

Position Title:	Patient Care Partner
Location:	Nursing units both campuses
Reports To:	OVP Staff, Nurse manager/Charge Nurse/Unit Secretary
Schedule:	8am-4pm; typically 4 hour shifts
Physical Demands:	See Attached
Uniform:	Badge, choice of official OVP issued uniforms
Purpose:	
To provide support to the patients and staff on the unit and at the bedside to impact the patient experience	
Qualifications:	
<ul style="list-style-type: none"> · Understanding of and ability to maintain patient confidentiality · Committed to the Mission of Upstate University Hospital · Sensitivity and respect for the diversity of the people we serve · Abide by all infection control standards · Conduct oneself in a mature and responsible manner · Positive and approachable attitude · Good communications skills · Able to communicate clearly in English; bilingual skills are helpful · Understanding and ability to use good customer service skills · Understand scope and limitations of the volunteer role assigned · Adhere to the Volunteer Code of Conduct · Adhere to the Volunteer Dress Code expectations · Desire to support the Patient Experience and support enhancing patient satisfaction within the scope of your role · Honor the commitment you have made to your role 	
Role Specific Qualifications:	
<ul style="list-style-type: none"> · Comfortable in a clinical setting 	
Training:	
<ul style="list-style-type: none"> · Completion of New Volunteer Orientation through OVP · Maintaining compliance with annual and any additional, mandatory trainings · Completion of Department specific orientation · Shadow OVP staff or other seasoned volunteer · Vocera Training 	
Duties:	
<p>Specific duties will vary from unit to unit, but may include:</p> <ul style="list-style-type: none"> · Promote patient satisfaction by rounding on patients: <ul style="list-style-type: none"> ○ Addressing the 5 P's- Potty, possession, PO, Pain and position ○ Comfort rounding – providing blankets, magazine, water, pillows, ice packs when appropriate (alert nurse for other needs – meds, bathroom, etc.) · Provide companionship as needed; conversing with patients/families · Hand out Patient Education Folders · Stock patient rooms/isolation carts- i.e. gloves, cavi wipes, gowns- · Escort visitors to cafeteria, gift shop, or other areas of the hospital as needed; using a wheelchair when necessary · Deliver paperwork, charts and specimens as requested · Straighten waiting areas 	

Created:

Revised:

Service Description - Volunteer

- Be available for other duties as requested

Restrictions:

- Volunteers are never to enter rooms or transport patients on Isolation Precautions
- Cannot provide hands-on care of patients, perform any duties which will result in contact with bodily fluids or handle soiled linens/soiled items
- Cannot assist in cleaning dirty rooms or stretchers
- Cannot transport a stretcher alone
- Cannot feed patients
- Cannot help patients in/out of bed, recliner or wheelchair

I agree that I have read and understand the scope of my role that I have been assigned. I agree to follow the description set out above. If I need further qualification, I will return to the OVP staff with questions.

Volunteer Signature

Date

OVP Staff Signature

Date

Created:
Revised: