

Quarterly Training Q1 2020

KPNW Hospital Volunteer Services

Sunnyside Medical Center

Westside Medical Center

Topics

Module 1 - EMTALA including Code Stork

Module 2 - Tools to Know When It Is a Yes or a No

Module 3 - Do's and Don'ts in Conversation

Survey Monkey Attestation



Module 1 - EMTALA including Code Stork

Why this training?

- Confidentiality happens every day in every transaction. Using the rules of confidentiality is the right thing to do and required by law.
- We need 100% compliance every year from every employee and volunteer. Everyone must sign a new Confidentiality Agreement which can be done through completing this training.



What is EMTALA?

- EMTALA is the Emergency Medical Treatment and Labor Act
- Hospital must provide a medical screening exam (MSE) to any person who presents on hospital property in need of emergency medical treatment
- If an emergency medical condition exists, hospital will provide stabilizing treatment

EMTALA applies to all Kaiser Foundation Hospitals

When does EMTALA apply?

An individual who “comes to the Emergency Department” is defined as any one of the following:

- An individual who presents to the “dedicated emergency department” and requests treatment of a medical condition; or
- An individual who presents on hospital property and requests treatment for what may be an emergency medical condition
- “Dedicated emergency department” includes Labor & Delivery

EMTALA (Emergency Medical Treatment And Labor Act)

Policy

"The hospital will provide a medical screening examination (MSE) by a qualified medical provider to any individual who comes to the hospital seeking emergency medical treatment..."

If an emergency medical condition exists, the hospital will provide stabilizing treatment

Does KSMC/KWMC have a policy that addresses what happens if someone has a medical emergency on *hospital property*?

Yes. KSMC/KWMC has a policy in accordance with the federal Emergency Medical Treatment and Labor Act (EMTALA). It states that KSMC/KWMC will attend to any individual who comes to the hospital in an emergency condition **anywhere on the hospital campus.**

What does the “Hospital Campus” consist of?

Includes

Entire hospital campus within 250 yards of hospital building

The 250 yard perimeter covers the entire KSMC/KWMC campus

Includes

Parking lots

Streets

Sidewalks

Driveways

Parking structures

EXCLUDES

Facilities not operated under the hospital license

Medical Office Bldgs

Shops

Restaurants

Other non-medical facilities

What is the procedure if someone has a medical emergency on hospital property?

- This depends on **where** the person in need of medical attention is located (see charts on following slides)
- It is important that the individual who finds the person in need of help, stay with him/her until help arrives and reassure the person, if possible, that help is on the way
- Primary responders have been identified and educated on their roles



Sunnyside EMTALA Response Chart

Area of "Hospital Property"	Comments	Who to Call?
ED and ED parking lot		ED Staff and Security
Labor & Delivery	Includes area immediately outside L&D entrance and parking lot; Labyrinth between hospital and SYB	L&D Staff or Rapid Response Team for non-labor patients and Security
Other areas located in hospital bldg.; Medical offices in hospital bldg. (Clinics A & C); Hospital Lobby & foyer; Brookside Center in Wing A; Mobile MRI Trailer, including entry way to trailer from MRI Dept in hospital bldg.	MRI staff to transport patient out of magnetized area	Rapid Response Team
Area directly outside Main Hospital entrance	Include drop off zone between hospital entrance & parking structure	Rapid Response Team and Security
Covered area outside back entrance on LL of hospital (near Nuclear Med & MRI); Cafeteria Courtyard (outside)		Rapid Response Team and Security
Medical offices (SYB, MTT, MTS) on KSMC campus; Process Center and Supply Center; Trailers or other non-permanent KP structures; Loading docks; Patient/visitor parking structure; Any other areas within 250 yards of hospital	"Hospital Property" includes parking lots, sidewalks, streets, etc.	911 and Security

If you cannot remember whom to contact, call 911!

Kaiser Westside Medical Center EMTALA Response Chart

Area of "Hospital Property"	Comments	Who to Call?
Emergency Department	Includes entrance	Code Blue Team
Parking lot outside of the ED		ED Charge Nurse, ED Physician, Security, and Safe Patient Moving Team (SPMT)
Emergency Dept driveway		ED Charge Nurse, Security, and SPMT
Labor & Delivery		Rapid Response Team and Code Stork Team
Other areas located in hospital building	Excluding Westside Medical Specialty Office	Rapid Response Team and Code Blue Team
Westside Medical Specialty Office; Hospital rotunda/lobby, outpatient pharmacy		Code Blue Team only
Outside rotunda entrance; Lower level courtyard; cafeteria; Healing Garden	Under glass awning; outside cafeteria	Rapid Response Team and Security
Hospital drop off zone; patient/visitor parking structure; Medical offices (SST) on campus; Central Utility Plant (CUP) Trailers or other non-permanent KP structures; loading docks	"Hospital Property" includes parking lots, sidewalks, streets, etc.	911 and Security

If you cannot remember whom to contact, call 911!

