

# COVID-19

Guidance Date 9/24/2021

## QMC HELPING HANDS PROGRAM QMC PUNCHBOWL AND WEST O'AHU

### Purpose/Expectations of HH

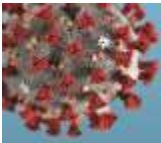
- The purpose of the program is to prepare QMC employees to provide help and support in administrative and basic clinical care duties on inpatient departments, to the fullest extent possible based on their licensure, experience, normal scope of practice, and comfort level.
- Those acting in the Helping Hands roles are additional resource to staff on the unit and are not expected to take a patient load.

### Appendices

1. Appendix #1 – Helping Hands Process Flow – Non-Clinical and Clinical Tracks (Part 1 & 2)
2. Appendix #2 – Helping Hands Process Flow – Training

### Job Roles Available

Helping Hands Roles	Duties	Who may qualify
<b>Administrative Work</b>	Answer/Triage patient call lights, Answer and transfer calls, Assist patients with Virtual Visits, Restock and transport supplies, Wipe down equipment, Clear the Pneumatic Tube System, and Order patient meals	All employees
<b>Basic Clinical Care</b>	Assist with ADLs, Order and deliver patient meals, Glucometer blood sugar checks, Be alert to O2 and telemetry monitors and notify RN as needed, Assist with patient positioning, Assist with ambulating patients, and includes all HH Administrative Duties	Registered Nurses and Nursing Assistants
<b>Sitter / Max 1:1 Sitter</b>	Enhanced observation sitter, Max 1:1 Suicide Max Sitter	Registered Nurses, Nursing Assistants, Technicians
<b>Medication Administration</b>	Administering Medications (SubQ, PO, IM, IV)	Registered Nurses (must meet criteria)
<b>Respiratory Extender</b>	Tracheostomy suctioning, Administering MDI medication	Registered Nurses



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## Educational Roles

HH Administrative Work	HH Clinical Care	HH Sitter / Max Sitter	HH Medication Administration	HH Respiratory Extenders
<ul style="list-style-type: none"> <li>• Answer/Triage patient call lights</li> <li>• Answer and Transfer calls</li> <li>• Assist patients with Virtual Visits</li> <li>• Restock and transport supplies</li> <li>• Wipe down equipment</li> <li>• Clear the Pneumatic Tube System</li> <li>• Order patient meals</li> </ul>	<ul style="list-style-type: none"> <li>• Assist with ADLs (Bathing, Toileting, Feeding)</li> <li>• Order and deliver patient meals</li> <li>• Glucometer blood sugar checks</li> <li>• Be alert to O2 and telemetry monitors and notify RN as needed</li> <li>• Assist with patient positioning</li> <li>• Assist with ambulating patients</li> <li>• Includes all HH Administrative Duties</li> </ul>	<ul style="list-style-type: none"> <li>• Enhanced Observation Sitter (SLM)</li> <li>• Max 1:1 Suicide Max Sitter</li> </ul>	<ul style="list-style-type: none"> <li>• Administering Medications (SubQ, PO, IM, IV)</li> </ul>	<ul style="list-style-type: none"> <li>• Tracheostomy Suctioning</li> <li>• Reapplying CPAP and BIPAP</li> <li>• Administering MDI Medications</li> </ul>
<ul style="list-style-type: none"> <li>• 30 – minute training video</li> <li>• Post Test (&gt;90% = passing)</li> </ul>	<ul style="list-style-type: none"> <li>• 35 – minute training video</li> <li>• Post Test (&gt;90% = passing)</li> <li>• PPE Donning and Doffing Validation</li> <li>• Glucometer Validation</li> </ul>	<ul style="list-style-type: none"> <li>• Enhanced Observation SLM</li> <li>• Constant Observation SLM</li> <li>• 30 – minute training session</li> <li>• Validation of skills by super user/champion</li> </ul>	<ul style="list-style-type: none"> <li>• 90 minute training</li> <li>• Post Test</li> </ul>	TBD

QR Code to sign up



### Process for staff willing to participate

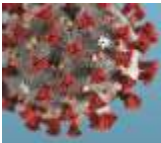
#### Employee will:

