



ASCENSION GENESYS VOLUNTEERS

VOLUNTEER HANDBOOK

Ascension Genesys Volunteers

The purpose of this handbook is to orient you to the Ascension Genesys organization and to prepare you for your volunteer service. It is also designed to be a reference as you volunteer. Our goal is to ensure that you feel as comfortable as possible before you begin and during your volunteer experience here at Ascension Genesys Hospital.

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Ascension Genesys

Ascension Mission

Rooted in the loving ministry of Jesus as healer, we commit ourselves to serving all persons with special attention to those who are poor and vulnerable.

Our Catholic health ministry is dedicated to spiritually centered, holistic care which sustains and improves the health of individuals and communities.

We are advocates for a compassionate and just society through our actions and our words.

Our Values

Service of the Poor

Generosity of spirit, especially for persons most in need.

Reverence

Respect and compassion for the dignity and diversity of life.

Integrity

Inspiring trust through personal leadership.

Wisdom

Integrating excellence and stewardship

Creativity

Courageous innovation.

Dedication

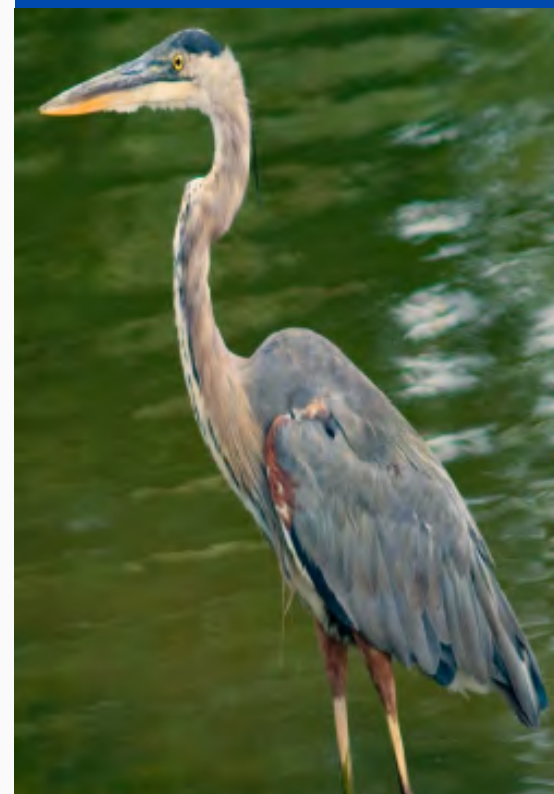
Affirming the hope and joy of our ministry.

Ascension Genesys Volunteer Mission

Supporting the Ascension Genesys mission with compassionate service, wisdom and dedication.

"Love cannot remain by itself - it has no meaning. Love has to be put into action, and that action is service."

MOTHER THERESA





Ascension Genesys

Ascension

Ascension is a faith-based healthcare organization dedicated to transformation through innovation across the continuum of care. As one of the leading non-profit and Catholic health systems in the U.S., Ascension is committed to delivering compassionate, personalized care to all, with special attention to persons living in poverty and those most vulnerable. In FY2021, Ascension provided \$2.3 billion in care of persons living in poverty and other community benefit programs. Ascension includes more than 150,000 associates and 40,000 aligned providers. The national health system operates more than 2,600 sites of care – including 142 hospitals and more than 40 senior living facilities – in 19 states and the District of Columbia, while providing a variety of services including clinical and network services, venture capital investing, investment management, biomedical engineering, facilities management, risk management, and contracting through Ascension’s own group purchasing organization.

Ascension Michigan

Ascension Genesys is part of the Michigan Ministry of Ascension. The Michigan Ministry is divided into four regions.

West Michigan

Ascension Borgess Hospital,
Ascension Borgess Allegan Hospital
Ascension Borgess-Lee Hospital
Ascension Borgess-Pipp Hospital

Mid-Michigan

Ascension Genesys Hospital
Ascension St. Joseph Hospital
Ascension Standish Hospital
Ascension St. Mary’s Hospital

Detroit East

Ascension Macomb-Oakland Hospital -
Madison Heights and Warren campuses
Ascension St. John Hospital
Ascension River District Hospital

Providence

Ascension Brighton Center for Recovery
Ascension Providence Hospital -
Novi and Southfield campuses
Ascension Providence Rochester Hospital

Ascension Michigan Hospital locations



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Living Our Values with Others

At Ascension Genesys, we are privileged to create and experience sacred moments that make a profound difference in the lives we touch. These moments bring a higher purpose to the work we do, and therefore, require awareness that every one of our gestures, comments and actions – no matter how subtle – has an impact on the people we serve. Knowing that we all want to provide exceptional experiences for our patients and ourselves, we look to our Values to guide us in our daily service.

Living Our Values with Co-Workers

Every one of us plays a vital role at Ascension Genesys, and none of us works alone. Our work is interdependent, and together we make it possible for Ascension Genesys to touch the lives of thousands of people everyday. And what we do becomes more meaningful – individually and collectively – when we work and conduct ourselves with guidance from our Values.

Patient Experience

Ascension Genesys is committed to providing an excellent patient experience to every person every time. Each and every point of contact that a patient has with an associate, physician, administrator and volunteer helps define the patient's perception of their care experience. This begins the moment they arrive on campus; from the greeting they receive in the Atrium, the help they are offered in getting to where they need to be, the smiles and kind words they experience along the way, the care we give on the units, the goodbye that they receive when they are leaving and every point in between. As a volunteer, you are expected to greet all patients and guests with a warm welcome and offer to assist them or to find someone who can help.

"It is one of the most beautiful compensations of life, that no man can sincerely try to help another without helping himself."

RALPH WALDO EMERSON





Cleanliness is Everyone's Responsibility

Cleanliness is everyone's responsibility. If you see a piece of paper on the floor, pick it up and dispose of it properly. It not only enhances our image, but also creates a safer environment. If you notice other debris or messes that are larger than you can handle, please contact housekeeping at 810-606-5770 and alert them to the situation and location.

Quiet Time

Quiet Time occurs daily on inpatient bed loops from 1 p.m. – 3 p.m. and 11 p.m. – 4 a.m.

Ascension Genesys is committed to promoting a healing environment by allowing patients periods of uninterrupted rest.

During quiet times, overhead lighting in inpatient nursing units will be dimmed, signs will be posted to remind associates and visitors it is quiet time and visitors will be asked to allow patients to rest and encouraged to move to the visitor's lounge.

Most volunteer roles are designed to occur outside of the designated quiet time hours. If you find it necessary to be on the inpatient loops during quiet time, please check in with the nurse before entering patient rooms, and remember to:

- Avoid use of bright overhead lights in patient rooms Use softer
- over-bed lighting
- Avoid startling noises
- Speak softly
- Limit conversations outside patient rooms
- Limit activity that is not essential
- Coordinate activities to decrease interruption of rest time





Customer Service - AIDET

AIDET stands for Acknowledge, Introduce, Duration, Explain, Thank You

AIDET is a communication framework that helps our patients feel informed and included, free from anxiety created by the unknown, and trust in the entire team caring for them. All staff, physicians and volunteers are asked to practice AIDET when interfacing with a patient.

- Acknowledge the patient by name, make eye contact and smile
- Introduce yourself by name and role
- Discuss duration of time; how long the exam, procedure or discussion will take Explain
- what will happen next
- Thank them and ask if they need anything before leaving

Please remember to greet our patients and guests, introduce yourself and that you are a volunteer, explain why you are there/what you can assist them with and at the end of the interaction thank the patient.

