



# Float Training

Volunteer Services 2024



# Overview

- Shift routine
- Vocera
- Hand Hygiene Audits
- Main Tower
- East Building
- Bedside visits
- NICU
- PICU/CVICU
- Toy/PEMU pad cleaning
- Emergency Situations



## Shift Routine

Door Code for Volunteer Services: 2580

Sign in VIC with Volunteer ID number (In your folder)

Sign out a Vocera in the Vocera book **(Log into Volunteer Float)**

Send a broadcast out to VCS that you are here (full name and shift time) Template is on computer desktop

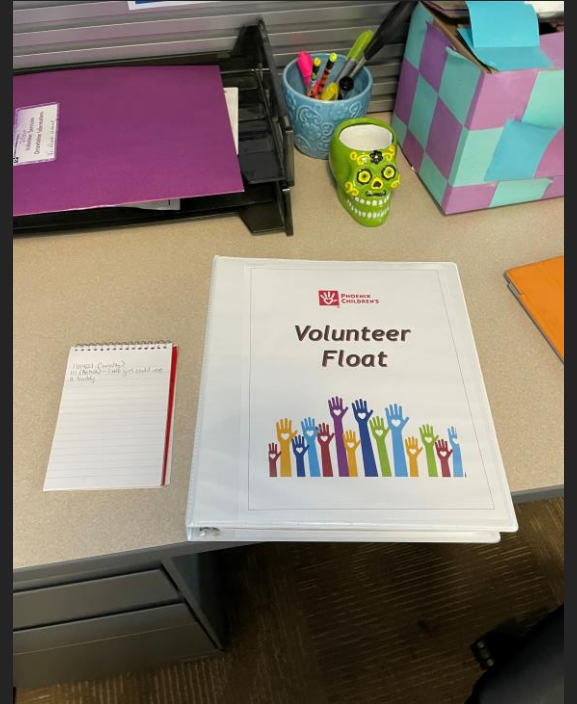
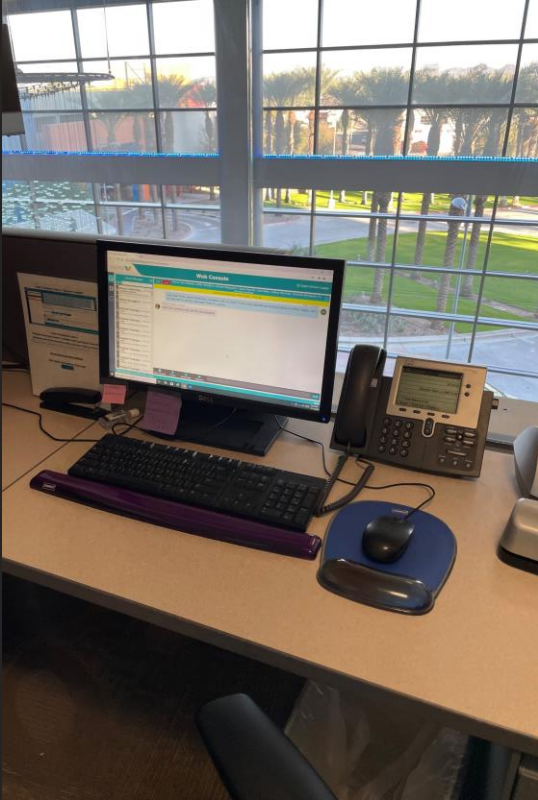
RSV season: Wear a mask in every patient room and follow PPE signs.

