



# 2020 Annual Volunteer Training

You make the required 5% difference needed in Hospice



# Our Mission, Vision and Values

- **Mission:**

- Though our exceptional health care services, we reveal the healing presence of God.

- **Vission:**

- Through our participation in the healing ministry of Jesus Christ, communities, especially those that are economically, physically and socially marginalized, will experience improved health in mind, body, spirit and environment within the financial limits of the system.

- **Values:**

- Inspired by our founding religious sisters, we value the sacredness and dignity of each person. Therefore, we find these five values consistent with heritage and ministry:
  - **Compassion:** We reveal the healing presence of God through compassionate care focused on the fullness of the person.
  - **Respect:** We respect life at all stages and promote the dignity and well-being of every person.



# Continued...

- **Excellence:** We provide exceptional care and service through employees and physicians dedicated to our Mission.
- **Stewardship:** We use financial, human and natural resources responsibly and care for the environment.
- **Community:** We cultivate relationships that inspire service and promote justice in our organization and throughout our communities, with special concern for the poor and marginalized.



# Confidentiality

- ▶ Patient information is considered strictly confidential and may not be discussed with anyone not involved in that patient's care. If a member of a patient's family or friend asks for information regarding a patient's condition, refer them to the nurses' station or case manager.
- ▶ Information concerning organizational operation is also considered confidential. Inquiries from newspapers, radio or television regarding a patient or any hospital or clinic matters are to be referred to the Public Relations department.
- ▶ Violation of patient confidentiality can result in disciplinary action or immediate termination.
- ▶ Confidentiality - When a patient enters a Nursing home, the hospital, Assisted Living Facility, or we enter their home, we are obligated to protect that person's confidentiality.
- ▶ Associates and volunteers must respect and uphold the privacy of those with whom they come in contact. Whether on or off duty, associates and volunteers SHOULD NOT discuss patients or give out information about them. Gossip about patients, associates or about the SSM Health at Home Hospice is unethical and can be harmful.
- ▶ Being a volunteer at SSM Health at Home Hospice can sometimes create an awkward situation with outsiders wanting information. We require a professional attitude with this motto:
  - ▶ ***All you see as a SSM volunteer, all that you hear as a SSM volunteer; must remain confidential, when you leave here!***
- ▶ Misuse of patient information is cause for immediate dismissal. Volunteers may not read patient medical information.



# What is Confidential Patient Health Information?

- Confidentiality is a key concept in understanding HIPAA. Confidentiality is a professional obligation or a means of protecting health information and safeguarding it from unauthorized disclosure. Home health care providers have the obligation to maintain confidentiality of the patient's protected health information. This includes and electronic, paper, or oral data that can be used to identify an individual patient's health or medical condition or treatment.
- Name
- Address
- Social Security number
- Medicare number
- Date of Birth
- Telephone number
- Occupation
- Employer
- Payment information
- Medical record number
- Treatment specifics
- Diagnosis
- Medical history
- Medications
- Observations of health status



# HIPAA

Health Insurance Portability and Accountability Act (HIPAA) is a federal mandate that affects every medical institution and insurance company.

HIPAA was originally developed to make it easier for people to move from one insurance plan to another as well as to make their health information easily accessible to get the care needed.

- ▶ • Information that is easily accessible for appropriate reasons is also easily accessible for inappropriate reasons. This can lead to information leaks and abuses, especially when it is transmitted through e-mail or the Internet.
- ▶ • HIPAA states the rules SSM Health at Home Hospice needs to follow as well as the consequences of breaking HIPAA laws.



# HIPAA cont.

- ▶ • There are large fines and jail time for people who intentionally divulge or use patient information for personal use.
- ▶ • To help prevent associates and volunteers from breaking HIPAA laws, SSM Health at Home Hospice has developed policies and procedures for staff to follow. As a volunteer, you are considered an SSM Health at Home Hospice associate for HIPAA purposes.
- ▶ • These new procedures will be noticeable in many aspects of your volunteer routines, whether it is patient visits or office work.
- ▶ • It is important for all associates and volunteers to remember that protecting patient information is EVERY SSM Health at Home Hospice associate's and volunteer's responsibility.



# HIPPA continued



- ▶ - No information that would identify a patient or their family is allowed to be sent by e-mail. This includes bereavement follow-ups.
- ▶ - Information will only be given on a need-to-know basis. If you don't need information to do your job, you will not be given the information.
- ▶ - This includes talking with other volunteers. If a volunteer is not involved with the care of a patient, you may not talk together about that particular patient.
- ▶ - If you remember everything that is talked about under confidentiality, you will not break any HIPAA laws.





