

Volunteer Staff

Frequently there is confusion regarding the Human Resources standards as they apply to volunteer staff. The JCAHO states that the HR standards apply to volunteer staff, just as the standards apply to direct employees when the volunteer is providing patient care or services. For purposes of compliance with the HR standards, the JCAHO states:

Patient care personnel can include, but are not limited to:

- Nursing, therapy, dietary, pharmacy, activities staff, drug and alcohol counselors such as AA counselors, and nursing assistants/aides

Patient services personnel can include, but are not limited to:

- Homemakers, companions, sitters, chore workers, drivers, home medical equipment delivery and repair technicians

Examples of non-patient care or service personnel that would ***not be included*** are:

- Volunteers who deliver mail or flowers
- Volunteers who staff the information desk, gift shop or library services
- Volunteers who perform patient errands (i.e., writing and mailing letters, obtaining magazines/toiletries from the gift shop)
- Volunteers who conduct marketing or fund raising activities
- Volunteers who provide simple wheelchair transport services (i.e., discharging patients)

The JCAHO is very prescriptive about volunteers that provide patient care or services, stating that the organization must manage this category of personnel just as they manage personnel who are direct employees.

If your institution utilizes volunteer personnel for the provision of patient care or services that falls within the categories outlined above, the volunteer personnel must be managed (undergo the same type of performance and competency evaluation as other direct employees of the institution). **Note:** The JCAHO has detailed examples of those volunteer personnel that DO NOT fall within patient care and/or services categories – and these volunteer personnel members do not have to undergo the same comprehensive performance and competency evaluation as other direct employees. Remember, all personnel, regardless of category must receive the mandatory orientation, education and training outlined throughout the JCAHO standard manuals (life safety, emergency preparedness, etc.).

SUBJECT: BACKGROUND SCREENING	REFERENCE #
DEPARTMENT: HOSPITALWIDE	PAGE: OF: 3
	EFFECTIVE:
APPROVED BY:	REVISED:

POLICY:

- It is the policy of _____ not to employ or retain persons in positions of trust who have demonstrated a propensity to engage in illegal activities. If a person has been excluded from participation in a federally funded or state funded healthcare program, that person will be illegible to be employed or associated with _____ for the period of the exclusion. If the person is employed or associated with _____ at the time of the exclusion, _____ may terminate the employment/relationship. If the person has not been excluded from participation in a healthcare program, but has been convicted of a criminal offense, the nature of the conviction and the responsibility of the person with _____ will be considered in determining whether to employ or terminate employment/association with the individual.
- The inquiries into the background of employees, vendors, and prospective employees and vendors are intended to comply with federal and state law and are required as per the organization’s Corporate Compliance Plan.

PROCEDURE:

- The Human Resources Department is responsible for screening:
 - All applicants -screened upon completion of the application.
 - Volunteers -screened prior to job assignment
 - Screening will determine whether the individual has:
 - A conviction of any sort or an unfavorable credit history that may be inconsistent with the duties of the position, or
 - Has been listed by a federal agency as debarred, excluded or otherwise ineligible for federal program participation.
- Applicants unwilling to submit to a criminal background check are not considered for employment.
- The Human Resources Department will maintain a confidential file of Persons who have been not hired/terminated as a result of sanction issues.

Contracted Personnel Compliance Checklist

Name of Contracted Individual: _____

Position of Contracted Individual: _____

Assessment Criteria	Yes	No	N/A	Comments
Proof of current, valid licensure				
Approved background check				
Proof of orientation to _____ (name of organization) includes _____ policies:				
• Administration of medications				
• Method of assignment of patient care				
• Transcription of orders				
• Medical record documentation				
• Discharge planning				
• Fire Safety and other Life Safety procedures				
• Emergency Preparedness				
• Patient Safety procedures				
• Infection Control practices, including use of PPE				
• Hazard communications				
• Unit specific policies/procedures				
• CPR, Code Blue and DNR procedures				
• Clinical orientation				
Description of duties to be performed/job description				
Proof of successful annual job performance evaluation				
Proof of successful annual competence evaluation				
Education and training is consistent with legal regulatory requirements and organizational policy				