviewed this information, please complete and return to the Volunteer Office:

- The information update form.
- A signed Confidentiality Statement.
- The Reorientation Post-Test.

Thank You!
Carol Ebinger, Volunteer Services Manager
319-339-3659
carol.ebinger@mercyic.org