# HIPPA continued



- ▶ • When caring for a patient in a nursing home or other facility, suggest moving to a more private location when talking about patient issues.
- ▶ • If answering the phone when in the patient's room or home, be careful about the information given out to the caller. Verify the caller and check with the patient before giving out any information.
- ▶ • Reminder that some families don't want any information shared even with close family members.
- ▶ • Review importance and procedure to properly dispose of confidential paperwork. Once your patient passes there is no need for patient information to remain in your possession.
- ▶ • When calling we may not leave personal information on their answering machine nor can we fax paperwork to their home.




# General Policies For Associates And Volunteers

## ► **No Solicitations/No Distributions**

Associates and volunteers may not engage in solicitation, distribution of literature, nor may any associate or volunteer willingly accept solicitation on behalf of any non-ministry club, society, religious organization, political party, labor union or similar association or for any other purpose during actual working time or in any work area of either the solicitor or the person being solicited. Should you receive any non-ministry related solicitation during volunteer hours, you are to notify your Volunteer Coordinator or supervisor on duty immediately in any Skilled living facilities. Violation of this policy can lead to discipline, up to and including termination. Volunteer time is defined as that time when the soliciting associates and volunteers should be working or volunteering. Work areas include all places where associates or volunteers regularly work, confer or conduct business.

Non-associates may not solicit or distribute literature, products, etc. or any purpose at any time at SSM Health at Home facilities.



# Patient's Rights

- ▶ Exercise your rights as a hospice patient
- ▶ Patient's Respect and Consideration from staff based on honesty and ethical standards of conduct
- ▶ Free from mistreatment, neglect, verbal, mental, sexual and physical abuse
- ▶ Free from physical and mental abuse
- ▶ Free from restraints and seclusion
- ▶ Be treated with curtesy, respect and consideration
- ▶ To receive information in plain language to ensure accurate communication



# Patient Rights: To File a Grievance

- ▶ Receive information on our complaint resolution process
- ▶ Voice a grievance/complaints or recommend changes in policy, staff or service, care regarding treatment or care that is (or fails to be ) furnished and the lack of respect for property by anyone who is furnishing services on behalf of the hospice with out fear of coercion, discrimination, restraint, interference, reprisal or an unreasonable interruption in care
- ▶ Be advised when you are accepted for treatment or care of the toll free number Hospice to lodge complaints
- ▶ Be advised of the availability of the long term care ombudsman to provide patient advocacy and other services

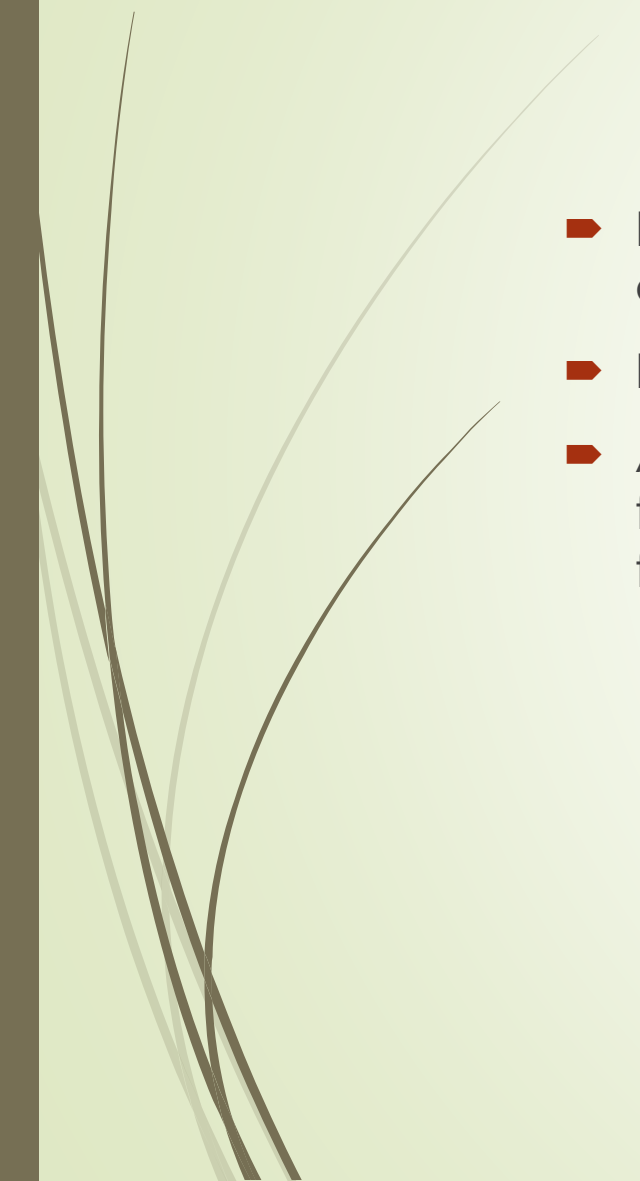



# Patient Rights: Decision Making

- ▶ Choose your attending Physician and other health care providers
- ▶ Be fully informed in advance about services/care covered under Medicare or other hospice benefits
- ▶ Be fully informed of your responsibilities.
- ▶ Be involved in developing your hospice plan of care
- ▶ Be advised of any change in your services or plan of care
- ▶ Be advised of any significant change in your needs or status
- ▶ Be informed of the hospice criteria for discharging you from the program
- ▶ Have family involved in the decision making as appropriate
- ▶ Participate or refuse to participate in research



