

Shepherd Center Volunteer Orientation

March 5, 2024

2020 Peachtree Road, NW, Atlanta, GA 30309-1465 | 404-352-2020 | shepherd.org



Shepherd Center

What Is Shepherd Center

We are the largest free standing, not-for-profit hospital specializing in medical treatment, research, rehabilitation and advocacy for people with:

- spinal cord injury and disease
- acquired brain injury
- multiple sclerosis
- spine and chronic pain
- other neuromuscular conditions



History of Shepherd Center



In 1973 while in his 20s, James Shepherd went on a multi-continent backpacking journey and sustained a spinal cord injury while bodysurfing in Brazil. His parents, Alana and Harold, brought him to Piedmont Hospital for several weeks to stabilize, but there were no good options in the southeast for his rehabilitation. They chose a center in Colorado, and he regained his ability to walk after months of hard work.

In 1975 James and his family founded Shepherd Center as a six-bed unit for the rehabilitation of patients with spinal cord injuries.

Today we have 152 beds and rehabilitate a wider variety of patients.



Shepherd Center Programs



Shepherd Center

Shepherd Center Programs

- Spinal Cord Injury Program (SCI)
- Acquired Brain Injury Program (ABI)
- Outpatient Services (partial list)
 - Multiple Sclerosis Institute
 - Pain Institute
 - Multi Specialty Care Unit
 - Wound Care Clinic
 - Upper Extremity Clinic
 - Urology Clinic
 - Complex Concussion Clinic



Shepherd Population in Recent Years



Patient's stage of life can be puberty to senior citizen, but about 40% of our inpatients are between 20 and 40 years old.

Annually on average we have:

- Over 900 Inpatients
- Over 500 Day Program Clients
- Over 7,000 Outpatients

Year after year, over 70% of our patients are male.

Top 3 Causes of Spinal Cord Injury (SCI)

- Motor vehicle accident
- Falls
- Violence



SCI in the United States



- Over 17,000 people sustain spinal cord injuries every year.
- Average age of injury is 42.
- 81% are male.
- About 300,000 people in the U.S. are living with a spinal cord injury.

Our SCI Program

Annually, on average we admit:

- 400+ Spinal Cord Injury patients
- 50+ Dual Diagnosis patients

Approximate Length of Stay:

- Paraplegia: 5 weeks
- Quadriplegia: 8 weeks

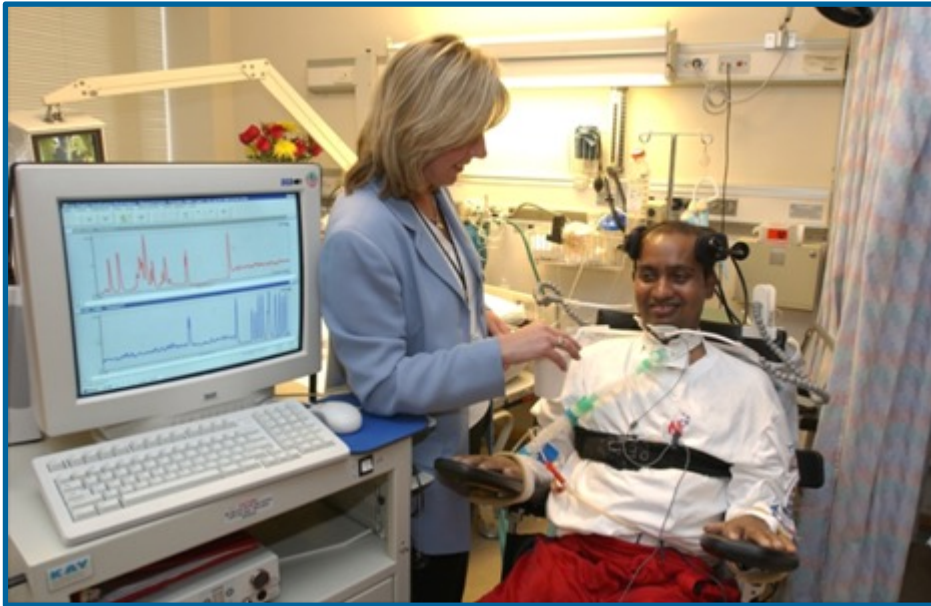


How the Spinal Cord Is Damaged

- Shearing of blood vessels
- Bleeding in the spinal cord
- Swelling
- Compression
- Lack of blood supply



Patients with Quadriplegia



- The injury occurred in the neck.
- The paralysis involves all 4 extremities and the trunk.
- Over half of our SCI patients have quadriplegia.

