

Clinical Area Descriptions Teen Program

Volunteering at Carle Foundation Hospital is a unique opportunity to serve the local community and provides a healing environment for all patients. Volunteers will perform a variety of support tasks, depending on what area they are serving in, staff they are working with, and how busy unit is.

Volunteering does not involve hands-on or clinical experience with patients or shadowing staff, rather, volunteers give the gift of unhurried time and are expected to provide patients with that time by visiting with them. Volunteers should adhere to HIPAA regulations and avoid conversations involving any aspect of a patient's care. The following is an example of a volunteer task list for assigned departments within the hospital.

- Sign in and out every time you are here
- Assist in patient transport and room changes
- Change linens on beds
- Check and refill supply closet
- Refill patient closets with appropriate items
- Refill nursing closets
- Refill water for patients
- Keep patient and family members comfortable
- Place telephone near patient

Keep in mind that this is a **very** generalized list of Volunteer activities within the hospital. A more comprehensive, department-specific list will be provided upon arrival to your assigned department.

The following contains a current list and description of departments that accept volunteers. Please use this as a guide to help determine which departments you would like to consider for your volunteer placement within the hospital. Keep in mind that area needs are always changing, and, as such, some departments may no longer be accepting volunteers. New areas accepting volunteers will be announced to current volunteers through e-mail.

Cardiac Cath Lab:

The Cardiac Cath Lab is designed to diagnose and treat patients with heart disease, as well as patients with blockage in the circulatory system. The Cath Lab uses angioplasty, stents, the cutting balloon, and laser to treat narrowed or blocked arteries around the heart. These procedures are also performed in the arteries to the kidney, brain, arms and legs. Permanent pacemakers, intra-aortic balloon pumps and implantable cardiac pace makers are also routinely inserted in the Cath Lab. The Cardiac Cath Lab is also designed to provide the necessary pre-/post-operative care to the patients undergoing these procedures.

Caring Place:

The Caring Place is a child care center with different classrooms for children of different ages. In each classroom, caregivers, known as teachers, provide a comfortable and safe environment for children. Volunteers are expected to be able to work with teachers in this environment. Duties range from helping with snacks/meals, naps, cleaning, arts/crafts and playing with the children. Volunteers are also expected to have a proper demeanor around children.

Carle Auditory Oral School (CAOS):

In affiliation with the Expanding Children's Hearing Opportunities (ECHO) Center, Carle Auditory Oral School is a non-profit, private auditory oral school that provides a comprehensive educational and therapeutic curriculum for children from birth through age six who have a significant hearing loss. CAOS serves to maximize each child's ability to learn about and interact with their world through listening and spoken language. We know that the majority of the information presented to children in the home environment, in the classroom and in the community at large is presented auditorily. The Carle Auditory and Oral School believe in accessing technology and intensive educational/ therapy programming to help children with hearing loss learn to take advantage of that information.

Digestive Health Center:

The new Digestive Health department, formerly known as Special Procedures, is an in-patient gastroenterology laboratory for Carle Foundation Hospital. Procedures such as colonoscopies, upper endoscopies, Endoscopic Retrograde Cholangiopancreatographies (ERCP), and bronchoscopies are performed in this department. Depending on the procedure, patients typically spend 2-3 hours in the department which encompasses their prep, operation, and recovery. The department generally operates Monday through Friday but occasionally sees patients during the weekends if necessary. The recently opened Digestive Health department is the main gastrointestinal unit of Carle Foundation Hospital.

Food Services:

Food Services prepares meals for our cafeteria and all patients in the hospital. Volunteers will be responsible for delivering trays to patients, and working in the tray line. There is some opportunity to work with staff Nutritionists and Dieticians. Volunteers in this department will have a large amount of interaction with patients and family members; good customer service skills are essential.

Nurse Server Teams:

The Nurse Servers are an extension of Carle's Room Standardization movement; an effort to ensure that all of our patient's receive the same quality of facilities, regardless of location in the hospital. Volunteers in this area ensure that the Nurse Servers in each patient room contain the appropriate PAR levels for each item listed.

One-Day Surgery:

Also termed same-day or outpatient surgery – one-day surgery means that patients are admitted to the hospital on the day of their operation and stay a few days following the operation.

- Patients are admitted on the day of their surgery. Usually, they will have had a physical in Pre-Op in the hospital a few days prior to the operation.
- On the day of the operation, patients arrive at the hospital 2 to 3 hours before their scheduled operation. This time is necessary to make sure that patients are well prepared. Nurses will answer questions and may review teaching information with patients. Patients may be given any required medications or pre-operative procedures.
- Patients will go to the operating room and have a general or local anesthetic. A general anesthetic puts you completely to sleep, whereas a local anesthetic will put only part of your body to sleep.
- After the operation, patients go to the **PACU or Post-Anesthesia Care Unit** (Recovery Room) where they may spend several hours. Family members can wait nearby in visiting rooms.
- When they are awake and ready, they are transferred to a nursing unit where they will stay for at least 24 hours.