# Decision making cont.

- ▶ Formulate advance directives and receive written information about the agency's policy and procedures
  - ▶ Have your wishes concerning end-of-life decisions addressed
  - ▶ Accept, select, refuse or discontinue care, treatment and services without fear of reprisal or discrimination after being informed of the consequences for doing so.
- 



# Patient Rights: Privacy and Security-You have the right to:

- ▶ Personal privacy and security during home visits.
- ▶ Choose physical and emotional privacy in treatment
- ▶ Restrict visitors or have unlimited contact with visitor at any hour
- ▶ Confidentiality of written, verbal and electronic protected health information
- ▶ Refuse filming or recording or revoke consent for filming or recording of care
- ▶ Access, request changes to and receive an accounting of disclosures regarding your own protected health information as permitted by law.
- ▶ Request and receive an exact copy of your clinical record
- ▶ Request approve or refuse release of information

For training purposes only




# Patient's Rights: Financial Information

- ▶ Be advised orally and in writing before care is initiated
- ▶ Be advised orally and in writing of any changes in payment, charges, and patient payment liability as soon as possible
- ▶ Have access to all bills, upon request
- ▶ Receive an Election Statement Addendum
- ▶ Receive Information for all cost-sharing responsibilities for hospice services, if any

For Training purposes only





# Patient Right: Quality Care-You have the right to:

- ▶ Receive high quality, appropriate care
- ▶ Receive effective pain management and symptom control
- ▶ Receive pastoral and other spiritual services
- ▶ Be admitted only if we can provide the care you need
- ▶ Receive the name and contact information for the Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO)
- ▶ Receive emergency instruction and be told what to do in care of an emergency.
- ▶ **FOR the FULL Description of Patient Rights refer back to your volunteer training manual. This material is for training purposes only.**




# Required Background checks for caregivers/volunteers

- ▶ **Caregiver Background Checks**

- ▶ Agnesian HealthCare is obligated to comply with state regulations regarding caregiver background checks on all associates, volunteers or contracted personnel. A caregiver background check will consist of information from the Wisconsin Department of Caregiver Justice; Wisconsin Department of Health and Family Services; Wisconsin Department of Regulation and Licensing and other agencies as needed. Caregiver background checks may also be required from other states on associates, volunteers or contractors who have lived out of the state. Caregiver background check will be completed within 60days of the volunteer's, associate's or contracted personnel's start date.
- ▶ If a caregiver background check on an associate, volunteer or contracted associate indicates a criminal background, a review of the nature of the crime, the length of time that has passed since the violation, and the associate's or volunteers will be completed by Human Resources. The associate, volunteer or contracted services personnel, in accordance with state regulations and SSM Health at Home Hospice Care policies, may be excluded from volunteering or may be terminated.