Patient/Family Concerns

If someone expresses concern that we have not met their expectations, please apologize on behalf of our organization. Listen without judgment then direct the individual to the department supervisor or the Patient Relations representative at 810-606-6534. Conclude by thanking them for bringing their concern to our attention.

Ascension Genesys Diversity Statement

Ascension Genesys strives to foster and sustain an environment of inclusiveness that empowers us all to achieve our highest potential without fear of prejudice or bias.

We commit ourselves to building an exemplary healthcare community that offers a nurturing and challenging intellectual climate, a respect for the spectrum of human diversity and a genuine understanding of the many differences — including race, ethnicity, gender, socio-economic status, national origin, sexual orientation, disability and religion. All enrich a values-based healthcare system. We expect every member of our health system family to embrace the underlying values of this vision and to demonstrate a strong commitment to attracting, retaining and supporting our employees and volunteers who reflect the diversity of our larger community.



The Ascension Corporate Responsibility Program

At Ascension Genesys Hospital, we are dedicated to following a high, ethical standard of individual conduct as well as acting as responsible corporate citizens. The Corporate Responsibility Program is a guiding force for ensuring that all employees and volunteers conduct business in a way that is lawful, ethical and of the highest standards. It promotes good corporate citizenship, identifies high-risk areas, prevents and detects ethical violations and ensures compliance with federal, state and local laws.

What to Report

Circumstances that appear or feel unethical or illegal, such as breaches of confidentiality, theft or bribes, payments or receipt of kickbacks and gifts or benefits for preferential treatment should be reported.

Laws and Regulations

Laws exist for a reason. Do the right thing. Breaking the rules can impact Ascension facilities and individuals, and can result in civil or criminal sanctions, penalties, fines and/or prison.

Conflict of Interest

An individual may not use his or her position to profit personally or to assist others in profiting in any way at the expense of the organization, or by using information not available to the public. The Ascension Values Line is available at 800-707-2198, or you can find it online at AscensionHealthValuesLine.org. All reports to the Values Line are fully investigated and confidential.

"Integrity is doing
the right thing
even when no one
is watching."

C.S. LEWIS





Error Prevention Techniques in a High Reliability Organization

In keeping with our patient experience initiatives, we are also on a journey of being an exceptional place of safety. This journey involves an understanding that safety is a core value that cannot be compromised. It involves being ever-vigilant to what could go wrong and taking action to prevent and/or report issues.

Read Back/Repeat Back

This is great when taking messages over the phone or giving directions. It is a three-step communication technique to ensure the person receiving the information has understood.

1. Sender initiates the communication using the receiver's name.
2. Receiver repeats back the information.
3. Sender acknowledges the accuracy of the repeated information with "That is correct."

STAR

Sometimes we have a tendency to act on "auto- pilot." This can lead to errors. Instead, use a self-check "time out" to focus on a task.

- Stop for one or two seconds to focus your attention on the task at hand.
- Think about the action that you are about to take.
- Act concentrate and carry out the task.
- Review to see that the task was done correctly.

ARCC for Speaking Up

Whether you're with another volunteer, an associate or visitor, you have an obligation to speak up if you have a question about safety. This is a technique to assert and escalate patient or associate safety issues:

- Ask a question.
- Make a Request.
- Voice your Concern.
- If not resolved, follow the Chain of command.

200% Accountability

Clear and complete communication leads to 200% accountability: 100% accountability for yourself + 100% accountability for others.

To achieve this:

- Pay attention to detail.
- Verify accuracy of one another's work.
- Hold impromptu consultations.
- "Watch each other's backs."



Security and Safety

The Security Department is in operation 24 hours a day, seven days a week. They are responsible for:

- The identification badge distribution and verification
- Building access control
- Key distribution
- Overall security and safety in the building and on campus

How Can Security Help?

- Security helps with non-patient incidents like a vehicle problem in the parking lot or an irate family member in the Surgical Lounge.
- Security provides a safe environment by videotaping portions of the hospital buildings and grounds via security cameras.
- Security is responsible for storage and retrieval of patient valuables.
- Lost and found is in the Security Office.

Unauthorized Items and Activities

There are several items and activities that are not authorized on the Ascension Genesys campus. These include:

- Unauthorized solicitation by vendors of any type
- Carrying firearms or other weapons
- Use of alcohol or illicit drugs
- Disorderly conduct
- Loitering
- Profane or abusive language
- Any other actions that negatively impact safety and security

Emergency Response Manual

Ascension Genesys has an emergency response manual that contains instructions to follow in the event of a disaster, emergency or fire. The manual can be found on the Ascension Genesys intranet.

Please report any suspicious activity to security.

Call 810-606-5699

"No act of kindness, no matter how small, is ever wasted."

AESOP





Emergency Codes/Alerts

Plain Language Alerts

Below are the recommended alerts for the plain language conversion.

Incident Type	EXAMPLES	Paged Overhead
FACILITY ALERT		
Fire	Facility Alert + FIRE ALARM + Location + Instructions*	Yes
Utility/IT	Facility Alert + TYPE OF SERVICE INTERRUPTION * + Location + Instructions* <ul style="list-style-type: none"> Bank of elevators down Tube station zone down Significant Power bump Internet or Phone lines are down 	As Escalated
Hazardous Spill	Facility Alert + HAZARDOUS SPILL + Location + Instructions*	As Escalated
Evacuation/Relocation	Facility Alert + EVACUATION / RELOCATION + Location + Instructions*	As Escalated
Mass Causality/ Surge	Facility Alert + EXTERNAL DISASTER + DISASTER TYPE + Instructions*	As Escalated
WEATHER ALERT		
Weather	Weather Alert + STORM TYPE + Instructions* <ul style="list-style-type: none"> Thunderstorm Warning Tornado Warning Winter Storm Warning 	Yes
SECURITY ALERT		
Security Assistance	Security Alert + SECURITY ASSISTANCE + Location + Instructions* <ul style="list-style-type: none"> Combative Person Weapon/Hostage Situation Suspicious Package/Bomb Threat 	Yes No As Escalated
Campus Lockdown	Security Alert + CAMPUS/LOCKDOWN + Location + Instructions*	As Escalated
Active Shooter	Security Alert + ACTIVE SHOOTER + Location + Instructions*	Yes
Missing Person	Security Alert + MISSING PERSON + Location + Instructions* <ul style="list-style-type: none"> Code Pink (Infant Abduction) Missing Adult (Elopement) Missing Child 	Yes
MEDICAL ALERT		
Medical Alert	Medical Alert + TYPE OF MEDICAL ALERT * + Location <ul style="list-style-type: none"> Code Blue- Adult Code Blue- Pediatric Rapid Response Stroke Alert 	Yes



ANNOUNCEMENT EXAMPLE:

"May I have your attention please, Weather Alert, Tornado Warning, please follow your department response plans";

* Instructions = Please follow your department response plan.

** As Escalated = Will be paged overhead, if the incident impacts overall operations and resources are needed- This will be decided upon by the Incident Commander

Remember RACE during a fire alert

- Rescue. If you see or smell smoke, look for the source. Get down on your hands and knees, if necessary, to stay below the smoke. If you discover a fire, notify associates and help them make sure all patients, visitors and other associates and volunteers are moved to a safe area. Never use the elevator.
- Alarm. Pull the nearest fire alarm box or call Security 6-5699.
- Contain. Close the door of the room containing the fire.
- Extinguish. Use a fire extinguisher from the nearest fire station and extinguish the fire only after the alarm has been sounded, and only if it is safe to attempt.