Patients with Paraplegia

- The injury occurred in the upper, mid or lower back.
- Paralysis may occur anywhere from the nipple level down, including the lower extremities.
- On average, about 45% of our patients have paraplegia



Changes After SCI



- Movement
- Sensation
- Digestion
- Breathing/Coughing
- Sexual Functioning
- Emotions
- Temperature Control
- Bowel & Bladder Control

Our Continuum of Care for SCI



- Acute Care and Rehabilitation (ICU)
- Inpatient Rehabilitation
- Day Program
- Outpatient Therapy Services
- Beyond Therapy

Acquired Brain Injury (ABI) in the United States



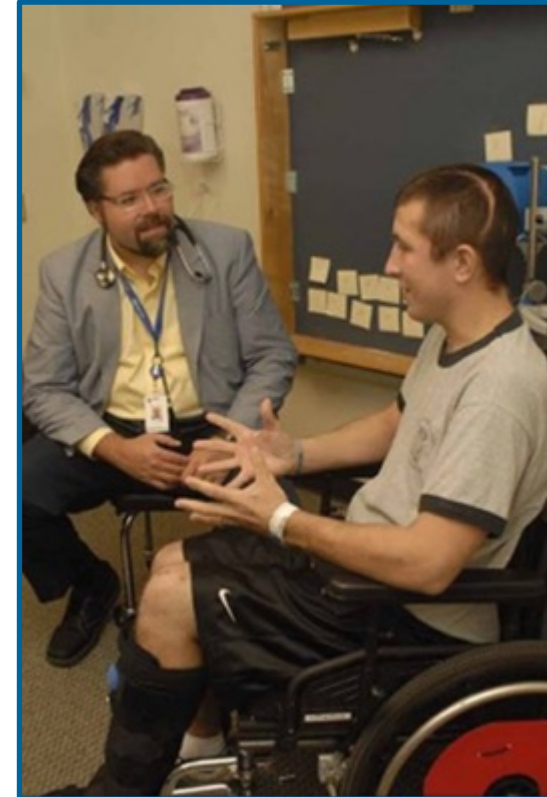
Over 220,000 traumatic brain injuries require hospitalization each year.

Top 3 causes of ABI:

- falls
- motor vehicle accidents
- struck by or against object

ABI in the United States

- Occurs far more often in males.
- Young men between the ages of 15 - 24 have the highest incidence of brain injury.
- Acquired brain injuries are the leading cause of both death and disability in children and young adults.



Our ABI Program

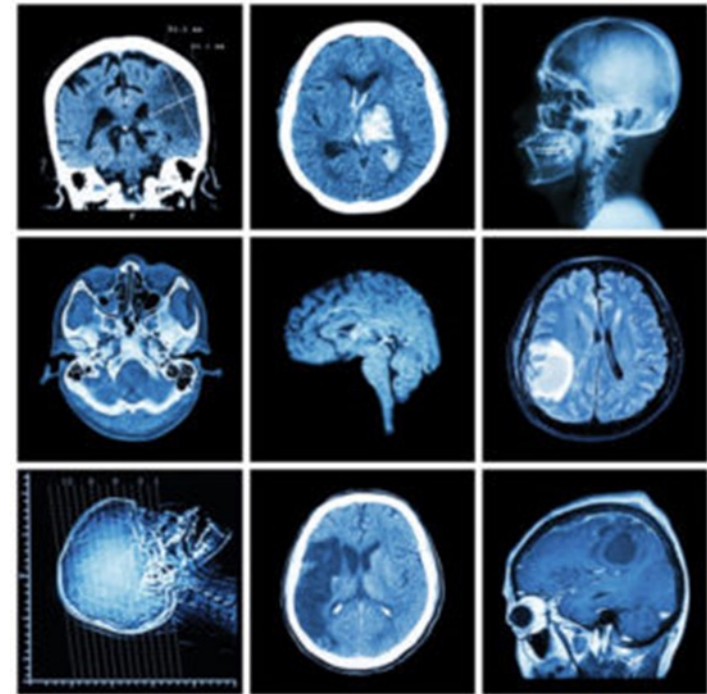


Annually, over 400 Acquired Brain Injury patients are admitted here (all types - traumatic, stroke, etc.).

