

Name: _____

Date: _____

VOLUNTEER LEARNING MODULES Annual Renewal

ACTIVE SHOOTER RESPONSE

1. If you dialed "911" and a shooter is nearby, leave the line open so the "911" operator can listen.
2. In the event an active shooter is in your vicinity, the general rule is to spread out.
3. The three steps to take in the event of an Active Shooter Incident are:
 - Evacuate
 - Hide Out
 - Only as a last resort – Take Action
4. If providing information to the "911" operator or law enforcement tell them:
 - Number of shooters
 - Number and types of weapon(s) being used
 - Location and description of shooter
5. Your number one priority in an active shooter event is to protect your own life.

FALL PREVENTION

1. If you find an environmental hazard, you should:
 - Call X892111 at Penrose Hospital and X812111 at St. Francis Medical Center (Operations Center) to report
 - Notify a supervisor in your department of the hazard
2. Who is responsible for Fall Prevention:
 - Nursing Staff and Physicians
 - Patient Care Associates
 - Non-Patient Care Associates
 - Volunteers
3. A patient who has moderate or high risk for a fall will be identified by:
 - A yellow fall magnet on their door frame
 - Yellow socks/armbands/gowns
 - Red socks for patients who have a history of falls
4. If a patient or visitor is unsteady, or having difficulty walking you will offer assistance and/or a wheelchair
5. ALL patients are at risk for falls

NO PASS ZONE

- N** – Never pass by a call light
- O** – Observe and acknowledge the patient and/or visitor who is requesting assistance
- P** – Provide what they are asking for . . . **OR**
- A** – Ask or access someone who can – a nurse, CNA, or other clinical staff
- S** – Safety is always first, never put patients at risk – or yourself – if you are uncomfortable with a request, get a staff person to come and help right away – the important thing is to acknowledge the patient and need!
- S** – Smile and remember to use AIDET (Acknowledge, Introduce, Duration, Explain, Thanks) ask the patient if there's anything else you can do or help with and be sure to thank the patient for choosing Penrose-St. Francis for their care

SHARE

- S** SENSE people's needs before they ask
- H** HELP each other out
- A** ACKNOWLEDGE people's feelings
- R** RESPECT the dignity and privacy of others
- E** EXPLAIN what is happening

AIDET

ACKNOWLEDGE

- Eye Contact
- Smile
- Ask that patient what name they prefer to be called
- Greet the patient's visitors

INTRODUCE / MANAGE UP

- State your name and tell them what your role is
- Let the patient know about your experience
- Introduce your colleagues and let the patient know that they are in good hands

DURATION

- Tell the patient how long things will take. Examples:
 - How long will they be in another department
 - How long before results come back
 - How long before they can eat
- How long before the patient can leave after the Dr. tells them they are being discharged

EXPLANATION

- Explain what you are doing
- What is the plan for their care
- Explain what the patient can expect to experience
- Explain a test or procedure
- Offer to answer any questions or resolve any complaints

THANK YOU

- Express gratitude for their trust in you and our hospital

CONFIDENTIALITY

1. Maintaining confidentiality is the responsibility of all associates, physicians and volunteers.
2. Sharing of patient information is on a "need to know" basis only.
3. Any patient information, confidential information about an associate or their family, physician, or management and financial information regarding the facility, Centura Health, or Catholic Health Initiatives that is made available to me is for my professional use only.
4. The computer user-ID, in combination with the password that I create, is unique to me. My user-ID and password are to be maintained as confidential and are for my use exclusively.

SAFETY

1. The four basic steps to follow in the event of a fire are:
 - Rescue
 - Alarm
 - Control (or Contain)
 - Extinguish
 - **RACE**
2. The four steps to follow in using a fire extinguisher are:
 - Pull the pin
 - Aim the nozzle
 - Squeeze the handle
 - Sweep back and forth
 - **PASS**
3. To activate Code Red in the event of a fire, you should:
 - Pull an alarm station
 - Call X892111 at Penrose Hospital and X812111 at St. Francis Medical Center
4. The times you must wash your hands with soap and water are:
 - When hands are visibly soiled
 - Before eating
 - After eating
 - After using the restroom
5. The phone number to activate all emergency codes and obtain emergency assistance from Security is:
 - X892111 at Penrose Hospital and X812111 at St. Francis Medical Center
6. Patient safety is the center of healthcare
7. Keeping patients safe is a TOP priority for Penrose-St Francis
8. Volunteers are not permitted in Isolation Rooms. These rooms are clearly identified by signage on the patient's door and by the presence of the yellow Infection Control Supply Cart outside the patient's room.

EMERGENCY MANAGEMENT CODES

Cardiac Arrest	Code Blue
Fire	Code Red
Bomb Threat	Code Black
HazMat Spill	Code Orange
Infant/Child Abduction or Missing Adult	Code Pink
Violent Behavior or Security	Code Green
Disaster Internal/External	Code Grey
OB Hemorrhage	Code White
Controlled Access or lockdown	Code Silver
"Tornado Warning"	

QUIZ

1. The three steps to take in the event of an Active Shooter Incident are:
 1. _____
 2. _____
 3. _____

2. Your number one priority in an active shooter event is to protect your own life.

True False

3. Physicians and patient care associates are the only ones that are responsible for fall prevention.

True False

4. To activate Code Red in the event of a fire, you should: Pull an alarm station and call X892111 at Penrose Hospital and X812111 at St. Francis Medical Center

True False

5. The times you must wash your hands with soap and water are:
 1. _____
 2. _____
 3. _____
 4. _____

6. Patient safety is the center of healthcare and safety is a TOP priority for Penrose-St Francis.

True False

7. All patient complaints are immediately reported to the charge nurse or supervisor.

True False

8. All patients in all hospital settings are at risk for falls.

True False

9. You see a patient (or visitor) who is unsteady, or having difficulty walking. You will:
 1. _____

10. What does AIDET stand for?
A _____
I _____
D _____
E _____
T _____

11. What does SHARE stand for?
S _____
H _____
A _____
R _____
E _____

12. Match the description on the right with the appropriate description on the left:

- | | |
|----------------------|--|
| 1. _____ Code Orange | A. Infant/Child Abduction or Missing Adult |
| 2. _____ Code Blue | B. Disaster Internal/External |
| 3. _____ Code Red | C. OB Hemorrhage |
| 4. _____ Code Grey | D. Cardiac Arrest |
| 5. _____ Code Black | E. HazMat Spill |
| 6. _____ Code Pink | F. Violent Behavior or Security |
| 7. _____ Code Green | G. Controlled Access or Lockdown |
| 8. _____ Code White | H. Fire |
| 9. _____ Code Silver | I. Bomb Threat |

13. Another volunteer does not have their computer user-ID yet, they can use mine as long as they make sure to log off when they are done.

_____ True _____ False

14. I am on a patient unit and hear that a member of my Parish is in the hospital; I should contact my Parish and let them know.

_____ True _____ False