Remember the Extinguisher PASS-word

- Pull the pin: This unlocks the operating lever to allow you to discharge the extinguisher. Aim low:
- Point the extinguisher nozzle (or hose) at the base of the fire.
- Squeeze the lever below the handle.
- Sweep from side to side keeping the extinguisher aimed at the base of the fire.



Electrical Safety

- Never use three prong plugs via two prong adapters.
- Do not use extension cords unless they are specifically approved by the hospital.
- Never unplug a device by pulling on the power cord.
- Unplug equipment by grasping and pulling on the body of the plug.
- If you ever receive even a small, non-static electrical shock from a device, report it to your supervisor.
- Report any devices with obvious damage. Devices that have been dropped, had fluid spilled on them or have damaged power cords could be hazardous.

Lifting Essentials

- Lift twice: First size up the situation and lift with your eyes and mind. Second, lift with your body.
- Get help when the job is more than you can handle.
- Volunteers are not to lift any item over 10 pounds.
- Bend your knees and lift with your legs!
- Keep the load close to you.
- IMPORTANT: Volunteers are NOT PERMITTED to lift patients. They can assist staff but cannot do the lifting.

Safety Data Sheets

You have the right to know about the hazards of chemicals in a hospital environment. Safety Data Sheets (SDS) are available in each work area electronically. Contact your supervisor for more details.

Radiation Safety

Radiation guidelines are designed to limit the exposure to radioactive materials. Areas of the hospital where radiation is in progress or radioactive materials are used are marked appropriately. Magenta and yellow signs are used for Nuclear Medicine, Radiation Oncology and selected patient rooms. Other signs such as Radiation in Progress and Do Not Enter are posted on the front of X-ray rooms. DO NOT ENTER ANY ROOM WITH RADIATION SIGNS POSTED.

Job-Related Injury and Illness

If you have a job-related injury or illness, report to your immediate supervisor or go to the Security Office where an incident report will be completed. Follow up with your personal doctor. If the injury is serious, report immediately to the Emergency Department.



Wheelchair Transport Safety

When transporting visitors by wheelchair, care for their safety and comfort by following these guidelines:

- Obtain a wheelchair that is the appropriate size for the person being transported. Always introduce yourself by name and title.
- When assisting a person in/out of a wheelchair, be sure to set the brakes. Hold the handlebars for increased safety and steadiness. Remind the person that you are concerned about his/her safety.
- Make sure the person's arms are inside or on top of the armrests and not hanging over the sides. Make sure the person's feet are securely placed on the footrests.
- Before moving the wheelchair, ask the person if he/she is ready and explain where you are taking him/her.
- Push the chair slowly. See your way ahead.
- Approach corners and doorways cautiously. Use corner mirrors that are placed near the ceiling to see potential collisions.
- Pull chair through swinging doors.
- Always back a wheelchair onto an elevator and face forward when exiting – make sure the elevator floor is level before proceeding on and off.
- Avoid short, quick stops, which tend to throw the patient forward.
- Never block aisles or exits, even temporarily.
- Never leave the person unattended.
- VOLUNTEERS MAY TRANSPORT HOSPITAL VISITORS TO THEIR APPOINTMENTS, BUT MAY NOT TRANSPORT INPATIENTS. SECURITY OR MEDICAL STAFF ARE RESPONSIBLE FOR TRANSPORTING PATIENTS.





Active Shooter Safety

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined space or other populated area. In most cases, active shooters use firearms and there is no pattern or method to their selection of victims.

Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims. Active shooters usually will continue to move throughout the building or area until stopped by law enforcement, suicide or other intervention. If Genesys faced an active shooter situation, an announcement would be made over the Public-Address system to engage active shooter procedures.

In an active shooter situation, you should quickly determine the most reasonable way to protect your own life. You should:

1. Run: If there is an accessible escape path, attempt to evacuate the premises.
2. Hide: If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.
3. Fight: As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter.

RUN

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Warn individuals not to enter an area where the active shooter may be.
- Have an escape route and plan in mind.
- Evacuate regardless of whether others agree to follow.
- Leave your belongings behind.
- Help others escape, if possible.
- Keep your hands visible.
- Follow the instructions of any police officers.
- Do not attempt to move wounded people.
- Call 9-1-1 when it's safe to do so.

HIDE

If safe evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:

- Be out of the active shooter's view.
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door).
- Not trap you or restrict your options for movement.

To prevent an active shooter from entering your hiding place:

- Lock the door.
- Blockade the door with heavy furniture.
- Close, cover and move away from windows.



Active Shooter Safety (continued)

FIGHT

As an absolute last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter:

- Act as aggressively as possible against him/her.
- Throw items and use improvised weapons.
- Work together to incapacitate the shooter.
- Commit to your actions.

When Law Enforcement Arrives

Law enforcement's immediate purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard. The first officers to arrive at the scene will not stop to help injured persons because their first priority is life safety, so they will need to secure the scene first.

When law enforcement arrives:

- Remain calm and follow officers' instructions.
- Put down any items in your hands (i.e., bags, jackets).
- Immediately raise hands and spread fingers.
- Keep hands visible at all times.
- Avoid making quick movements toward officers, avoid physical contact.
- Avoid pointing, screaming and/or yelling.
- Do not stop to ask officers for help or direction when running—just proceed in the direction from which officers are entering the premises.

While it is frightening to think about the possibility of an active shooter incident during your volunteering, it is very important that we are all prepared to react in a way that will protect ourselves and others if the unthinkable occurs.





Infection Control Guidelines

It is important for you to understand infection control and to follow the guidelines that keep both you and others safe.

These guidelines are prepared so that:

- You will not infect a patient or others ... and vice versa.
- You will feel informed and thus comfortable with assisting in our setting.
- You can be aware of current scientific knowledge, Michigan Department of Public Health rules and the Federal Occupational Safety and Health Administration (OSHA) standards.

When You Are Sick

PLEASE DO NOT COME IN TO VOLUNTEER IF YOU ARE ILL. Stay home and get well so that you can come back as soon as possible. This includes, but is not limited to, COVID, cold, influenza, bronchitis, respiratory infection, cold sores and open Shingles rashes. Please check with Volunteer Office if you have questions.

Chicken Pox

If you have never had the Chicken Pox and are exposed to it, please call the Epidemiology/Infection Control Department for instructions at (810) 606-5490.

TB Tests

TB tests are an OSHA requirement for everyone who works or volunteers in any health care setting in the United States. At Ascension Genesys, a T-spot (blood draw) TB test is required upon starting your volunteering. The TB test is arranged through the Volunteer Office and the Ascension Genesys Associate Health office, and is usually administered directly following orientation.

Influenza Vaccination

FLU VACCINATIONS ARE MANDATORY FOR ALL VOLUNTEERS, associates and physicians. Flu shots may be obtained at the annual Volunteer Flu Clinic in October (email notification) or at your doctor's office or pharmacy. Documentation/receipt of flu vaccine and location is required. Please submit documentation to the Volunteer Office. Volunteers who choose not to obtain a flu shot will be placed on Leave of Absence during flu season (October 1 – April 1), and can return to volunteering when given the okay by the Volunteer Office.