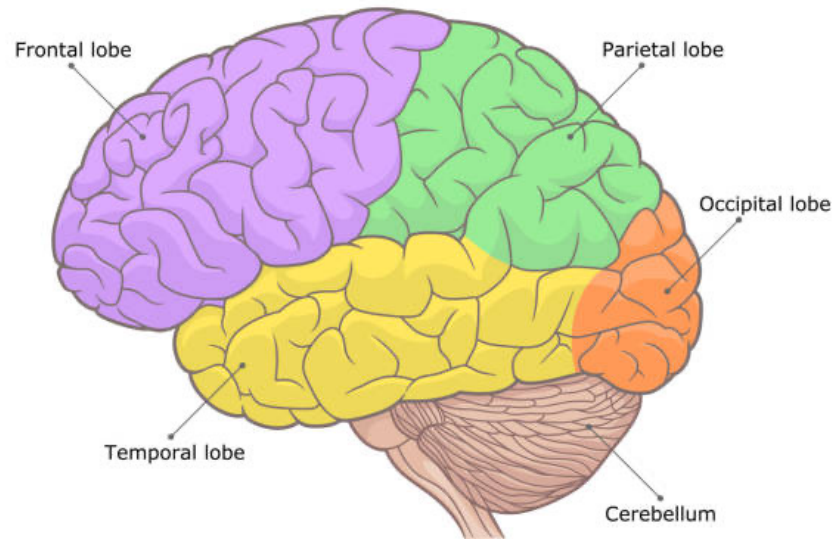
Average length of stay is about 40 days.

Causes of ABI

- Physical trauma to head
- Stroke
- Tumor
- Anoxia (loss of oxygen to the brain)
- Infection



Effects of Brain Injury



- Every brain injury is different from individual to individual.
- Effects of injury depends on location and severity of the injury.

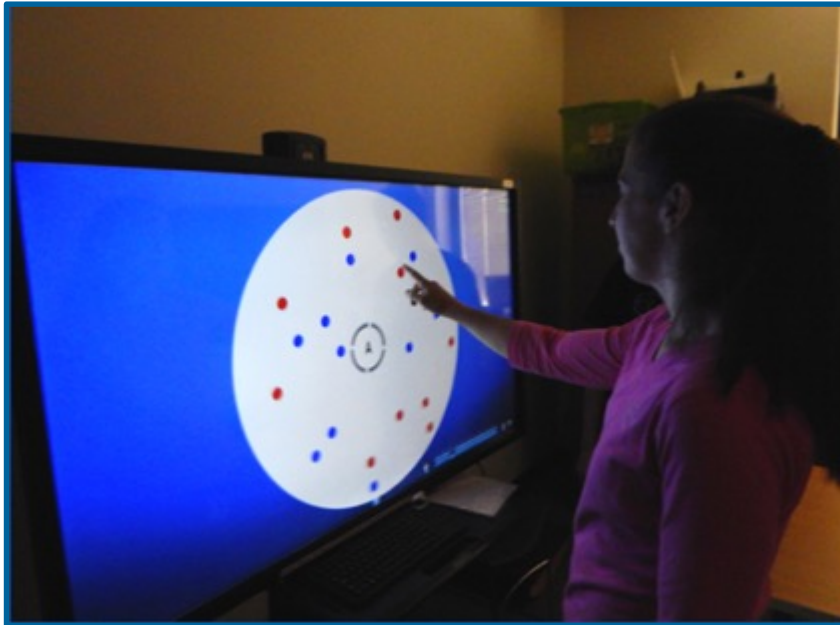
Effects of Brain Injury

Physical Issues:

- Paralysis
- Seizures
- Poor strength
- Poor coordination
- Poor balance
- Diminished body awareness
- Issues with hearing, sight, speech and smell
- Bowel & bladder control



Effects of Brain Injury



Cognitive Issues:

- Attention
- Concentration
- Memory
- Processing speed
- Problem solving
- Judgment