1. Notify manager of desire to participate in HH program
2. Complete Self-Assessment questionnaire via QR code
3. Receive an automatic notification of training requirements based on their licensure and experience
4. Complete training requirements
  - a. Clinical track staff: If necessary, employee to sign up for validation on PPE Donning and Doffing and Glucometer Use.
5. Complete the shift availability assessment after all training requirements are complete
 

\*Manpower Command to connect with employee to schedule them for shifts\*

#### Resources:

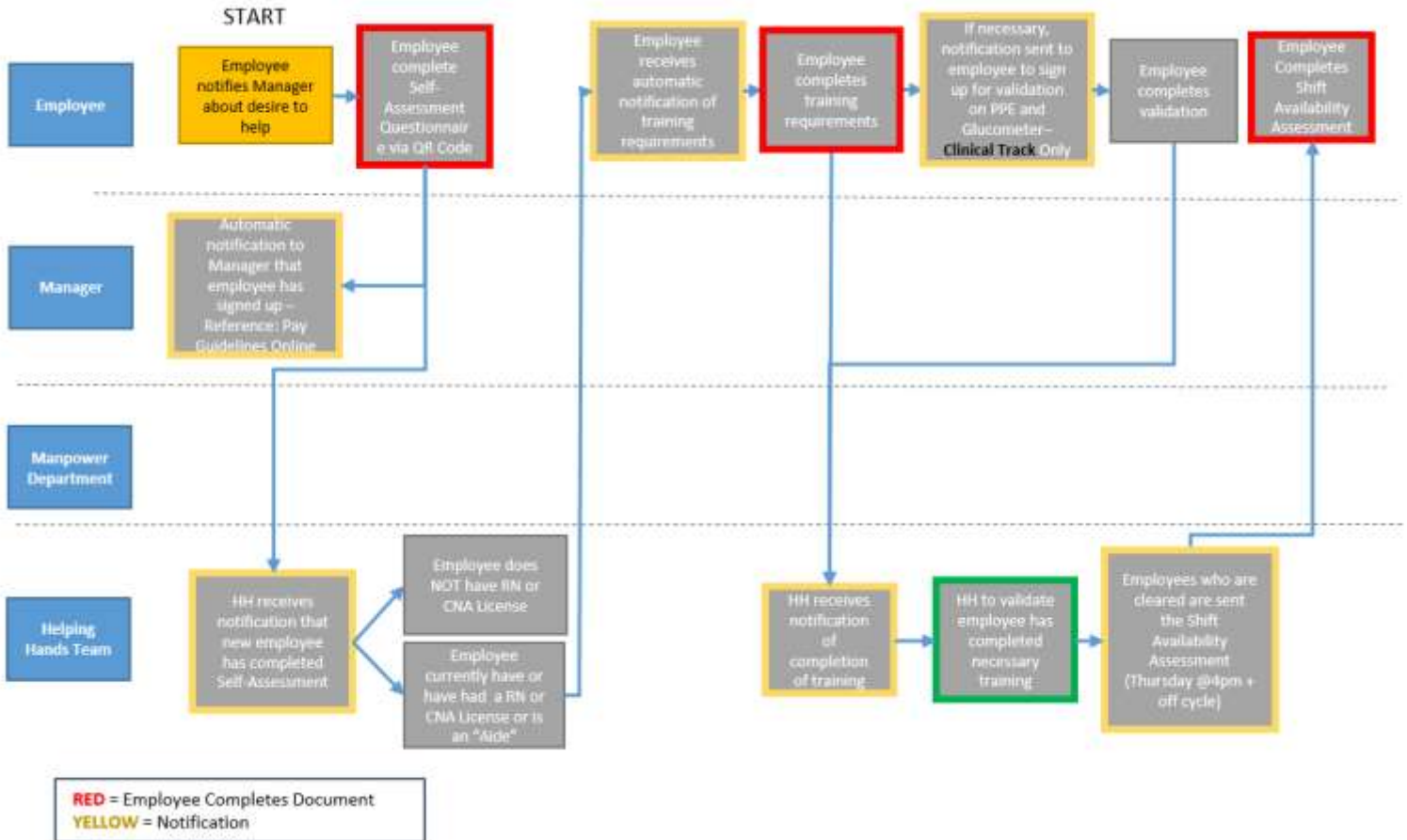
- [QMC Helping Hands Flyer](#)
- [Charge RN Flyer](#)
- [QMC HH – Manager Guide to Pay Situations](#)
- [Helping Hands Onboarding Booklet](#)
- [Administrative Duties Educational Video](#)
- [Basic Clinical Care Educational Video](#)