Hand Hygiene

Hand hygiene is the single most effective practice to prevent the spread of infection.

Volunteers wash their hands:

- Prior to starting work and before going home
- Between patient contacts
- Before serving food/water
- After using the restroom or handling nasal tissues
- After delivering/handling fresh flowers or plants
- At any time in which hands are felt to be contaminated or soiled
- Before/after eating meals

Hand washing procedure:

1. Turn on water faucets and leave running
2. Wet hands. Using soap, lather hands and scrub for at least 15 seconds Rinse
3. soap from hands under running water
4. Blot hands dry with a paper towel
5. Use the paper towel to turn off faucets to not re-contaminate the hands

Foam In / Foam Out: If your hands are not visibly soiled, you may use the alcohol foam located outside the patient rooms. You must foam prior to entering the patient's room and again when you leave. Patients should see you “foaming in” if you are entering their room. Continue to scrub until foam has evaporated.

Other Important Items Related to Infection Control

Ascension Genesys practices universal precautions, which means that all persons have the potential to spread infection. Volunteers may not perform ANY function that has the potential of physical contact with blood or body fluids. In the event of an unforeseen accident, where the volunteer has contact with a fluid, needle or item of unknown or questionable safety, report to your supervisor immediately and also notify the Volunteer Services leader within 24 hours. Please call the Epidemiology Department at 810-606-5490 with any questions or concerns.

VOLUNTEERS ARE NOT PERMITTED TO ENTER ANY ISOLATION/PRECAUTION ROOMS. These rooms will have a sign on the door that says "Stop" in the header and a caddy on or near the door containing Personal Protection Equipment (PPE), such as gloves, gowns and masks. **VOLUNTEERS ARE ALSO NOT PERMITTED TO ENTER ANY INTENSIVE CARE UNITS (ICU).**

Volunteers should not touch needles, sharp or other potentially hazardous materials.

Volunteers should report a hazardous situation to a supervisor for corrective action.

Volunteers who sustain significant accidental exposures to blood or body fluids should immediately wash the area thoroughly then report the incident to a supervisor and seek medical treatment through the Emergency Department.



World Health
Organization

Patient Safety

A World Alliance for Safer Health Care

SAVE LIVES

Clean Your Hands

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How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB



Duration of the entire procedure: 40-60 seconds

0



Wet hands with water;

1



Apply enough soap to cover
all hand surfaces;

2



Rub hands palm to palm;

3



Right palm over left dorsum with
interlaced fingers and vice versa;

4



Palm to palm with fingers interlaced;

5



Backs of fingers to opposing palms
with fingers interlocked;

6



Rotational rubbing of left thumb
clasped in right palm and vice versa;

7



Rotational rubbing, backwards and
forwards with clasped fingers of right
hand in left palm and vice versa;

8



Rinse hands with water;

9



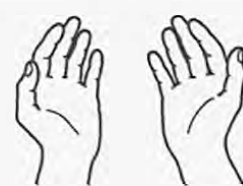
Dry hands thoroughly
with a single use towel;

10



Use towel to turn off faucet;


11



Your hands are now safe.

How to Handrub?

RUB HANDS FOR HAND HYGIENE! WASH HANDS WHEN VISIBLY SOILED

 **Duration of the entire procedure: 20-30 seconds**



Apply a palmful of the product in a cupped hand, covering all surfaces;



Rub hands palm to palm;



Right palm over left dorsum with interlaced fingers and vice versa;



Palm to palm with fingers interlaced;



Backs of fingers to opposing palms with fingers interlocked;



Rotational rubbing of left thumb clasped in right palm and vice versa;



Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



Once dry, your hands are safe.



World Health Organization

Patient Safety

A World Alliance for Safer Health Care

SAVE LIVES

Clean Your Hands

Use your facemask correctly to protect yourself and others

Do:



✓ Choose a mask without a valve that fits well without gaps



✓ Make sure your facemask covers your nose, mouth and chin.



✓ Adjust your facemask on your face to avoid gaps on the sides.



✓ Remove your facemask by touching only the strings or ties.

Do not:



✗ Wear the facemask under your nose or chin.



✗ Touch your facemask while wearing it.



✗ Remove your facemask when you are within 6 feet of someone else.



✗ Use if your mask is dirty or damaged.



Ascension



Reminder:
Wash your hands before and after using or touching a facemask.



Health Insurance Portability & Accountability Act (HIPAA)

The Health Insurance Portability and Accountability Act (HIPAA) ensures that ALL protected health information (PHI) is kept confidential. Protected health information includes patient names, address, telephone and fax numbers, email addresses, Social Security numbers, medical record numbers, health plan numbers or any unique identifiers. You must keep all protected health information confidential, whether it is verbal, written or electronic. The HIPAA Privacy Regulation holds not only healthcare institutions liable in a court of law, but also holds individuals liable. Please know that the release of confidential information is regarded as a breach of confidence and constitutes grounds for immediate termination. Information should only be available on a need-to-know basis pertaining to your duties as a volunteer.

HIPAA Scenarios

Scenario 1: During your assignment you enter a patient room to find a fellow volunteer who has been hospitalized.

- OK to: Converse with the volunteer as you would normally do with other patients as part of your routine duties.
- OK to: Mention if he/she chooses to have the Volunteer Office notified it would be best if he/she called the office directly.
- NOT OK to: Talk about the hospitalized volunteer, including sharing the information with the Volunteer Office or others.

Scenario 2: You volunteer where you have access to the listing of patients in the hospital. While performing your regular duties you come across the name of a fellow volunteer or acquaintance.

- OK to: Continue with your regular duties disregarding the information you happened upon.
- OK to: Only use a patient list for the minimum necessary to do your job, i.e. responding to a request for a patient room number.
- NOT OK to: Assume, because he/she is a volunteer, or a friend, it is OK to go visit the patient or notify the volunteer office or others you know.
- NOT OK to: Scan the list looking for people you know.

Scenario 3: You are having lunch in the cafeteria with a group of volunteer friends and someone makes the statement “Did you know that Mary is in the hospital?”

- OK to: Politely stop the conversation and remind your fellow volunteers that sharing personal health information for non-TPO purposes is not something we do. An appropriate comment would be to remind all that we need to follow HIPAA laws.
- NOT OK to: Talk about any person’s health information without authorization, *even when you are with friends of that person.*



Confidentiality

We protect the confidentiality of our patients and any individual affiliated/associated with Ascension. This includes information in any form relating to:

- Patient information or any information pertinent to the patient's situation (see HIPAA above).
- Your department and any information designated by your department as being confidential.
- Associate information, such as wages, insurance and information pertaining to any associate's personnel file.
- Computer data and security.
- Strategic information pertinent to the success of the organization.

Each person must be provided with the maximum element of personal and informational privacy possible, within the law. It is each volunteer's duty to safeguard the confidentiality of information collected, stored, transmitted and retrieved in our healthcare system. Information may be discussed in communication between appropriate, qualified individuals, based upon their need to know, and in a manner that will not compromise the confidentiality of that information.