Effects of Brain Injury



Emotional/Behavioral Issues:

- Anxiety
- Depression
- Irritability/Anger
- Impulse control
- Personality changes

Our Continuum of Care for ABI

- ICU
- Inpatient Rehabilitation
 - Disorders of Consciousness Program
- Day Program (“Pathways” near Decatur)
- Residential Program (in Decatur)
- Beyond Therapy



Multiple Sclerosis Center

The Andrew C. Carlos Multiple Sclerosis Institute provides treatment to people with multiple sclerosis (MS). MS affects the central nervous system's ability to conduct electrical impulses to and from the brain. Research shows that early and appropriate treatment results in a better quality of life for people with MS and may protect against future illness.

Our staff of medical professionals work aggressively to slow the progression of the disease. MS treatment options focus on medications, physical rehabilitation, and experimental therapies. The MS Institute at Shepherd Center offers comprehensive evaluations, diagnostics, rehabilitation services, and treatment options through FDA-approved drugs and new clinical trials.



Multiple Sclerosis Institute Statistics

- Each year our MS Institute cares for approximately 3,200 people in the outpatient setting that are living with MS.
- The services they receive here include:
 - MRIs
 - Medical appointments (3 board certified neurologists, 3 APPs)
 - Rehabilitation (PT, OT, SLP)
 - Infusions
 - Research (rehab research and clinical trials)
 - Psychological services



Outpatient Specialty Clinics and Services



- Assistive Technology (including wheelchair seating & assisted driving)
- Fitness Center (pool, weight room, track)
- Peer Support
- Spine and Pain Institute
- SHARE Military Initiative
- Transition Support
- Vocational Services
- Wound Care (for pressure injury)

Questions?





Quality and Safety Standards at Shepherd Center



Shepherd Center

Security—Ext. 6000



- Guards are on duty 24/7 and can be reached at extension 6000. (From an outside line call 404-352-2020 and ask for Security).
- Always lock up any personal items either hidden in your car or in a locker in the volunteer workroom.
- Report any unsafe situation to your supervisor or to Security.
- Encourage visitors at Shepherd Center to check in with Security.

Emergency Codes

Code Blue - Cardiopulmonary Arrest

Dial 100 and the code team will respond.

Code Rapid – Escalating Medical Situation (not yet a Code Blue)

Call Security with as many details as possible and wait for instructions.

Tornado Watch/ Warning

In a Tornado Warning, help get people away from doors and windows and take cover. Call Security for up-to-date weather info. Outdoor activities canceled.

Code Black - Bomb Threat

Call Security with as many details as possible and wait for instructions.

Code Pink - Infant or Child Abduction

Call Security with as many details as possible and wait for instructions.

Emergency Codes

Code Strong - Escalating Behavioral Situation

Call Security and report your location. Wait for hospital team to respond; don't try to intervene.

Code Walker - Patient Elopement

Call Security and report the location of the patient. Escort the patient back to his/her unit, if necessary.

Red Poster Board on Wheelchair Wheel - Safety Alert

See: Code Walker



Code Red – Fire

Rescue anyone in danger first, then inform your supervisor of the situation and alert Security. Pull the fire alarm, if possible, then wait for instructions on evacuation.

Armed Intruder – Weapon or Hostage Situation

Call Security and report your location. Wait for hospital team to respond; don't try to intervene.

Fire Safety

R.A.C.E.

- R = Rescue** - anyone near the area
- A = Alert** – call Security at ext. 6000
- C = Confine** - close all doors
- E = Extinguish**- use fire extinguisher

P.A.S.S. (for use of fire extinguishers)

- P = Pull** - the pin
- A = Aim** - at the base of the fire
- S = Squeeze** - the handle
- S = Sweep** - from side to side



Infection Control

Standard precautions – Follow all procedures with every patient to prevent exposure to blood, body fluids, secretions, excretions and non-intact skin.

Yellow isolation signs – Read isolation signs outside of patient rooms for instructions on when to wear personal protective equipment (PPE).

Removal of PPE – Be sure to properly remove gowns and gloves and perform proper hand hygiene before leaving an isolation room. **DO NOT** leave an isolation room still wearing PPE.



Hand Hygiene - Wash hands with soap and water for 20 seconds or use alcohol sanitizer before starting your volunteer job and every time you enter/leave a patient area.

