

Providence Health Center

Pre-Med Student Volunteer Program

1. PURPOSE:

To define the Pre-Med student volunteer program being conducted at Providence Health Center (PHC) in Waco, TX. This information details how the program is organized, managed, and sustained to provide a cadre of qualified Pre-Med student volunteers.

2. GENERAL INFORMATION:

The PHC volunteer services organization manages a program to allow college students pursuing a degree in health care fields the opportunity to work in an operating hospital environment. Currently, only volunteer positions in the emergency room are offered. Candidates desiring to volunteer in other areas of the hospital or to be part of a doctor shadowing program must contact the hospital education department for further information.

It is hospital and Joint Commission policy that each person expressing interest in the program has a current social security account number (SSAN). Without a valid SSAN, it is not possible for local law enforcement agencies to conduct an individual background investigation which is also a policy requirement. Foreign students without a current SSAN are not allowed to become part of the program and should not apply.

It is also hospital and Joint Commission policy that each person who transports patients be CPR certified by the American Heart Association in Basic Life support for Healthcare Providers. Certification through the American Red Cross is not acceptable by the hospital. This requirement must be completed by all new Pre-Med volunteer candidates prior to acceptance into the training program or even being scheduled for orientation. One of our primary tasks is the transport of patients within the hospital and completion of this requirement is the responsibility of each student volunteer. Prior to starting

orientation, each volunteer candidate must present a current copy of the CPR card (front and back), The certification is valid for 2 years and will be monitored by the Pre-Med volunteer chairperson. Further information about the completing the CPR requirement can be obtained by contacting the chairperson.

The program is organized into four (4) distinct phases which are defined as follows:

Phase 1 (Orientation) – As volunteer positions become available, candidates on the waiting list are invited to come to the hospital. During this initial meeting, candidates receive a general orientation about volunteering in the emergency room. As part of the orientation, each candidate will be presented with a documentation package which must be completed and turned into the volunteer services secretary for processing. The documentation to be completed and turned-in consists of the following: (a) a general information background sheet about the candidate, (b) a non-disclosure statement which must be read and signed; (c) completion of the authorization letter for the hospital to accomplish a background investigation; and (4) a read and signed document about patients rights (HIPPA).

Each candidate is required to obtain a current PPD/TB screening at Providence. Specific days and times have been established to manage the administering of this test and further information will be provided at the orientation. The hospital will only accept PPD/TB screening tests which have either been performed at the Waco City Health Department or at Providence. Candidates who have shown a positive result on previous PPD/TB screenings, will be interviewed by hospital personnel to complete this requirement.

When the documentation package containing the approved background investigation has been returned to the volunteer services office, the candidate will be notified via Email to complete the remainder of the processing requirements. This includes providing certification about the PPD/TB screening test, obtaining a hospital ID badge, and a volunteer uniform jacket. . The volunteer office will provide directions about obtaining a hospital ID badge

and also provide each candidate with a blue volunteer jacket. At this point, each candidate must pay the \$40 fee for paperwork processing, TB test, and the volunteer blue jacket. All fees can be paid by credit card, personal check, or cash and are payable to the volunteer office secretary.

When the candidate has completed all initial processing requirements and so notified the Pre-Med volunteer chairperson, a date/time will be coordinated to start the training program. It is policy that on the first training day, the chairperson will meet with the candidate to outline brief expectations, completion of any additional administrative requirements, and introduction to the volunteer training program.

Phase 2 (Training) – Each candidate is expected to become knowledgeable and proficient in all tasks shown on the training outline. During the training period, each candidate must work under the supervision of another certified volunteer and can **never** work alone in the ER during the training period.

The training program takes a minimum of six (10) cumulative supervised hours and must be completed within eight (8) weeks from the start of training.

During this training period, the candidate will be shown many operational aspects of working in the ER and must personally have performed all items on the training outline indicated as **Mandatory**. The expectations from other ER volunteers and nurses are that a certified volunteer (student or regular) is fully trained and capable to perform any and all tasks of the volunteer position.

The ER is the one place where volunteers will personally interact with patients, families, doctors, nurses, and other hospital staff personnel. The program will provide hands on training to transport patients to X-ray areas in the hospital, move patients being admitted to their room in the ward, assist families, clean ER rooms as required, and generally support the ER nursing and administrative staff. Expectations are high for our volunteers and the training program will challenge each candidate to learn, demonstrate, and explain all of our processes.

In addition to the basic items indicated on the training outline, each student must complete the necessary skills training prior to certification. The skills

training consists of briefings/demonstration of operation of a wheelchair, operation of all beds/stretchers, restraints, safe patient handling, and sharps handling. The hospital schedule for skills training will be provided once the training period starts.

Phase 3 (Certification) – Once the candidate has completed all items on the training outline and feels ready for certification, the chairperson is notified to arrange a date and time for formal evaluation. During the evaluation, the candidate will be required to demonstrate many of the processes and procedures used in the ER. Each candidate is also required to demonstrate a complete knowledge of specific areas within the hospital where ER volunteers normally function. Certification usually takes 35-40 minutes. If the candidate demonstrates a very good knowledge of processes/procedures, certification is completed. Minor discrepancies are usually discussed and briefed during the evaluation and normally result in the candidate being certified. The final step in the certification process is completion of a standard hospital volunteer written exam about general information and hospital codes. The completed exam is placed in the individual's file in volunteer services with the other program documents.

If the evaluation determines less than acceptable knowledge/performance, the candidate remains in the training program. Areas needing further attention are briefed to the candidate and must be accomplished and verified by another certified volunteer. If the performance/knowledge is marginal, the candidate is informed to complete all additional training and then resubmit for another certification evaluation.

Phase 4 (Maintaining Currency) – When a candidate becomes fully qualified and certified, a commitment to work a minimum of six (6) hours per month is a program requirement. Also, during the January-February-March time frame each year, all active Pre-Med volunteers are required to update their PPD/TB screening, complete the volunteer knowledge test, receive annual skills training, and complete all ethics/nondisclosure paperwork. This ensures that all Pre-Med volunteers in the program have current orientation

certification to support any Joint Commission inspection. The chairperson will maintain a listing to ensure completion of these annual requirements and that any documentation is forwarded to the volunteer services office.

Expectations for volunteers are high, and we pride ourselves on the ability to harmoniously and energetically support the Providence Hospital ER staff and patients. As part of this team, you will be able to interface with seasoned professionals, meet patients from all backgrounds, and use your human kindnesses and caring attitude to share with others.

To register for this volunteer program, contact the following person via E-mail.

Edward G. Uber, Chairperson, Pre-Med Volunteer Program
(ubered42@gmail.com)

Interest in this program is very high and candidates desiring to volunteer for the program must make sure their school study program allows time for this effort. Candidates or certified volunteers who fail to complete their commitments will be removed from the program, their ID badge deactivated, and the open position offered to another candidate.

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