How to handle Code Stork

- Sunnyside and Westside have many things in common, including excellent services as reported by patients and numerous ranking agencies and a history of sharing patients based on their medical needs. There are some things we do have to handle differently, mostly due to size of facility and specialized care each offers.
- One area is with our Code Stork code call. Code Stork is an important part of EMTALA. We cannot send someone who is in labor or believes themselves to be in labor away to another facility or to an urgent care site.
- The next few slides offer clarifications for when a volunteer needs to be aware of know about Code Stork and its relationship to EMTALA.

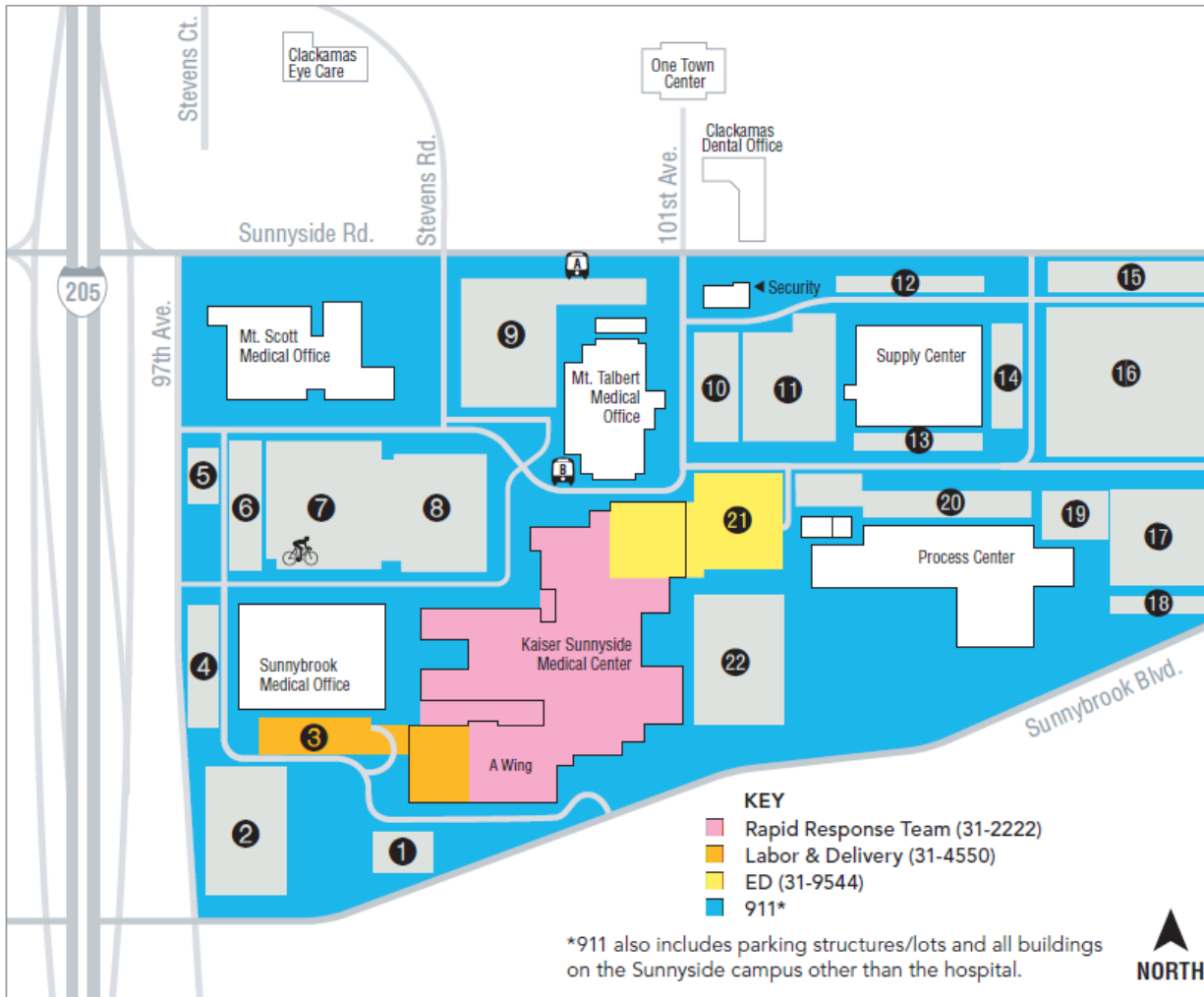
How to Handle Code Stork at **Sunnyside Medical Center**