According to the CDC, alcohol sanitizer is actually preferred over soap and water because:

- 1) It kills almost every germ encountered in seconds.
- 2) Those dispensers can be in many more places than we could ever install sinks.
- 3) It's much quicker than soap and water handwashing.

Patient Safety at Shepherd Center

Help prevent slips, trips and falls - Call Environmental Services (x5732) to clean up any spills including body fluid spills like blood or urine.

Trash Receptacles - Don't push down trash in receptacles as you would at home. Sharps may be inadvertently placed in the receptacle.

Biohazard Receptacles - Be aware of their purpose to contain only items soiled with body fluids.

Materials Safety Data Sheets (MSDS) - (listing all chemicals used in any area) are in the specific departments. These sheets contain first aid instructions. Also located in Materials Management (GR).

Never lift or move patients

The Joint Commission

- An independent, not-for-profit organization that evaluates and accredits more than 20,000 organizations in the United States each year. There are over 1,400 standards evaluated with the goal to improve the services we provide.
- Accreditation from The Joint Commission is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance quality and safety standards.
- To earn and maintain The Joint Commission's Gold Seal of Approval™, Shepherd Center must undergo an on-site survey by a Joint Commission survey team at least every three years.



Tips for Interacting with Joint Commission

Focus on the questions asked – don't offer additional information unless prompted.

Help each other – speak up if another volunteer is struggling with an answer.

Know your resources – be able to name your supervisor.

Wear your ID badge – make sure it is visible at all times.

Know the codes – memorize Shepherd Center's emergency codes.

Follow infection control procedures – pay attention to hand hygiene, yellow isolation signs and PPE guidelines.

Remember your training – state that you were trained by a staff member and that you were checked off on your competency list.

HIPAA

Health Insurance Portability and Accountability Act of 1996

This is a *federal law* that was passed to accomplish two goals:

- To make sure that if an individual changes jobs, they don't lose health insurance for a pre-existing medical problem.
- To guide the way insurance companies and health care providers share personal and medical information.

The overall intent of this law is to protect the rights of patients and to make sure that all health-related information and personal information is kept confidential.



What Information is Protected by HIPAA?

- The patient's name, address, and phone number
- The patient's social security number
- A hospital record number
- The reason for health care
- The type of treatment someone is receiving
- When the care was provided
- The doctor's name



What Should You Do if a Patient's Health Information Has Been Shared Inappropriately?

- Talk to your immediate supervisor or a Volunteer Services staff member
- Talk to a Nurse Manager
- OR, call Shepherd Center's Privacy Officer, at (404) 367-1281



Shepherd Center Values and Standards of Behavior



Shepherd Center

Shepherd Center Values

Accountability

Compassion

Competency

Humor

Innovation

Integrity

Respect

Trust



Standards of Behavior

- Be pleasant and say "hello" - be an example for others.
- Be honest, fair, and consistent. Treat everyone equally and in a professional manner.
- Praise and encourage exceptional service. Compliment others and say thank you.
- Be someone people can rely on - take the initiative to solve a problem, follow through and hold each other accountable.
- Respect one another - be sensitive to diversity.
- Show up on time and be prepared to participate.
- Support teamwork - we can only succeed together.
- Get involved - participate in decisions that affect your job.
- Perform your job competently and strive for excellence.
- Maintain confidentiality - protect the rights and privacy of others.
- Practice ethical behavior - do the right thing and tell the truth. Prevent fraud, waste, and abuse.
- Create and maintain a clean and safe environment.



Tips for Interacting With Patients

- Use normal vocabulary and make eye contact – brain injury patients may take longer to respond, or not be able to communicate well yet.
- Be sensitive to the fact that patients are going through a very difficult time in their lives.
- We encourage independence, so ask if the patient wants help before automatically assisting with routine activities.
- Discuss things just like you would with a friend - share current events, family news, stories about pets...find what you have in common.
- Remember that adolescents are more likely to be embarrassed by scars, halos, etc. We do our best to provide care based on many criteria appropriate to the age of the patient served: physical, psychological, educational, safety, etc.
- Most importantly, be yourself!

Remember - **never** move, lift, or transport a patient!