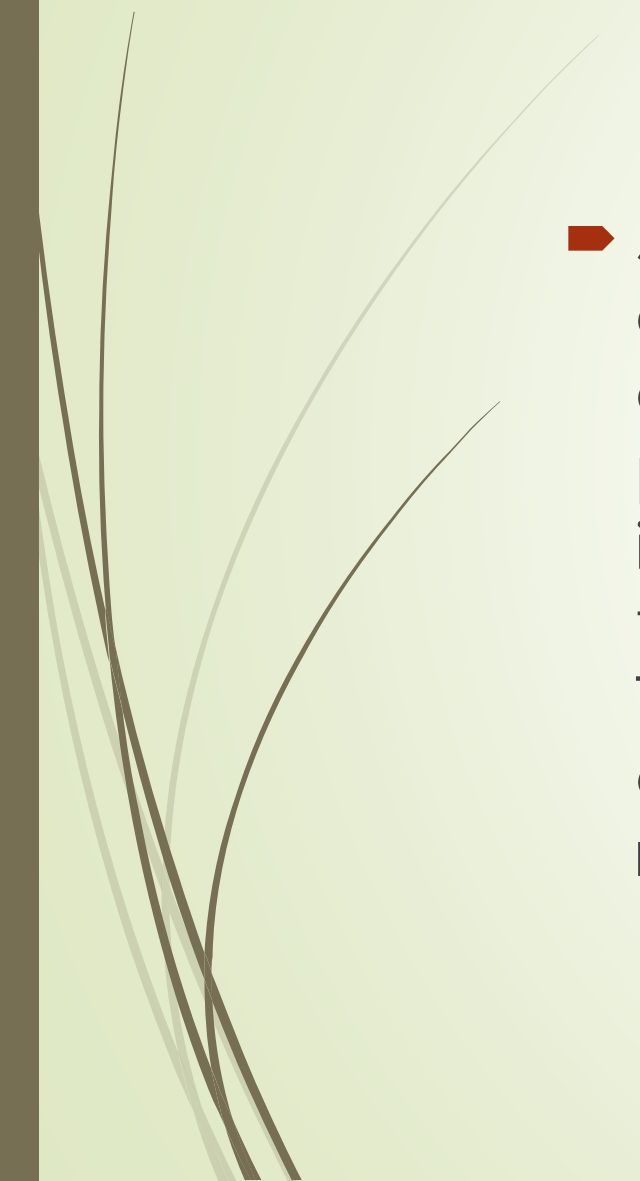


## Required Background checks for caregivers/volunteers

- ▶ All volunteers will be subject to a caregiver background check unless they are under the age of 18. Volunteers who are arrested or convicted of a job-related crime are required to notify their volunteer coordinator/supervisor immediately. Consideration will be given to the nature of the offense and relationship to the volunteer's position with SSM Health at Home Hospice HealthCare. SSM Health at Home Hospice may consider termination as a result of any service-related, criminal convictions.
  - ▶ All caregiver background checks will be completed on all SSM Health at Home Hospice volunteers, regardless of the date of hire or contract, every four years.
- 




# Joint Commission

- ▶ Joint Commission standards are the basis of an objective evaluation process that can help health care organizations measure, assess and improve performance. The standards focus on important patient, individual, or resident care and organization functions that are essential to providing safe, high quality care. The Joint Commission's state-of-the-art standards set expectations for organization performance that are reasonable, achievable and surveyable.
- 



# What Volunteers Should Know about Ethics and Compliance

- ▶ Ethics are a set of values. It means we are working and providing care in a way that is legal, honest and respectful of others. SSM Health at Home Hospice mission and values shows its ethics. SSM Health at Home Hospice fosters an environment where associates, volunteers and affiliated professionals are committed to: “do the right thing, obey all relevant laws and regulations, dedicate themselves to excellence, use resources wisely and report any concerns to the Compliance Program.”
- ▶ SSM Health at Home Hospice has a process to report fraud, abuse or unethical practices. Policies and procedures are in place to ensure that associates, volunteers, affiliates and act in an ethical and professional manner to promote mission and values of the organization.
- ▶ Having these policies and practices in place helps to improve performance and quality of care and helps to meet federal, state and regulatory guidelines (e.g. The Joint Commission).



# Standard of Conduct for Associates, Volunteers and Affiliated Professionals

Maintains a culture that values honesty, integrity and ethics by employing trustworthy people who obey laws and follow policies and procedures. SSM Health at Home Hospice Standards of Conduct are as follows:

- **Compliance with Laws and Regulations** - We are committed to ethical standards of business and professional ethics and integrity. We will provide patient care and conduct business while following all applicable laws, regulations and policies.
- **Billing and Coding** - We are committed to fair and accurate billing that is in accordance with all federal and state laws and regulations.
- **Conflicts of Interest** - We are committed to acting in good faith in all aspects of our work. We will avoid situations in which personal interests, activities or relationships create or appear to create a conflict of interest. A conflict of interest may exist whenever an associate or a related party (such as a family member, friend or business associate) receives a personal benefit from any decision or action taken by the associate on behalf of SSM Health at Home Hospice.



# Standards of Conduct cont.

- ▶ **Protection and Use of Information, Property and Assets** – We are committed to protecting SSM Health at Home Hospice property and information against loss, theft, destruction and misuse.
- ▶ **Quality of Care** - We are committed to providing quality care and services. Our first responsibility is to our patients and their families we serve.
- ▶ **Human Resources** - We recognize that our associates are our most valuable assets. We are committed to creating a workplace where associates are treated with respect and fairness while being empowered to get the job done at or above expectations.
- ▶ **Medical Staff Members** – SSM Health at Home Hospice is committed to providing all healthcare services in full compliance with all applicable laws, regulations and guidelines, as well as with its own policies and procedures. SSM Health at Home Hospice is particularly sensitive to requirements applicable to federal and state healthcare programs. Compliance by physicians, whether employed or independent contractors, who practice as members of the hospice staff, other ancillary healthcare professionals (e.g., nurse, nurse practitioners, physician assistants, etc.) and vendors furnishing healthcare services are critically important to SSM Health at Home Hospice's overall compliance efforts.

For a complete description of Compliance Responsibility & Ethics please see your Volunteer Training Manual.