Most patients stay in hospital for a few days, but could be discharged the same day of their procedure, depending on the type of operation.

Parkview 3: Oncology:

Oncology is concerned with the treatment and diagnosis of cancer. However, our oncology department works along with Carle Clinic for follow-up of cancer patients after successful treatment, palliative care of patients with terminal malignancies, and dealing with ethical questions surrounding cancer care. The oncology floor in the hospital is usually for patients experiencing more severe effects of cancer, end of life care, or severe side effects from their treatment program. Some patients can also be admitted for observation during the course of their treatment. Volunteers wanting to be scheduled in this department should note that, while we hope for the best outcome for all of our patients, Oncology deals daily with terminal patients, and as such, volunteers may be faced with terminal and dying patients. These matters need to be dealt with a high level of consideration and respect for patient and family privacy. Please be sure that you will be able to cope with these situations before deciding to become a part of this department.

Rogers 4: Clinical Decision Unit:

Patients placed on this unit run the gamut as far as medical needs and procedures. Patients may come from the Emergency Department for further observation to determine if additional treatment is needed. The patient load typically involves cases exhibiting chest pains or abdominal pains. Post-Op patients may also be on this unit following their procedures.

Rogers 6: Telemetry (Cardiology):

Cardiology is a unit for patients who are at risk of abnormal heart activity, generally in a coronary care unit. Almost all patients on this floor have cardiac telemetry leads for remote monitoring by staff at the nursing station. This allows constant monitoring of a patient's status, leading to much faster intervention if a patient develops an irregularity in their heart rhythm.

Rogers 8: Surgical Overflow:

Surgical 8 Overflow has a variety of patients – half of the patients will be primarily open-heart and vascular patients while the other half will encompass over-flow (everything) from other units.

Student Escorts:

Escorts are responsible for assisting with discharging patients throughout the hospital. Volunteers staff the escort desk in the main lobby and will take calls from floors asking to discharge a patient via wheelchair to the front circle drive. Student Escorts will also be responsible for assisting the nursing staff in transferring patients in-between floors and to other clinical exam appointments. Volunteers in this area will need to be able to work well as a team, be highly motivated and be proficient in using a wheelchair—we will provide training in orientation. Volunteers are also expected to be very outgoing and at ease with talking to patients.

SurgiCenter:

Our SurgiCenters are branch locations in Danville and Champaign that perform minor surgeries. Much like OneDay Surgery, procedures at the SurgiCenter are done on an outpatient basis. A few beds are available within the center for patients that require overnight observation. The Carle SurgiCenters house additional GI labs outside of the main campus. All of Carle's GI doctors see patients in both Special Procedures as well as the SurgiCenters. Volunteers will perform similar support duties in the SurgiCenter that they would in the hospital. On the floor main duties include making patient beds, calling families from the waiting room, assisting nurses

in moving patients, and providing patients with food, water, and anything else they may need. Patient interaction is encouraged of the volunteers. This is an off campus opportunity.

Therapy Services:

This opportunity is reserved solely for pre-Physical Therapy students seeking clinical experience in their field. Interested students should contact Heidi Tippner (heidi.tippner@carle.com) for more information.

Tower 4: Ortho/Surg:

Orthopedic surgery or orthopedics is the branch of surgery concerned with acute, chronic, traumatic, and overuse injuries and other disorders of the musculoskeletal system. Orthopedic surgeons address most musculoskeletal ailments including arthritis, trauma, and congenital deformities using both surgical and non-surgical means. In this department volunteers will visit with patients and their families, assist in the transport of patients, and answer call lights. Patients range in age and have a wide variety of orthopedic injuries. Volunteers will also organize, clean, and stock the floor.

Tower 6: Med/Surg:

Patients on these floors come in with a wide variety of illnesses conditions. The Surgical side houses patients during their postoperative recovery, while the medical side oversees patients that have not received surgical intervention during their time at the hospital. The length of a patient's stay will vary widely according to their diagnosis, but a typical patient usually remains in this unit for less than a week.

Tower 7: Neuro/Surg:

North Tower 7 is a floor largely dedicated to the recovery of a broad range of neurological and surgical trauma, including the surgery itself. Situations range from less serious appendix removals to post intensive care patients. Concentrated with post-op patients not requiring intensive care or step-down recovery units, cases often involve neurological surgeries as well as head, abdominal, colorectal, neck, ENT, and post-trauma surgery. The nature of the recovery process causes evaluation, treatment, pain management and rehabilitation to be crucial elements of the department's functionality.

Volunteer Services:

Volunteer Services oversees all volunteer activity throughout Carle Foundation Hospital, and certain branch locations. Volunteers in this area assist the Coordinator of Student Programs and the Director of Volunteer Services with a variety of tasks throughout the semester including clerical tasks, and program expansion into new departments within the hospital.

Volunteer Services Contact Information:

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