Ethical Conduct at Shepherd Center

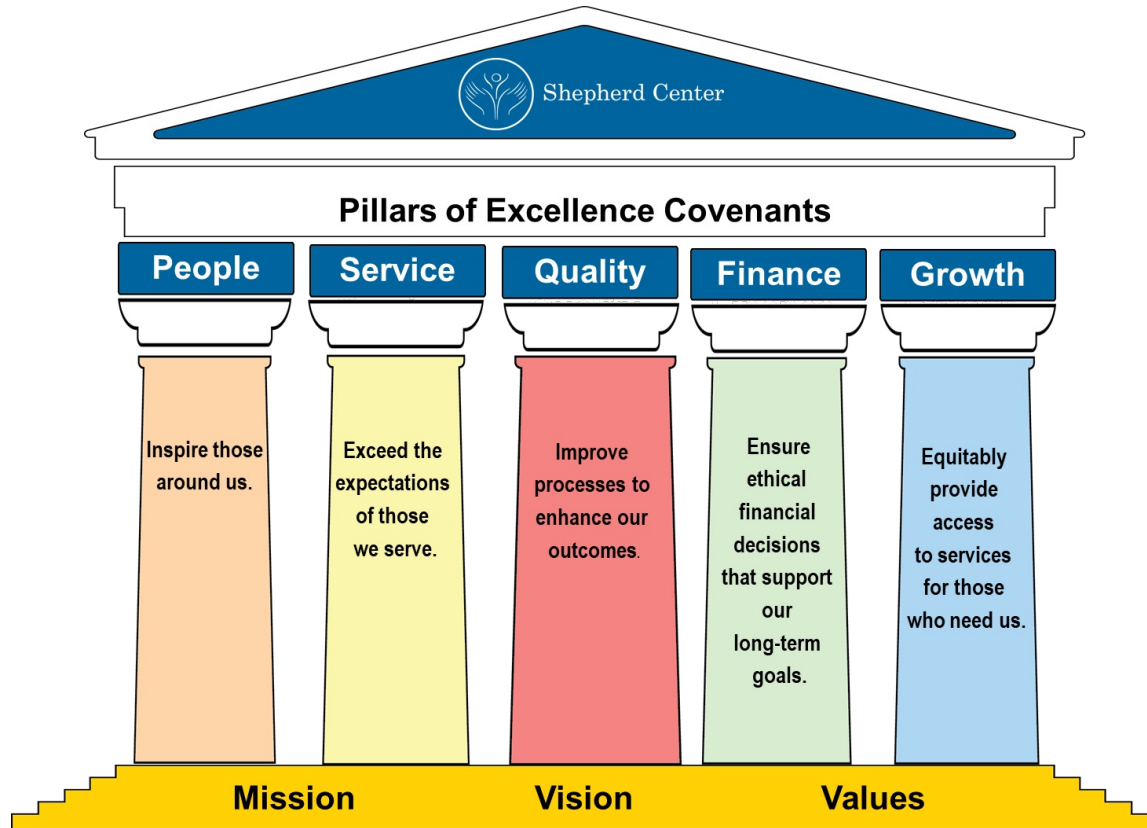
**Shepherd Center is committed to ethical practices with all those we serve.
Each volunteer is required to follow these standards of ethical conduct.**

If you see or hear something that you think is unethical,
what should you do?

- Tell your immediate supervisor or a Volunteer Services staff member immediately.
- Ethics Hotline (confidential): 1-800-860-0085



Five Pillars of Excellence



People: building staff relations, valuing human resources

Service: meeting/exceeding needs of external/internal customers

Quality: effectiveness and outcomes of clinical/support processes

Finance: Ensuring good decision making in allocation of financial/capital resources to support operations, growth, and long-term financial stability

Growth: Maintain and expand service opportunities

Customer Service Standards



When the “ball gets dropped”, I will...

- Apologize
- Listen and empathize
- Fix the problem quickly
- Offer a good-will gesture
- Keep my promise
- Follow up on the issue

END OF MODULE TAKE THE ASSESSMENT



Shepherd Center

A Passing Score of 80% or more is
REQUIRED

Click on the button to take your
ASSESSMENT >>>

[Volunteer Assessment](#)

*This is a trustworthy file so click
"Ok" on the next prompt!*