Start on Float Board duties until called on Vocera or I-phone to assist staff

Fill out Float Task Log to record areas you assisted



Sign out your  
Vocera, Log in,  
Add yourself to  
Volunteer Float  
and send a  
broadcast on VCS



# Vocera

- You must check out a Vocera at the Volunteer Station in the Float book
- Get a fresh battery from the charger
- Sign in to Vocera (the first time, you will need to set up your name)
- **Add yourself to the group:** Float Volunteer
- Send a broadcast in VCS on the computer
- Computer Log On if off: [rjohnson@phoenixchildrens.com](mailto:rjohnson@phoenixchildrens.com)  
Volunteersaregreat16!
- End of Shift: Log out
- Clean vocera and battery
- Return battery to charger & sign it back in the Float book



# Patient Discharge

Duties: (Requested by Vocera)

- Running labs (Main & East building)  
5 East ring the bell for unit entry
- Labs in Rosenberg building: Code in lobby to get to the labs 3000\* (ROS)
- You will call transport to say you have dropped a Lab 3-5700 or on Vocera
- Please log your delivery on the log sheet with the number on the back of your badge.





# Float Board

- The Float Board has an ongoing list of duties that are available to work on until you are called to help staff
- Check in with Child Life staff in the playrooms
- Hand Hygiene Audits are a great way to round the hospital and alert staff that you are here
- Different units may have toy cleaning needs
- PEMU pad cleaning
- Bereavement cart stocking
- We will put any special requests here and in the float book



# Hand Hygiene Audits

- Hand Hygiene Audits are done (200 each area each month) to help Nursing staff apply for and achieve Leapfrog accreditation. It is a vital role whose data goes up to Nursing Leadership and Quality Management each month.
- Grab a set of cheat sheets and fill out during your shift
- At end of shift, use the small number on the back of your badge to sign into the I-pad or use your phone and the QR code to complete the online survey for each hand hygiene audit
- Please record WHERE you did the audits and how many you personally did. We use this data to send to Nursing Leadership and to reward YOU for high numbers of audits

Please return to:  
Volunteer Services, ext. 3-0269

2:15 PM  
secured.phoenixchildrens.com

PCH Survey Center

## Hand Hygiene

Hand Hygiene Survey

Which department are you completing this survey for?  
Name of the employee observed:

please choose a department, if a department

What role was the person you observed performing?

Physician/PN/NP	Resident	Nurse	PCT/ Tech/ MA	RT	PT/ ST/ OT	EVS	Child Life
Volunteer	Radi	Pharm	Lab	GM/SW	Dietician	Audiologist	Other (put in comments)

Observation Type:

Entering Exiting

Did the individual use hand hygiene?

Yes No

Optional Comment

Was the patient in contact plus isolation?

Yes No

Which shift is this observation?

Day Shift (7a-7p) Night Shift (7p-7a)





# Wayfinding App

- You can download the PCH wayfinding app to help you find your way
- You can also encourage families to download the app
- [www.phoenixchildrens.org/wayfinding](http://www.phoenixchildrens.org/wayfinding)





# Main Tower

- Float volunteers assist in Floors 10 (looks a little different than the rest of the floors) 10, 9, 8, 7, 6W and 6E (PICU), 5 (CVICU)
- Playroom Locations
- Family Lounge areas (7,6,5 have donation areas for snacks)
- Patient Rooms (my map)
- Soiled utility room Code: 5437/Care Cart: 1793
- Clean Supply (socks, diapers, wipes, blankets, burp cloths)
- Phoenixchildrens.org (Your visit, Main hospital map)
- Gift shop
- Basement (Mail room, IT department, Bereavement carts in central supply)