- If an individual presents at the lobby believes themselves to be in labor, a volunteer would call a Code Stork. This would be done by calling 31-2222 on a Kaiser phone, then identify it as a Code Stork. This would activate a nurse or team of nurses from the Labor and Delivery (L&D) to come to you to assist. The staff member would escort the patient via wheelchair to the unit.
- If the volunteer uses a Vocera, call an administrator on duty and tell them you have a Code Stork.
- If an individual presents at the Emergency Department believes themselves to be in labor, you would take them to the check in station in the Emergency Department (ED) and let the Patient Access Representative (PAR) know this is a Code Stork.
- If an individual presents at a location other than the front door or ED (excluding the labor and delivery entrance), you would call a Code Stork by calling from a Kaiser phone 31-2222 and identify it as a “Code Stork.” If you are not near a Kaiser phone, use the Vocera to call Administrator on Duty and tell them you have a Code Stork (if no other staff is around to assist).

How to Handle Code Stork at **Westside Medical Center**

- If an individual who believes themselves to be in labor presents themselves at the rotunda, a volunteer seats the patient in a wheelchair and escorts her to the Emergency Department (ED), where the patient is turned over to a staff member. If the individual does not believe they can get to the ED, call a Code Stork by calling on a Kaiser phone 24-2222. You would say “call Code Stork.” This would activate a nurse or team of nurses from Labor and Delivery (L&D) to come to you to assist. The staff member would escort the patient via wheelchair or stretcher to the unit.
- If the volunteer uses a Vocera, call the Administrator on Duty and indicate you have a Code Stork.
- If an individual who believes themselves to be in labor presents themselves at the ED, take them to the check in station in the ED and let the Patient Access Representative (PAR) know this is a Code Stork.
- If an individual presents at a location other than the rotunda or ED, you would call a Code Stork by calling from a Kaiser phone 24-2222 and identify it as a “Code Stork.” If you are not near a Kaiser phone, use the Vocera to call Administrator on Duty and tell them you have a Code Stork (if no other staff is around to assist).

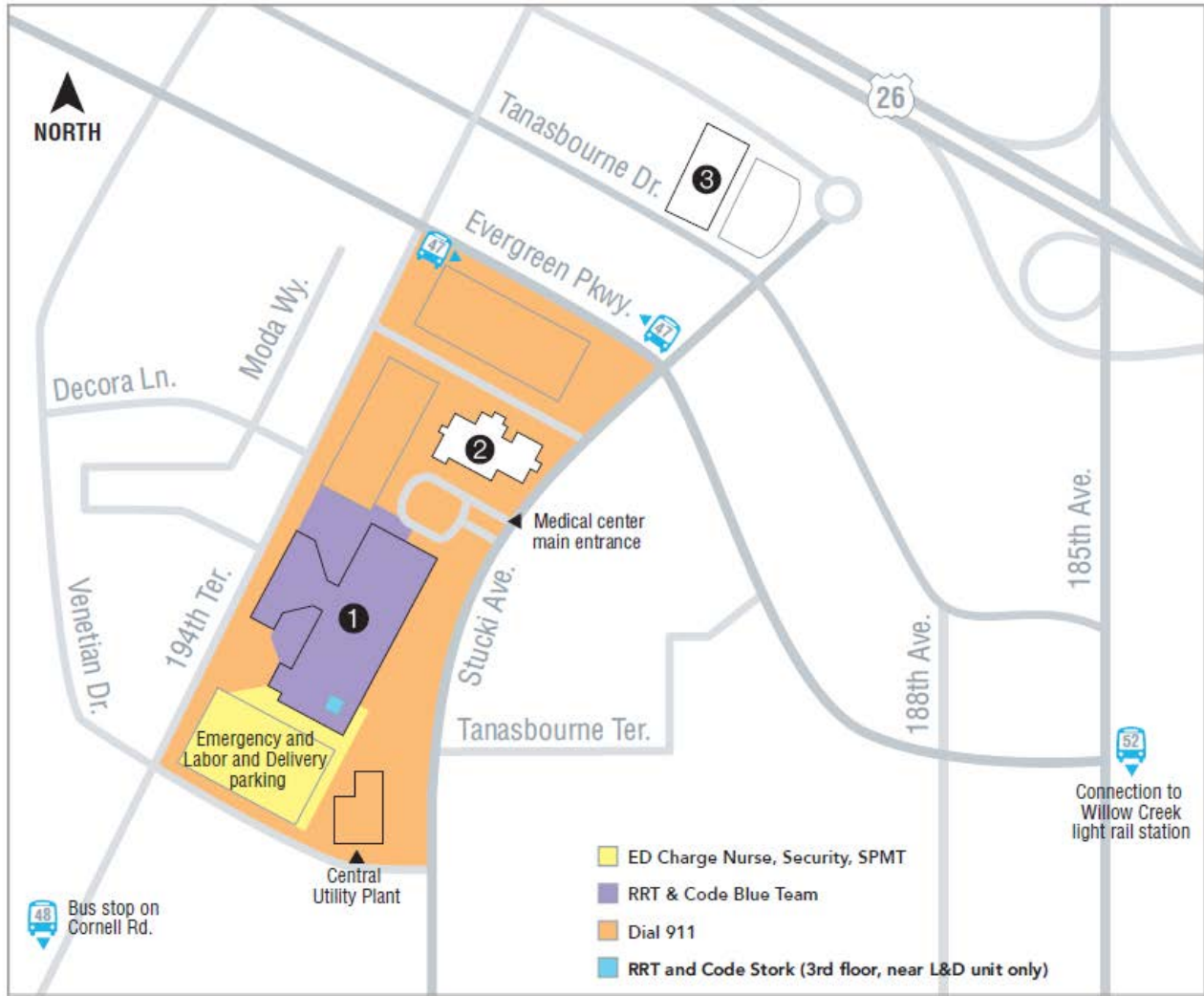
Kaiser Permanente Sunnyside Medical Center EMTALA Map