Other Privacy Issues You May Encounter

- Conversations with staff, patients, visitors and co-volunteers may result in the disclosure of PHI through what is said, seen, or transmitted electronically, or if someone hears a telephone conversation
- When speaking about patients, ask yourself: "Who else can hear what I'm saying?" Speak softly so that others do not accidentally overhear confidential or embarrassing information.
- Do not provide confidential patient information over the phone, on a message recorder or in person to anyone claiming to be a family member, friend, neighbor, attorney, guardian or police officer. Refer that individual to a staff member.
- Keep patient forms, charts, surgery schedules face down or covered.
- We all can assist with ensuring patient privacy and dignity by such things as closing patient doors and knocking and requesting permission to enter a patient room.
- Never dispose of any patient information in any wastebasket. Shred it instead.

"The best way to find yourself is to lose yourself in the service of others."

MAHATMA GHANDI





Interacting with Patients

No two patients are alike – age, socioeconomic backgrounds and degree of illness vary. Although specific patient needs vary, all patients need acceptance, a safe environment, security, physical care and privacy.

When entering a patient room:

- Knock prior to entry. (At Ascension Mercy do not enter if patient door is closed)
- Sanitize or wash your hands
- Introduce yourself using AIDET to the patient and explain the nature of your visit.
- Be a good listener. Let the patient choose the amount and type of conversation.
- Be considerate of the patients' privacy. Do not ask questions that might embarrass him/her. Do not ask for confidential information. Such as "Why are you here?" "How are you?" Make them feel important and most of all let him/her know you are genuinely interested in assisting them.
- Refer patient complaints or concerns to an associate.
- Guard against emotional involvement. Do not discuss your personal life or problems.
- Volunteers supplement nursing by giving patients "extra attention" that time does not always permit associates to give. Be understanding as the patient may sometimes exhibit:
 - Fear of the unknown
 - Anxiety and worry
 - Loss of prestige and independence
 - Anger – you are well, and they are sick

Please do not:

- Sit, lean against or put anything on patients' bed
- Raise or lower patients' bed – refer all patient care requests to nursing
- Give a patient food or drink of any kind – refer requests to nursing
- Transfer (lift) a patient
- Enter a patient room when doctors, associates or clergy are with the patient. Please leave the room if any of these people enter while you are there and return later
- Enter a restricted area of the hospital unless it is specified in your volunteer assignment. Restricted areas include: Operating and Recovery Rooms, Intensive Care Unit, Behavioral Health Unit and MRI Suites

Workplace Harrassment

Ascension Genesys is committed to providing volunteers with an environment that is free from all types of unlawful discrimination and harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated. Volunteers are encouraged to bring any incidents of workplace harassment to the immediate attention of a direct manager or Volunteer Services.

Patient Rights and Responsibilities

It is the policy of Ascension Genesys that each patient admitted to the hospital shall have the rights and responsibilities that are within Ascension Genesys' capacity, mission and law/regulations. We believe that a patient who understands and participates in his or her healthcare may achieve better results. The hospital has the responsibility to give adequate and appropriate care, to respect the rights and to recognize the responsibility of the patient. The Patient Bill of Rights is posted in detail in designated areas throughout the hospital, on the Ascension Genesys intranet and in the patient admissions booklet.



Professionalism

Volunteers at Ascension Genesys are expected to maintain a level of professionalism consistent with the hospital mission and standards. This allows us to provide a healing atmosphere for patients, families and guests of Ascension Genesys and to maintain patient dignity and privacy. All volunteers are responsible for:

- Behaving in a professional, efficient, courteous and unobtrusive manner.
- Being prompt and dependable.
- Maintaining a neat, clean appearance with regulation uniform. Ascension Genesys dress and personal appearance policies will be followed.
- Cooperating with supervisors and adhering to hospital rules and safety precautions. Remaining on the assigned job, not leaving that post unless notifying the supervisor.
- Eating in the cafeteria or designated break room.
- Food and drinks cannot be visible in patient care or visitor areas.
- Consult your department supervisor when in doubt about any procedure.
- Immediately report any accident/incident you witness to a supervisor.

Dismissal

Coaching will be provided as appropriate to resolve issues. Dismissal will occur for repeated misconduct or violation of Ascension and/or Volunteer Services policies based on severity of issue. The leader of Volunteer Services may terminate a volunteer with or without notice or cause if such action is in the best interest of the hospital and/or volunteer.





Age-Specific Competencies

Age-specific competencies are skills you need to use to give care that meets each person's unique needs. Every person is an individual and has his or her own likes and dislikes, feelings, thoughts and beliefs, limitations and abilities along with life experiences. Below are guidelines for interacting with individuals in all age groups.

Newborn/Infant (birth to 1 year)

- Soothing and comforting the infant as needed
- Keeping parents in infant's line of vision as appropriate
- Offering familiar objects to the infant
- Ensuring a safe environment

Pediatrics (1 - 12 years)

- Using a direct approach with the child; allowing choices when possible
- Recognizing that play is important
- Soothing and comforting as appropriate, allowing for verbalization of fears
- Using praise as a reward for desired behavior

Adolescent (13 - 17 years)

- Encouraging questions and verbalization of fears
- Acknowledging the importance of relationships with peers
- Allowing the adolescent to have some control/choices when possible
- Recognizing the importance of privacy for adolescents

Adults (18 - 64 years)

- Allowing the patient to maintain control and involving them in decision making
- Encouraging the verbalization of fears

Geriatric (65+ years)

- Speaking directly to the person
- Allow the patient to maintain control and involve them in decision making
- Recognize the potential for loss of hearing/vision and responding appropriately
- Ensuring a safe environment



How to Navigate Health Park

Ascension Genesys Hospital is a 410-bed acute care hospital built in the middle of 500 acres and designed to be a healing environment. The hospital itself can be a difficult place to find your way around. These tips will help you as you get acquainted with the building. Please familiarize yourself with the hospital so that you can offer assistance to patients and visitors who appear lost.

Information Desk: As you enter the Atrium, you will see the Information Desk on your right. Next to the Information Desk is a tall pedestal. On top of the pedestal is a globe. In the globe is an arrow and the arrow points north.

Elevators: Visitors use either the Maple or Cherry elevators to reach other floors.

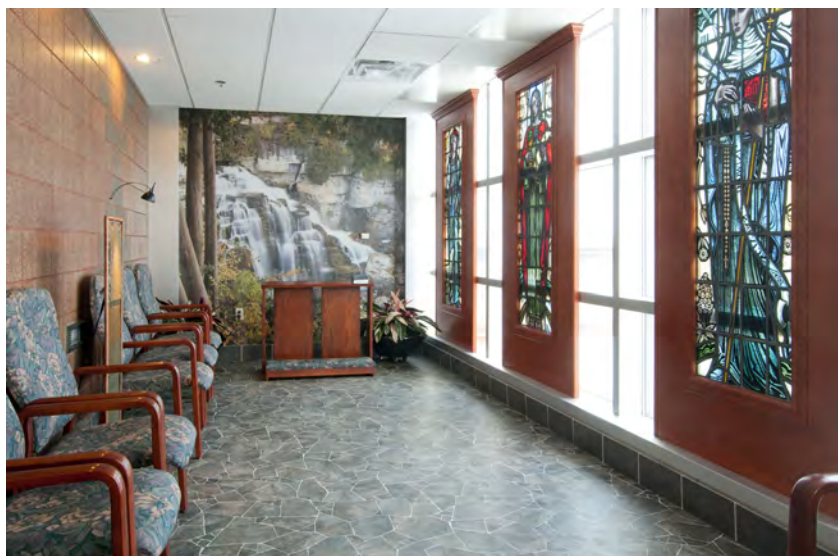
- The Cherry elevators serve the “North Loop.” Tips to help you remember this: The arrow in the Atrium points toward the Cherry Elevator. Cherry trees grow in northern Michigan.
- The Maple elevators serve the “South Loop.” Tip: The Maple elevator has wood the color of sand and you will find sand when you go south to Florida.

