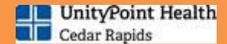


Volunteer Services

Volunteer Assignment Description



ASSIGNMENT TITLE: ED Patient & Family Ambassador

DEPARTMENT: Emergency Department

EFFECTIVE DATE: 02-2022

REPORTS TO: Charge Nurse on Duty

PHONE: 319-369-7105

SERVICE LINE COORDINATOR: Alajandra Shell

PHONE: 319-369-7064

APPROVED BY: Angela Berns, Manager, Volunteer Services
Sandi McIntosh, Director, Emergency & Trauma Services
JoEllen Frommelt, Manager, Emergency & Trauma Services
Marilyn Gerhold, ED Social Worker/Assignment Supervisor

ST. LUKE'S MISSION – Our Ultimate Purpose

To give the healthcare we'd like our loved ones to receive.

ASSIGNMENT CLASSIFICATION: Patient Centered

PATIENT-CENTERED BEHAVIOR EXPECTATIONS:

1. First impression of “welcome”, “comfort” and “healing”
2. Attitude of / for serving others
3. Responsive to the voice of the patient, family, and associates
4. Consistent deep level commitment to meeting the needs of others

ASSIGNMENT SUMMARY:

ED Patient & Family Ambassador Volunteers will

1. Provide on-going support to the patients, families, and friends to support St. Luke's philosophy of patient-centered care of “giving the healthcare we'd like our loved ones to receive”.
2. Patient Ambassadors will provide the non-clinical extras and aid in decreasing fear and anxiety by making everyone feel comfortable and cared for. Must always convey exemplary customer service.
3. Provide support to staff by prepping and stocking exam rooms so that medical staff can focus on treating the patients.

HOSPITAL IMPACT/PURPOSE of ASSIGNMENT:

To “round” on all patients, families, and friends in ED exam rooms to:

1. Assist the ED staff in providing the highest quality care to patients, families, and friends by providing more personal and individualized care for patients, families, and friends.

2. Minimize anxiety and boredom by providing emotional support and meeting physical needs of patients and their family and friends.
3. Address comfort needs of the patient's family and friends in a prompt and courteous manner.
4. Serve as a customer service liaison for Emergency Department staff to promote patient satisfaction.
5. Expedite care by performing routine tasks that support the ED staff.

IMPACT to VOLUNTEER:

1. Working with the medical team to provide an exceptional patient experience.
2. Representing the mission, vision, and values as the ED visit may be a patient and their family's only experience with St. Luke's.
3. Interacting closely with patients, their family & friends, and healthcare providers.

HOURS of ASSIGNMENT:

Sunday – Saturday (7 days/week)

- 10:00 AM – 12:00 PM
- 12:00 PM – 2:00 PM
- 2:00 PM – 4:00 PM
- 4:00 PM – 6:00 PM
- 6:00 PM – 8:00 PM
- 8:00 PM – 10:00 PM

Rounding will occur on the quarter hour of each hour.

ESSENTIAL DUTIES & RESPONSIBILITIES:

These are duties, functions, and responsibilities essential to the position.

1. Introduce yourself to the ED Charge Nurse and Department Secretary upon arrival.
2. Obtain and log-in to Vocera.
3. **Work in tandem with ED Techs. Know who is on duty.**
4. Address staff and patients by their preferred name.
5. Provide excellent customer service to the ED patients, their families, and friends, in the manner you would want to receive it and maintain strict confidentiality.
6. Provide emotional support to the patient and their family/friends through active listening and answering questions as appropriate.
7. Know the layout of ED.
8. Provide patient and their family/friends with Comfort Measures as appropriate
9. Assist with discharging patients and gathering all their belongings.
10. Notify nurse of any changes to patient's condition while rounding on them (slurred speech, pain, losing consciousness)
11. Obtains nurse permission before giving patients anything to eat or drink.
12. Know how to read the patient census board.
13. Round every hour on the quarter of the hour on every patient room. Check in with nurses at the beginning of each round to see if there are rooms you should not go into and why. Note on log.
14. Create, complete, and turn in your hourly rounding report for statistical documentation and impact reporting, by putting all logs in the Courier to Volunteer Services at the end of your shift.

15. Complete non-clinical tasks to support the ED staff.
16. Stock supplies in downtime.
17. Understand and comply with the St. Luke's infection prevention program.
18. Assist the ED Staff with maintaining a safe, orderly, and professional work environment.

LICENSE / CERTIFICATION/REGISTRATION NEEDED: Nothing needed by volunteer.

ATTENDANCE & ABSENCES:

1. Volunteers must be in uniform and wearing their picture ID badge.
2. Arrive at your assignment location on time after signing in at Volunteer Services.
3. Take your meal breaks before or after your shift, not during, unless working multiple shifts.
4. **Volunteers are expected to work their designated shift, but in the event of an emergency, illness, or scheduled time off is needed, you are required (and as soon as possible) to notify your area of assignment. ED Main Desk: 319-369-7105 as well as pulling yourself from the effected shift and emailing CR_VolunteerSchedule@unitypoint.org with the reason for your absence.**

Attendance is critical to this assignment. Volunteers in this role are expected to follow the volunteer services attendance policy:

We ask that our volunteers commit to volunteering for a weekly shift for a minimum of six months.

- a. Excused Absence is an absence that does not negatively impact volunteer attendance records (unless absences exceed 25% of their shifts within a 6-month period). This includes, but is not limited to, illness, leave of absences, and severe weather.
 - i. For a full list of absences that are considered excused please email CR_VolunteerSchedule@unitypoint.org
- b. Unexcused Absence is an absence that does negatively impact volunteer attendance records. This includes, but is not limited to, schoolwork, and pre-planned appointments (such as preventative checkups or hair appointments).
 - i. 1st and 2nd occasions of unexcused absence within 6 consecutive months will result in a documented verbal warning.
 - ii. The 3rd occasion of unexcused absence within 6 consecutive months will result in a written reprimand.
 - iii. The 4th occasion of unexcused absence within 6 consecutive months may result in dismissal from volunteering.