EMTALA MAP KEY:

- 1 Construction Zone
- 2 Staff
- 3 Labor & Delivery (Patients only at all times)
- 4 Patient/Visitor
- 5 Patient/Visitor
- 6 Patient/Visitor
- 7 Patient/Visitor
- 8 Patient/Visitor Parking Garage
- 9 Mt. Talbert Lot
- 10 Staff Carpoolers
- 11 Staff Lot
- 12 Service Vehicles
- 13 Service Vehicles
- 14 Staff
- 15 Staff
- 16 Staff Garage
- 17 Staff
- 18 Service Vehicles
- 19 Service Vehicles
- 20 Medical Records Lot
- 21 Emergency Department Lot (Patients only at all times)
- 22 Staff

Kaiser Permanente Westside EMTALA map



BUILDING ADDRESSES:

- 1 Kaiser Permanente Westside Medical Center
2875 NW Stucki Ave.
Hillsboro, OR 97124
- 2 Sunset Medical Office
19400 NW Evergreen Pkwy.
Hillsboro, OR 97124
- 3 Sunset Dental Office
19075 NW Tanasbourne Dr.
Hillsboro, OR 97124

Why call campus security & 9-1-1?



- Our number one priority is to get immediate help to any person in need of medical attention *in the safest manner possible*.
- The security dispatcher can notify other parties that may need to respond.
- Ambulance staff often need assistance from Security (to enter a card-restricted area).
- Ambulances staffed by EMT are located within close proximity and can respond 24/7.
- Ambulances are equipped with necessary life-saving tools.
- These services provide safe transport of patients to the ED for MSE.

What if I can't remember who to call?



First

Call 9-1-1 and
notify Security



Second

Stay with person in need
of medical attention
until help arrives



Third

Reassure the person
that help is on the way



Module 2 – How to Know When a Task is Okay to Do

Why this Training?

- Sometimes it is hard for a volunteer to know what you can or can't do. If you are new it might feel like all the information is just swimming in your head. Even if you are a seasoned volunteer we get asked to do some of the most interesting things.
- To help make it easier for you to know what you cannot do, we have compiled a number of examples of what not to do. *However, please consult your confidentiality training, your EMTALA training, your HIPPA training and other trainings provided on a quarterly basis as well as your initial orientation materials.*
- If you are asked to perform these tasks, we always want to educate the staff who are asking you to do something you should not be doing. Most of the time they are not aware you should not be doing the specific task.
- Please remember to use your training of sandwiching-
 - *“Thank you for asking me to do XXXXX, however I would like to let you know as a volunteer I am not permitted to do this. Is there anything else I can do to assist you?”*