Rotundas: Once you arrive on the desired floor, turn toward the Rotunda. The Rotunda is the round area on each floor and is used for waiting areas.

Boulevard: If you continue through the Rotunda areas, you arrive on the Boulevard. There are two elevators on the north and three elevators on the south of the Boulevard. These elevators are labeled “Staff Only”, and volunteers ARE PERMITTED to use these elevators. There is also a large elevator at the far end of the South Loop known as the Megavator. This is reserved for patient transport only.

- For patient privacy and courtesy, please step off the elevator if a patient in a bed is being transported on the elevator you are riding on. If an elevator arrives for you and a patient is already on it being transported, please wait to catch the next elevator.

Reflection Room: At the very north end of the Boulevard is the Reflection Room. This room is for any associate, physician, visitor, patient or volunteer who wants to take some time to pray, think, decompress or simply sit in quiet. The room is surrounded in antique leaded stained glass windows that were originally in St. Joe's hospital in Flint. It truly is a beautiful setting to reflect.





Making Sure Your Volunteering is Off to a Good Start!

Parking

Please park in the front public lots. Your parking tag is included in your packet and must be placed on your rearview mirror facing out, so it can be seen by Security. This provides a way for security to locate you if something happens to your vehicle or for when parking lot work is being done and your vehicle needs to be moved.

Please note:

- Do not park in spaces designated for "Patients Only"
- Do not park in the outpatient loop or the Women's and Children's loop
- Lock your vehicle and remove valuables
- Parking is prohibited in posted areas such as fire lanes, handicap parking or areas reserved for ambulances, emergency vehicles and patients.

Signing In and Out

You MUST sign in and out every time you volunteer. It guarantees an accurate service record for each volunteer and enables us to monitor attendance. Sign in and out using the VSysOne touch screen located on the desk just outside the Volunteer Office. You will need a four-digit PIN number (Personal Identification Number) which is provided to you at orientation. If you have trouble signing in, please let the Volunteer Office know so that they can assist. If the Volunteer Office is not available, please sign in manually using the orange sign in sheet near the sign in computer. Note: If you volunteer off-site, please track your hours and turn them into the office monthly. If you volunteer at the greenhouse, please use the paper sign in sheet located in the greenhouse.

"Believe you can
and you're
halfway there."

THEODORE ROOSEVELT





Your Commitment to Volunteering

We ask that you work one volunteer shift per week or one shift every two weeks. A shift is typically four hours, but can vary depending on the assigned department.

The staff relies on your assistance. If you are scheduled to volunteer and are unable to do so, please contact your area's leader (volunteer lead or staff lead) or the Volunteer Office. If you change your shift with another volunteer, please notify the Volunteer Office. If you will be off for an extended amount of time (vacation, snow-birding, etc.), please notify your staff leader and the Volunteer Office of the dates you'll be absent and when you will return.

Where do I put my Coat/Purse/Belongings?

In most areas where you are volunteering, there is a place to put your personal items. Check with your department supervisor to ensure you have a secure place to keep your items. If you are volunteering between 8 a.m. - 4:00 p.m. you may keep your coat in the Volunteer Office.

Meal Credits

In recognition of your contributions as a volunteer, Ascension Genesys Administration provides you with a \$6.00 credit towards a nourishing meal in the hospital cafeteria. Please show the cashier your I.D. badge to be scanned at the register. You are responsible to pay for any amount in excess \$6.00 at the time of purchase. Your meal/snack is for you alone on the day of your volunteering and food may not be purchased to take home. There is no carryover or cash-out options if you do not use your \$6.00 credit.

Ascension Genesys Health Club Discount

After 60 hours of volunteering, Ascension Genesys volunteers are eligible to receive the employee discounted initiation fee and the monthly dues to the Ascension Genesys Health Club. Once you have completed 60 hours of service, call the Volunteer Office and request a letter of confirmation for you to obtain the discount. Please allow three work days for the letter. You must maintain 60 hours per year of volunteering to continue the discounted monthly rate at the Club.

"Sometimes our light goes out, but is blown again into instant flame by an encounter with another human being."

ALBERT SCHWEITZER





Ascension Genesys

Requirements of Volunteering

First impressions are made about us based on our personal appearance. Each of us represents Ascension Genesys in the eyes of the public and the patients we serve.

Name Badges

You **MUST** wear your name badge while on duty. You will be issued a photo I.D. badge from Security during the orientation/onboarding process. Name badges must be returned to the Volunteer Office if you resign. Name badges cannot be altered and are to be worn only by the volunteer to whom it is issued. If you lose your name badge, you will be required to pay \$10 for a new one. If you resign, your name badge must be returned to the Volunteer Office.

Volunteer Uniform

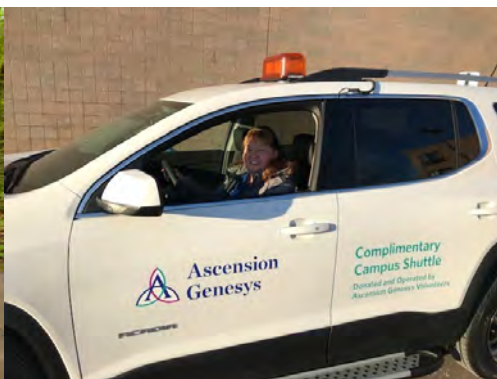
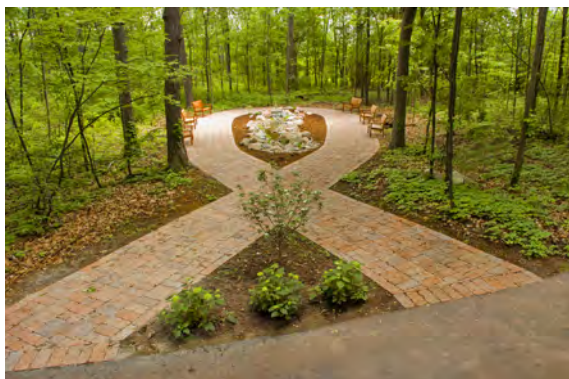
All Ascension Genesys volunteers within the building are required to wear the volunteer uniform except for Eucharistic Ministers, Patient Visitors and Pet Therapy Volunteers who wear “business casual” dress. The volunteer smock or polo shirts are available only through the Volunteer Office. If volunteering outside the building (gardeners), casual clothes can be worn. Please make sure your name badge is visible (clipped on your collar). If you resign, your uniform must be returned to the Volunteer Office.

What Else Do I Wear While Volunteering?

Each volunteer and employee represents the hospital in the eyes of the patients and other guests we serve. It is your obligation to have clothes, jewelry, grooming and hygiene that projects a professional, business-like appearance. Because of allergies, please do not wear perfumes. Besides your smock/jacket or shirt and I.D. badge, you are asked to wear business casual slacks (khakis, twill, dress slacks) or skirts/dress. Absolutely no jeans, shorts, capris, yoga pants, leggings, scrubs or sweats are permitted. Tennis shoes or any comfortable walking shoes are great! Please keep your smock or polo shirt clean and pressed.