KEY ACCOUNTABILITIES & SKILLS:

5. Task and people oriented.
6. Able to be on feet for entirety of shift.
7. Able to walk long distance repetitively
8. Able to move quickly from one task to another.
9. Has good hearing and listening skills.
10. Possesses a clear speaking voice and the ability to communicate clearly in English. (for non-English speaking patients, use the Stratus electronic interpreter).
11. Good manual dexterity.
12. Ability to interact with all types of people and value the difference of all people.

13. Ability to determine and meet the needs of the customer while being sensitive and provide excellent customer service.
14. Must consider “age specific requirements” when dealing with patients, families, and visitors.
15. Be aware of body language and message your non-verbal’s send
 - Varied eye contact
 - Attentive body language = relaxed posture, leaned in slightly, absence of annoying fidgets, gestures
 - Respectful, but proximity
 - Use minimal encouragers: head nods, small gestures, moving toward speaker

PERFORMANCE CRITERIA:

1. Adheres to the St. Luke’s Volunteer dress code.
2. Follow the policies of Volunteer Services.
3. Demonstrates regular reliable attendance.
4. Practices Confidentiality, Infection Prevention
5. Able to push a wheelchair.
6. Sensitive to the needs and concerns of patients, families, guests, and co-workers.
7. Brings concerns to the Assignment Supervisor or Volunteer Coordinator.
8. Knows how to find and use resources related to assignment.
9. Must be aware of St. Luke’s services and recognize need for referral to services offered.
10. Self-driven, willing, and able to act independently to exceed expectations of staff and customers.
11. **Drive to develop, acquire and utilize new skills and knowledge to provide the healthcare we’d like our loved one to receive.**
12. Must be able to cope effectively with stressful situations and time constraints in addition to having the ability to remain calm in a crisis environment.
13. Must possess high integrity and maintain confidentiality.
14. Will not share personal opinions, just the facts.
15. Work **collaboratively** with others and without direct supervision.
16. Must be mature, cooperative, **positive** service-oriented individual with effective communication skills and **positive body language**.

ORIENTATION TO ASSIGNMENT CONSISTS OF:

1. Completing the St. Luke’s Volunteer Services New Volunteer Onboarding process. (screening per TJC)
2. Complete department specific training
 - a. Online Training Modules
 - b. ED Tour
 - c. Classroom Training
 - d. Assignment Shadowing
 - e. Use of Resource Binder
 - f. Log Completion & Work Documentation
5. Ongoing and annual training (per TJC)
6. Performance Evaluations related to VS guidelines and assignment (per TJC)

DISCLAIMER: The above statements are intended to describe the general nature and level of work being performed by people assigned to this service. They are not intended to be an exhaustive list of all responsibilities, duties and skills required to volunteers so classified.

Assignment Document Created: 06-2012

Reviewed:

Updated: 11-2015, 07-2017,

This assignment was suspended from 03-2020 – 02-2022 due to the COVID-19 Pandemic.

Our goal at UnityPoint Health is to be a place where leaders want to **lead**, physicians want to **practice**, staff want a **career**, and patients must have their **care**. The following values and standards of behaviors across our regions will consistently demonstrate UnityPoint Health’s values in the performance of job duties and responsibilities.

Demonstration of UPH Values and Standards of Behaviors Consistently demonstrates UnityPoint Health’s values in the performance of job duties and responsibilities	
Foster Unity:	<ul style="list-style-type: none"> • Leverage the skills and abilities of each person to enable great teams. • Collaborate across departments, facilities, business units and regions. • Seek to understand and are open to diverse thoughts and perspectives.
Own the Moment:	<ul style="list-style-type: none"> • Connect with each person treating them with courtesy, compassion, empathy, and respect • Enthusiastically engage in our work. • Accountable for our individual actions and our team performance. • Responsible for solving problems regardless of the origin.
Champion Excellence:	<ul style="list-style-type: none"> • Commit to the best outcomes and highest quality. • Have a relentless focus on exceeding expectations. • Believe in sharing our results, learning from our mistakes, and celebrating our successes.
Seize Opportunities:	<ul style="list-style-type: none"> • Embrace and promote innovation and transformation. • Create partnerships that improve care delivery in our communities. • Have the courage to challenge the status quo.

Volunteer Services

Volunteer Assignment Description Sign-Off

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DEPARTMENT: Emergency Department

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SERVICE LINE COORDINATOR: Alajandra Shell

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Statement: In signing below, I certify that I have received, read, and will adhere to the job description as outlined and follow department policy and guidelines.

Volunteer Signature

Volunteer Printed Name

Date

****CURRENT EMPLOYEES ONLY****

I am an associate of St. Luke's Hospital interested in serving in a voluntary capacity as listed above, and stipulate to the following:

- I have requested the volunteer assignment listed above in pursuit of my personal interests and desire to serve my community
- The volunteer assignment listed above is not within the department and/or scope (responsibilities, job duties, etc.) of my regular employment as _____ in _____
- I understand that I will not be compensated for my time served in this capacity.
- This assignment is not a condition of my employment.
- This assignment will be served during my free/off time; it is not a part of and will not interfere with my regular work schedule.

Associate Signature: _____ Date _____

Volunteer Coordinator or Assignment Supervisor/Trainer Signature: _____