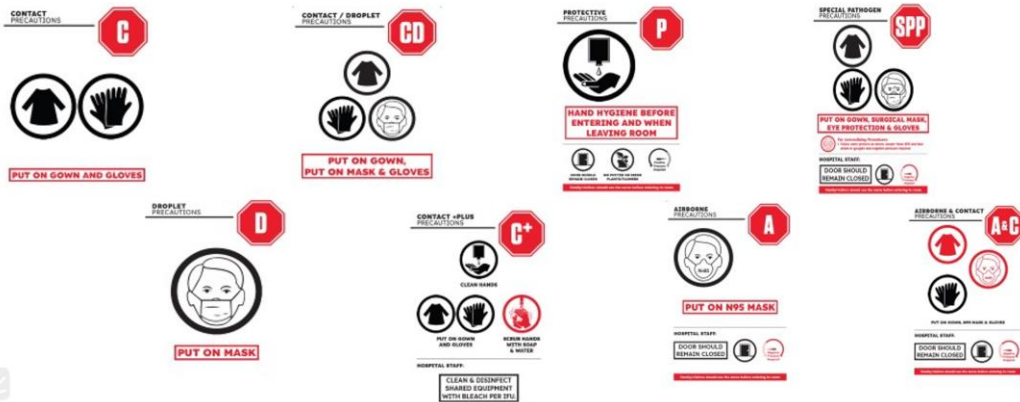
# East Building

- 5<sup>th</sup> Floor is the In-patient Psych Unit (you will not be working on this locked unit) (may run labs from this area to the lab)
- CA4, CA3, CA2 and Rehab--- these are areas you may help out/do hand hygiene audits in. Patients from CA 2-3-4 have been moved to Main 10. Sometimes there are overflow patients in this area. Please check on them for bedside/toy cleaning.
- The Playroom is located on the 4<sup>th</sup> Floor. It is currently closed.
- School is located near the Rehab unit on the first floor. You are able to help out in the school if they need it.
- Aerodigestive Surgery Center: toy cleaning, gown stocking and personal bags



## Isolation

- Required steps when patients may have a contagious illness that can spread to others
- Based on the way a contagious illness is known to spread, lab results or symptoms
- Orders may be entered in the computer by doctors and nurses
  - Orders will pull the correct isolation to be displayed on the eIsolation signs
  - If you work in a location without eIsolation signs, you will need to place the correct isolation sign outside of the patient room
- Isolation signs outside the patient's room tell you what PPE you need to wear every time you enter the room. *Read the signs and follow the directions!*



# Bedside Visits

- Know the Isolation Precaution Signs--- follow them. No volunteers allowed in Special Pathogens Room!!!!
- Everyone in the room must be wearing a mask before you can enter.
- If PPE is required, follow signage and put it on before entering the room. Dispose of it in the room.
- Equipment: IV pumps, feeding machine, Pulse oximeter, monitors, PD, HD etc
- Special Considerations:
  - PEMU
  - CVICU
  - PICU
  - Trach



## 5<sup>th</sup> Main/CVICU (Requires CVICU training before you answer calls here)

- Higher numbered rooms are higher need patients. Rooms 5125-5148 are ICU.
- You can call a nurse or child life on vocera by saying their name or call room "5101" nurse. From a PCH phone call: 3-3700
- Always check with a nurse before entering a room. Ask if there are special precautions you need to know.
- Assume patients are on sternal precautions: This means you cannot lift or adjust patients from under their arms or put them on their stomachs.
- Wear gloves and put a clean receiving blanket between you and the patient.
- If the medical team comes in the room, please politely excuse yourself
- If you are comfortable, you may feed babies...but always get direction from a nurse first



# NICU (After 6 months eligible for cross-training)



Unless you are  
NICU trained, you  
may not hold  
babies in the NICU

You may stock PPE  
and Linens and do  
hand hygiene  
audits



# Emergency Situations

- Please do not take a baby/child in or out of bed without help from nursing or child life
- When holding a child in a room, make sure you have the call button close at hand
- Please make sure a child's arm band is properly secured
- If taking a child to the Playroom, make sure to tell the nurse
- You may not transport a patient alone in an elevator without current CPR
- Do not take a child off the unit without letting the nurse know first
- When in doubt, ask for help.
- Contact a nurse before and after patient contact using the Vocera: Call room \_\_\_\_\_ nurse.



# Calling off a shift

## Make

- Please make sure you give 24 hours notice to call off a shift

## Take

- Take yourself off your shift in Samaritan

## Sign up

- Sign up for a make up float shift on the Float Make Up Calendar. If you cannot find an open shift that works for your schedule, you can do a 2 hour hand hygiene audit shift as a make up shift (any day from 6am- 8pm).



THANK YOU!!!!!!!!!!!!!!

Volunteer Services