Cell Phone Usage

Use of cell phones is permitted on an emergency basis. Please keep the phone on “silent” while on duty as a volunteer and step away to a private area to answer a call or text.





Other Considerations for Being a Volunteer

- Volunteers supplement/complement employees' work. Volunteers do not displace employees...we work as a team!
- A hospital employee cannot volunteer in the same capacity as his/her vocation.
- Please restrict your duties to the "Service Description" specific to your volunteer area. The Service Description is in your packet or available in the Volunteer Office.
- Do not act as a legal witness if asked. Refer the patient to a staff member for assistance.
- Do not ask for medical advice. Please see your own physician.
- Do not argue or be sharp with a patient/guest. Please remain calm. Resources for you are the nearest staff member, the Spiritual Care Department, the Social Work Department or Security.
- Do not give liquids to patients unless authorized by staff.
- Do not feed patients unless you have been trained.
- Do not lift patients unless you are assisting staff.

If you are in doubt about anything, please ASK!

Being an Ascension Genesys Hospital Volunteer

Ascension Genesys Volunteers is the name of the volunteer organization at Ascension Genesys Hospital, which you are now a part of. The EverGreen Greenhouse and the Acorn Gift & Floral Shop are part of the Ascension Genesys Volunteer organization. Proceeds from their sales are donated to the Ascension Genesys Foundation and used for patient and family-related projects and equipment.

In addition to service and fundraising efforts, the Ascension Genesys Volunteers participate in gatherings and fun events throughout the year. We have educational programs, celebrate National Volunteer Week and have periodic luncheons. The meetings and events offer opportunities for volunteers to meet each other, have some fun and learn new things.

Visit the Ascension Genesys Hospital website for information and resources about volunteering: ascension.org/GenesysVolunteers. Please use this link to refer friends and family who are interested in volunteering.

Thank you for being an Ascension Genesys Volunteer! We welcome you to our family and hope your experience is pleasant and fulfilling.



Ascension Genesys

Be sure to visit the beautiful Sanctuary Garden, located on the walking trails behind the hospital. Engraved pavers can be purchased to honor or memorialize a loved one.

Brochures/order forms are available at the Sanctuary Garden display in the south part of the Atrium (across from Outpatient Diagnostics) or from the Volunteer Office.



Important Phone Numbers

Hospital Main Number: 810-606-5000
Housekeeping: 810-606-5770
Security: 810-606-5699

Patient Advocate: 810-606-6534
Infection Control: 810-606-5490
Ascension Values Line: 800-707-2198

Ascension Genesys Volunteer Services

Volunteer Office

Email: GenesysVolunteers@ascension.org
810-606-5100

Karen VanCura

Director, Volunteer Services

Email: karen.vancura@ascension.org
Phone: 810-606-5103

Taylor Sampson

Lead, Acorn Gift & Floral Shop

Email: taylor.sampson@ascension.org
Phone: 810-606-6294

Kurt Batschke

Manager, EverGreen Greenhouse

Email: kurt.batschke@ascension.org
Phone: 810-606-5105



Ascension



Together, we are Ascension Michigan

Key stats and encounters for FY23



\$335 million
Community benefit



9,078
Births



1.12 million
Unique lives served



500+
Care sites

Discharges	138,995
Equivalent discharges	283,036
Emergency room visits	507,854
Doctor office and clinic visits	3,479,289

Payor mix*



■ 50.6% Medicare ■ 27.4% Commercial
■ 17.6% Medicaid ■ 4.4% Self-pay/Other

Serving our community

In Ascension Michigan, we conduct needs assessments to understand the unique health concerns of each community we serve. From the most recent assessments, we plan to address these health priorities:

Access to care

Ascension Michigan provides outreach screenings for underserved populations to improve access to healthcare services in our communities. Our hospitals are also engaging with forums and coalitions to promote healthcare providers, services support and resources that address addiction-focused needs within the community.

Mental health

In a coordinated effort, all Ascension Michigan hospitals are improving access to behavioral healthcare for vulnerable populations in our communities by transforming behavioral healthcare models and increasing our involvement in and support of local mental health-focused initiatives.

Chronic disease

Ascension Michigan helps patients in the community living with the negative physical and mental effects of chronic disease through education, referral and other support. Additionally, our hospitals engage in community-based forums and coalitions to promote chronic disease support and resources.

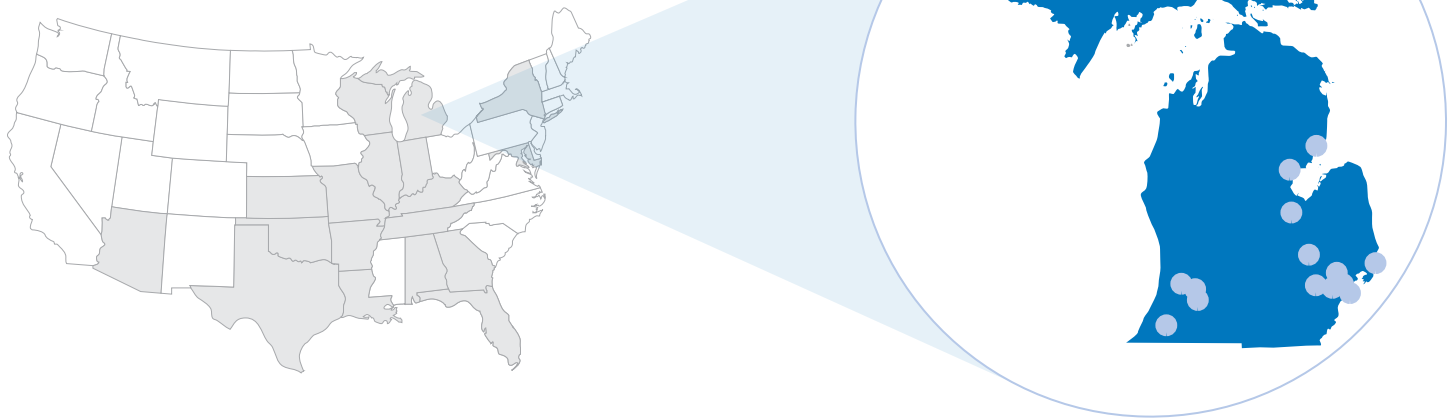
Caring for our associates

Caring for our communities begins with cultivating a Mission-minded workforce, where associates serve together and listening is a two-way street. In addition to a host of standard benefits, Ascension associates can take part in tuition reimbursement, flexible scheduling, career development and well-being offerings. These perks enable our associates to bring their best self to the bedside.

* Payor mix calculated based upon gross patient service revenue

Ascension Michigan
Visit ascension.org to learn more.

Ascension Michigan service area



Our hospitals

Ascension Borgess Allegan Hospital
Ascension Borgess Hospital
Ascension Borgess-Lee Hospital
Ascension Borgess-Pipp Hospital
Ascension Brighton Center for Recovery
Ascension Genesys Hospital
Ascension Macomb-Oakland Hospital, Madison Heights Campus
Ascension Macomb-Oakland Hospital, Warren Campus

Ascension Providence Hospital, Novi Campus
Ascension Providence Hospital, Southfield Campus
Ascension Providence Rochester Hospital
Ascension River District Hospital
Ascension St. John Hospital
Ascension St. Joseph Hospital
Ascension St. Mary's Hospital
Ascension Standish Hospital

About us

Serving Michigan for nearly 150 years, Ascension Michigan operates 16 hospitals and hundreds of related healthcare facilities that together employ nearly 20,000 associates. Across the state, Ascension provided over \$335 million in community benefit and care for persons living in poverty in fiscal year 2023.