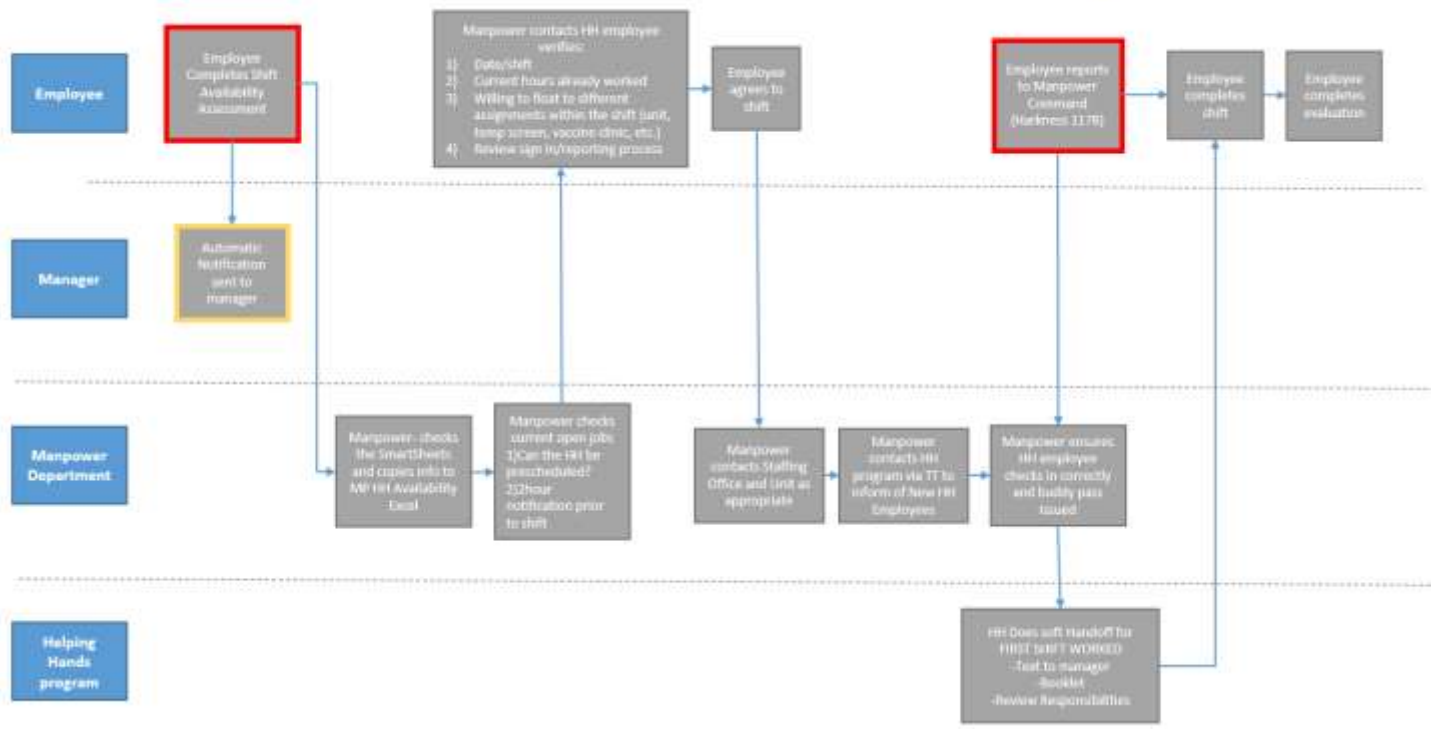
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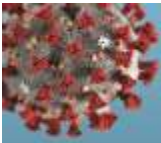
## Appendix #1

### QMC PB and West Oahu – Helping Hands Process Flow – NON-CLINICAL and CLINICAL TRACKS (PART 1)



### QMC PB and West Oahu – Helping Hands Process Flow – NON-CLINICAL and CLINICAL TRACKS (PART 2)





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## Appendix #2

### QMC PB and West Oahu – Helping Hands Process Flow - TRAINING

