

<b>Position Title:</b>	Patient Support For Healing – Patient Care Partner
<b>Location:</b>	Adult floors only
<b>Reports To:</b>	OVP Staff and Charge Nurse or Unit Secretary
<b>Schedule:</b>	Prefer weekdays, between 10am – 6pm. Schedule will depend on volunteer availability
<b>Physical Demands:</b>	See Attached
<b>Uniform:</b>	Badge, choice of official OVP issued uniforms
<b>Purpose:</b>	To offer bed-side support for patients to improve their mood through engaging in conversation, activities, and helping with meal consumption.
<b>Qualifications:</b>	<ul style="list-style-type: none"> <li>· Understanding of and ability to maintain patient confidentiality</li> <li>· Committed to the mission of Upstate University Hospital</li> <li>· Sensitivity and respect for the diversity of the people we serve</li> <li>· Abide by all infection control standards</li> <li>· Conduct oneself in a mature and responsible manner</li> <li>· Positive and approachable attitude</li> <li>· Good communications skills</li> <li>· Able to communicate clearly in English; bilingual skills are helpful</li> <li>· Understanding and ability to use good customer service skills</li> <li>· Understand scope and limitations of the volunteer role assigned</li> <li>· Adhere to the Volunteer Code of Conduct</li> <li>· Adhere to the Volunteer Dress Code expectations</li> <li>· Desire to support the Patient Experience and support enhancing patient satisfaction within the scope of your role</li> <li>· Honor the commitment you have made to your role</li> <li>· Will come to OVP with questions about any roles the volunteer can/cannot fill</li> </ul>
<b>Role Specific Qualifications:</b>	<ul style="list-style-type: none"> <li>· Comfortable in clinical areas, working directly with patients and clinical staff</li> <li>· Desire and comfort level to initiate and engage in conversation with patients</li> </ul>
<b>Training:</b>	<ul style="list-style-type: none"> <li>· Completion of New Volunteer Orientation through OVP</li> <li>· Maintaining compliance with annual and any additional, mandatory trainings</li> <li>· Completion of Department specific orientation</li> <li>· Shadow OVP staff or other PSH volunteer</li> <li>· Vocera is recommended, but not required</li> </ul>
<b>Duties:</b>	<ul style="list-style-type: none"> <li>· Patients on adult units that are not on precautions can be visited with. Visitation includes: conversation, listening, reading, utilizing items from Activity Case (i.e. playing cards, checkers, etc.).</li> <li>· Pick up supply tote (including Activity Case). This includes the Activity Log, which needs to be filled out for each patient visited</li> <li>· Stop by nursing stations on recommended units and introduce yourself so they are aware of</li> </ul>

- your presence on their unit
- Ask if there is anyone in need of a visit or supplies that you can assist with
  - Offer to leave supplies for precaution room patients with nursing staff to be delivered by nursing
  - Knock prior to entering a patient's room and announce yourself
  - Use antibacterial foam when entering and exiting all patient rooms
  - If you are in the room when a meal arrives, assist by; clearing off and moving the tray table to where the patient can reach, offer to open containers and offer to sit and visit while they are eating (if you have a meal and are comfortable, you can offer to eat with them)
  - Do not accept any food off of a patient's tray
  - Do not feed a patient
  - If patient is unable to visit (due to; sleeping, staff member or visitor present, on phone, in bathroom or out of room for test), make a note and try to return to that room at the end of visits on that unit
  - Obtain Patient label for each visit and adhere to log to accompany notes
  - Place Activity Log face down in OVP office at end of shift
  - Alert clinical staff if patient suddenly becomes ill or rapidly declines
  - Alert staff if patient is or uses inappropriate language/messaging

**Restrictions:**

- Volunteers must not give physical support while walking patient
- Volunteer will not assist with transfers or pottying
- Volunteer will not offer food/liquids without approval of nursing
- Do not feed a patient
- Volunteer will not enter or engage with precaution room patients

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