Ascension is a faith-based healthcare organization dedicated to transformation through innovation across the continuum of care. As one of the leading non-profit and Catholic health systems in the U.S., Ascension is committed to delivering compassionate, personalized care to all, with special attention to persons living in poverty and those most vulnerable. Visit about.ascension.org/about-us to learn more.

FY23 Ascension Michigan Fact Sheet

Staff and facility information



Associates
19,885



Physicians
7,307



Licensed beds
3,531



**Care of the poor and
community benefit**
\$335,022,817

Statistics

Newborn births	9,078
Surgical visits (inpatient)	27,635
Surgical visits (outpatient)	63,124
Patient days	717,924
Discharges	138,995
Emergency room visits	507,854

Ascension Medical Group — Michigan

Primary physicians and advanced practice providers	484
Specialty physicians and advanced practice providers	465
Practice locations	150+
Unique patients	556,602
Patient encounters	3,482,877

- One out of every eight inpatients in Michigan is cared for by an Ascension Michigan hospital
- Significant employer in all the communities we serve
- Major economic driver in the state, with more than \$1.5 billion in payroll each year
- Expansive coverage serving Michigan's lower peninsula in rural, suburban and urban hospitals

Inpatient facilities

Ascension Borgess Allegan Hospital

Ascension Borgess Hospital

Ascension Borgess-Lee Hospital

Ascension Borgess-Pipp Hospital

Ascension Brighton Center for Recovery

Ascension Genesys Hospital

Ascension Macomb-Oakland Hospital

- Madison Heights Campus

- Warren Campus

Ascension Providence Hospital

- Novi Campus

- Southfield Campus

Ascension Providence Rochester Hospital

Ascension River District Hospital

Ascension St. John Hospital

Ascension St. Joseph Hospital

Ascension St. Mary's Hospital

Ascension Standish Hospital



Ascension

Ascension Michigan

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Ascension Genesys Hospital

Ascension Genesys Hospital delivers comprehensive emergency, primary and specialty care across mid-Michigan, and is focused around a patient-centered care philosophy. Ascension Genesys Hospital is a Level II Trauma Center that utilizes a regionally integrated healthcare delivery system comprising a complete continuum of care serving Genesee, Lapeer, Shiawassee, Oakland, Livingston and Tuscola counties.

With the latest in minimally invasive and robotic multispecialty surgical care, we offer a full range of cardiovascular, neuroscience, orthopedic, cancer and women's health services, with many care services nationally recognized for clinical excellence. Board-certified emergency medicine doctors and care teams are at the ready to treat all types of medical emergencies 24 hours a day, seven days a week. Primary care and specialty doctors, nurses and multidisciplinary care teams at Ascension Genesys Hospital work seamlessly together, and are committed to delivering compassionate, personalized care to all.



**Ascension
Genesys Hospital**



1 Genesys Parkway
Grand Blanc, MI 48439
810-606-5000

FY23

Staff and facility information

- Associates — 2,217
- Doctors — 677
- Licensed beds — 400

Statistics

- Discharges — 16,778
- Emergency visits — 51,429
- Inpatient surgeries — 3,153
- Outpatient surgeries — 7,853
- Births — 1,385

About Ascension Genesys Hospital

Full spectrum of nationally recognized cardiovascular care services, including a Chest Pain Center, state-of-the-art cardiac cath labs, noninvasive and vascular testing, electrophysiology, comprehensive surgical care services and a structural heart program.

- Ranked high-performing in **heart attack** and **heart failure** by *U.S. News & World Report* (2023-2024).
- Recognized as a **Blue Distinction Center for Cardiac Care** by Blue Cross Blue Shield.
- New **biplane catheterization** lab features advanced rotational X-ray imaging to optimize the diagnosis and treatment of cardiac, vascular, oncologic and neurologic conditions.

Specialists provide advanced neurosurgical care for conditions related to the brain, spine and peripheral nervous system.

- Ranked high-performing in **stroke** by *U.S. News & World Report* (2023-2024).
- Get With The Guidelines® **Stroke GOLD with Target: Type 2 Diabetes Honor Roll** from American Heart Association in 2023.
- Evaluating more than 600 patients a year for stroke, Ascension Genesys Hospital is designated as a **Primary Stroke Center** by The Joint Commission.

Medical, radiation and surgical oncologists; oncology-certified nurses; palliative care specialists; genetic counselors; dietitians; and rehabilitation therapists deliver care plans with personalized cancer treatments and support programs.

- Ranked high-performing in **leukemia, lymphoma and myeloma**, as well as **colon cancer surgery** by *U.S. News & World Report* (2023-2024).
- Recognized as a **Blue Distinction Center for Cancer Care** by Blue Cross Blue Shield.

Comprehensive orthopedic program offers specialty care for joint replacement, bone and muscle injuries, joint pain, and orthopedic diseases.

- Ranked high-performing in **knee replacement** by *U.S. News & World Report* (2023-2024).
- Certified by The Joint Commission as a **Disease Specific provider for Hip and Knee Replacements and for Hip Fracture**.

Additional Ascension Genesys Hospital awards and recognitions include:

- *U.S. News & World Report's* 2023-2024 **Best Hospitals in Michigan** (ranked #10). Also ranked high-performing in **kidney failure, chronic obstructive pulmonary disease and pneumonia**.
- An accredited **Center of Excellence in Robotic Surgery**.
- **Partner for Change** Award from Practice Greenhealth in 2023 for **recycling** over five tons of shrink wrap from shipping, receiving and food service.

Ascension Genesys Hospital **Birthing Center** offers the highest quality obstetrical care before, during and after pregnancy — from private birthing rooms with home-like amenities and scenic views, to our **Level II special care nursery**, to childbirth classes and breastfeeding support.

As an institution committed to ongoing medical education and training, Ascension Genesys Hospital:

- Partners in **laboratory educational programs** with Saginaw Valley State University, Ferris State University and Mott Community College.
- Provides **graduate medical education for doctors in residency and fellowship programs**. Residency programs include emergency medicine, family medicine, general surgery, internal medicine, OB-GYN, orthopedic surgery, pharmacy practice and podiatry. Fellowship programs include cardiology, gastroenterology, hematology/oncology, clinical health psychology and pulmonary/critical care.
- Celebrating **43 years of the Congdon Lecture Series**, a monthly program offering a variety of medical topics to inform and educate medical professionals. Virtual lectures are open to all interested clinicians including doctors, residents, medical students and nurses.

Doctors and nurses at **Ascension Genesys Hospital Wound and Hyperbaric Center** specialize in treating complex, slow-healing wounds, including diabetic foot ulcers and leg ulcers. We provide **advanced wound-care treatments**, such as hyperbaric oxygen therapy to help promote healing.

Ascension Living PACE Michigan (Program of All-Inclusive Care for the Elderly) celebrated its eighth anniversary in 2023. As one of 14 programs in Michigan, PACE serves individuals who are 55 or older with physical, memory or other unstable health challenges. The program's mission is to provide personalized, wrap-around care for those needing a high level of care, keeping them in the community and out of nursing homes. Ascension Living PACE Michigan serves more than 220 adults in Genesee, Lapeer, Oakland, Livingston, Shiawassee and Tuscola counties.