

Cardinal Glennon Volunteer Notes and Updates

January 2025

Happy New Year!

As it is still the Christmas Season, I am including this link to Cardinal Glennon's own Thor and his version of 12 Days:

<https://www.instagram.com/p/DDxl8WTSwDO/>

Winter Weather – as you know we want you to be safe! This includes driving and walking in winter weather. But also, please don't assume we know you are not coming in, contact your department so they know you are staying safe at home. This also us let our teams and families know when the Family Room or the playrooms will not be open.



Virus season – if you are not feeling well, please stay home. If you have a lingering cough or any concerns while here, please wear a mask. Staying out for 7 days and fever free remains for COVID positive. **Hand hygiene** is the best protector of the current stomach virus going around!

New Glennon Volunteer Shirts – the blue have (finally) all arrived. Please sign the clipboard when you take a new one. Dress code for Glennon volunteers remains a Glennon T shirt (burgundy **OR** blue) and/or the SSM burgundy vest. Closed toe shoes, no jeans or shorts (no artificial nails please).

Child Life (playrooms) Volunteers – Please note the phone number to call when canceling within 24 hours of your shift is **314-678-5113**. It has voicemail and you can leave a message at any time. Also please take a card with this info on it so you have it when the need arises! You are welcome to also email me, but if canceling within 24 hours, a call/message is required. This number does **not** receive texts.



There have been a few situations lately with access to the office, locker keys lost, not knowing who to call last minute change in schedule. PLEASE keep this info in your phone or where you can access when you need it. And the large white board in the Volunteer office has many helpful hints (and phone numbers) listed for you to be able to get assistance.

Julie	Poelker	1/8
Anna	Hendricks	1/12
Perry	Brunetti	1/15
Ann	Karasek	1/19
Aahil	Abdul Nazeer	1/20
Smrithi	Ramesh	1/20
Pat	Heidenry	1/21
Amrutha	Kosanam	1/24
Victoria	Barbero	1/25
Christy	Bleisch	1/26
Chelsie	McIntyre	1/27
Beth	Barbour	1/28
Paige	Julius	1/29
Vasilios	Loutrianakis	1/30



What is The Joint Commission? Why are they coming to Cardinal Glennon?

The Joint Commission (affectionately referred to TJC) is a not-for-profit organization that accredits and certifies health care organizations and programs in the United States. The Joint Commission's mission is to help health care organizations improve the quality of care and patient safety. They will send a team for four days and observe and review and make commendations and recommendations. One topic they will look at closely is HIPAA.

H e a l t h i n f o r m a t i o n g P o r t a b i l i t y A c c o u n t a b i l i t y A c t

- ☑ All employees and volunteers of the hospital are responsible for protecting a patient's right to privacy.
- ☑ All information concerning a patient and the nature of their visit is confidential and should only be discussed with authorized personnel in situations related to performing your duties.
- ☑ All patient information must remain in-house.

For example: If you see someone you know walking in the hall in street clothes, you cannot tell anyone you saw the person at the hospital. You do not know why they are here. They could be a patient.

Protected Health Information (PHI)

PHI is an identifier attached to past, present, or future health information.

- Name(s) and Social Security Number
- Street Address(es) and Telephone/Fax Number(s)
- Email Address(es) and Date of Birth
- Photos of any sort
- Past, Present, or Future Health Information

A **breach** is access to PHI that is not permitted by the law

- Leaving patient lists visible to others – always turn list over or keep covered
- Displacing a slip of paper with patient name, DOB, room #
- Taking patient information out of the hospital – verbal or written
- Talking out loud so others around you can hear patient information

To Avoid Breaches:

- Secure and handle all patient information very carefully
- Keep patient names covered at all times
- Do not carry patient information loosely
- Social Media - it's NEVER appropriate to post information about your service at the hospital