Examples of What Not to Do

- Access medical records
- Handle blood
- Handle bodily fluids
- Go into an isolation room
- Transport overweight patients in a wheel chair
- Transport patients in a wheel chair with a medical devise
- Assist someone in a wheel chair with going into a restroom
- Take someone in a wheel chair to the parking lot
- Help someone in a wheel chair into a car
- Pick up medication
- Participate in direct patient care
- Give medical advice
- Transport items belonging to a patient without a patient present
 - The exception being that patients sometimes have several items that need to go with them when they are being discharged that are put on a small cart.
- Charge for our service
- Take photos or video
- Move a bed or a stretcher



Module 3 - Do's and Don'ts in Conversation



Introduction

In 2018, social media turned 13 according to Vince Golla, Director of Social Media for Kaiser Permanente. In an article penned by Vince, he stated “and it’s behaving just like a teenager. Online conversations can move from hopeful and inclusive to angry and combative at whiplash-inducing speeds.”

“What might be surprising is the extent to which people can lose their reputations — and jobs — because what they say online is zipping around the world in ways they never intended.”

We all probably know someone who has experienced a negative reaction from a social media account.

In your volunteer onboarding training, we talked about not using social media to share about things you learned, did or saw while you are volunteering at Kaiser. This includes posting pictures!

However, there is another aspect of communicating we may need to give some tools for use during this period in our country. We don’t seek to take any positions either politically or religiously while we are volunteering at Kaiser. This was also covered in your onboarding training, but a number of questions have been raised about what a volunteer can say in response to a member, another volunteer or a staff member who makes a statement in one of these two realms.

Each of us plays an important role in fulfilling the mission of both Kaiser and the Volunteer Services department in our interactions.

Vince had a few reminders:

- Nothing is completely private
- There's a lot of anger out there. Be careful adding to it.
- Think about how you share your opinion.
 - Robust conversations and sharing of ideas helped build our country and continue to propel progress and innovation. Something spoken in haste cannot be taken back.

Statements taken from the Principles of Responsibility, Kaiser Permanente's Code of Conduct booklet are as follows:

- Our cause is health. Our passion is service. We strive to make lives better.
- **Respect Members, Patients, Customers and One Another:**
 - We strive to act with courtesy, in a careful and considerate manner, and with professionalism.
 - We respect our members autonomy, customs and beliefs.
- **Protecting our Reputation**
 - Communications that might lead others to believe you are speaking on behalf of or as a representative of Kaiser or the Volunteer program through any form of media (printed, spoken or electronic) are not allowed.
- **Treat Others with Dignity and Respect – a key component for Volunteer Services.**
- **We all have the responsibility to treat one another respectfully.**
 - Kaiser has long been known for its leadership in workplace diversity. Kaiser is committed to promoting and maintaining an inclusive, high-performing culture in which everyone celebrates innovative thinking.
- **We do not tolerate harassment of any kind by anyone**

Communications are handled through our Communications Department at Kaiser Permanente NW.



What does all of this mean to me as a volunteer?

- We treat others with Dignity and Respect
 - Support other customs and beliefs without feeling like we must give up our own beliefs. We recognize we have opinions regarding many things that simply should not be talking points while volunteering at Kaiser.
- Refrain from discussing our beliefs
 - Religious beliefs, political beliefs or cultural beliefs at the expense of another will simply add to the anger that exists in our country.
- We don't ask members for the details of their visits
 - Or why they are at a Kaiser facility (except in the course of your volunteer responsibilities such as in the lobby/rotunda and providing directions) or take their stories shared with you and reshare them.

What should you do when someone brings up a difficult topic like these?

The best example I have seen is having the statement in your back pocket you can use to redirect the conversation could be something like this.

I heard your comment (or question) and I really enjoy volunteering. At Kaiser we seek to treat everyone with Dignity and Respect and to honor the right of everyone to their own beliefs, customs and ideas. Right now, I am here to _____ (stock the room, assist with your discharge transport, or whatever task you are doing at the moment).

Thank you for understanding!

Survey Monkey Attestation

Survey Monkey Attestation



You will need to click on the following link to complete a very brief survey regarding this training so we know that you read it.

When you take the survey be sure to click on the **Done** button after answering the questions.

Remember we need 100% compliance – so it is vital that you complete this survey!

Thank you for all you do and difference you make as a Kaiser Volunteer.



TAKE SURVEY ▶

<https://www.surveymonkey.com/r/FZ22C5F>