

# **Patient Care Coordinator Handbook and Training Manual**

**“Coming together is a beginning. Keeping together is progress.  
Working together is success.” — Henry Ford**

**One team, One goal**

**June 2023**

# Patient Care Coordinator Training Checklist

This is a formal training form to ensure that you have been trained on the day-to-day activity of The Jude House. This handbook will address areas of training. If you have any questions, please ask your trainer or supervisor.

Topic	Trainer Int.	Trainee Int.	Date
Welcome			
Introduction to staff			
Tour the facility			
Received patient handbook			
Confidentiality			
Unacceptable conduct			
Received and set up email			
Received Badge			
<b>The Treatment floor/PCC responsibilities</b>			
Shadow assigned person			
<ul style="list-style-type: none"> <li>• Cell phones</li> <li>• Employee and patient badges</li> <li>• Mobility (where patients can go)</li> <li>• Searches for intake and dorms</li> <li>• Dorm locking</li> <li>• Meals</li> <li>• Patient Visitation and Passes</li> <li>• Schedule fluidity</li> <li>• UDS training and documentation</li> </ul>			
<b>Kipu System-Electric Medical Records (EMR)</b>			
Sign In Set up			
<ul style="list-style-type: none"> <li>• Shift Notes</li> <li>• Rounds-30min and 60min</li> <li>• How to flag</li> <li>• Facilitator information</li> <li>• Calendar appointments</li> <li>• Patients off site for meals</li> </ul>			
<b>Phone System/Reception</b>			
Sit with the front desk person			
<ul style="list-style-type: none"> <li>• Answering calls</li> <li>• Paging</li> <li>• Extension list</li> <li>• Transferring</li> <li>• Alarm system (iron curtain/doors)</li> </ul>			
<b>Accreditation Now</b>			
<ul style="list-style-type: none"> <li>• Critical Incident Report</li> <li>• Patient or staff grievances</li> <li>• Received log in information</li> </ul>			
<b>CE Trainings</b>			

• Monthly trainings due every year			
• Log in and registration			
<b>Paychex</b>			
• Request time			
• Excessive Tardiness and absentee			
• Variance forms			
<b>Facility procedures</b>			
• Emergency Codes and phone numbers			
• Received Key Card			

## **Welcome!!!**

Welcome to the Patient Care Coordinator (PCC) team. PCC's have the most difficult job because they manage the day to day, the group schedule and in general enforce the rules for safety and compliance. They are the eyes and ears for the clinical team and essential, meaning scheduled, 24/7 365 days. PCC's manage the EMR system, calls, family visits on Sundays and events, meals, medication processes, with the teamwork of all departments. Any questions, please ask the PCC Manager or supervisor.

## **Confidential Information**

The Jude House, Inc. takes the protection of Confidential Information very seriously. "Confidential Information" includes, but is not limited to, computer processes, computer programs and codes, patient lists, patient preferences, patients' personal information, company financial data, marketing strategies, proprietary production processes, research and development strategies, pricing information, business and marketing plans, vendor information, software, databases, and information concerning the creation, acquisition or disposition of products and services.

Confidential Information also includes the Organization's intellectual property and information that is not otherwise public. Intellectual property includes, but is not limited to, trade secrets, ideas, discoveries, writings, trademarks, and inventions developed through the course of employment with The Jude House, Inc. and as a direct result of job responsibilities with The Jude House, Inc. Wages and other conditions of employment are not considered to be Confidential Information.

To protect such information, employees may not disclose any confidential or non-public proprietary information about the Organization to any unauthorized individual. Any requests for Confidential Information should be referred to the PCC Manager or leadership immediately.

The unauthorized disclosure of Confidential Information belonging to the Organization, and not otherwise available to persons or companies outside of The Jude House, Inc., may result in disciplinary action, up to and including termination of employment. If an employee leaves the Organization, they may not disclose or misuse any Confidential Information.

This policy is not intended to restrict an employee's right to discuss, or act together to improve, wages, benefits and working conditions with co-workers or in any way restrict employees' rights under the National Labor Relations Act.

---

## **Mealtimes and breaks**

Meal periods are 30-minutes and two 10-minute breaks. Non-exempt employees are required to take a meal period if they work more than 6 hours on a shift. Notify the PCC Manager, supervisor, or shift lead prior to departing the building.

Meal Break:

- The meal break is 30 minutes of uninterrupted time that must be documented by using the timeclock.
- As a benefit, the staff may eat the meal prepared in the kitchen for the shift(s) they work at no cost.
- If an employee starts their shift at lunch time or dinner time, they can grab their lunch/dinner and save for their meal break time.

Rest Break:

- Employees are entitled to two 10-minute breaks per shift.
- The rest and meal breaks may not be combined.
- They may not be in the last one hour of work.

## **Time and Attendance**

At the Jude House, the staff is a very important part of the Recovery process. We plan the schedule with a minimum of 30 minutes of overlap. Employees may punch in 7 minutes early, and 7 minutes after their shift. Any occurrence outside that 14-minute window will result in an error. It is the staff's responsibility to punch, ensuring their time is recorded appropriately.

We use Paychex Flex to process payroll and the bio-metric time clock to record time. If an employee has a timeclock error, they must complete a variance report to correct it. Not doing this in a timely manner may result in a delay in pay.

Calling out for a shift needs to be requested at least 12 hours ahead of time, or as soon as an employee is aware. The Jude House, Inc. expects employees to be reliable and to try and cover a shift if possible. Communicating with the leadership staff will ensure proper care of the patients and fellow co-workers.

Poor attendance and excessive tardiness are disruptive and counterproductive to being a good professional role model.

---

## **Cell phones**

It is company policy that cell phones are not to be used on the treatment floor. Any person that is on their cell phone will be subject to disciplinary action. If it is a continued issue, that disciplinary action could include termination from the company.

---

### **Dress Code**

The following are not a part of our business casual dress code: This list includes but is not limited to:

- Sweatpants
- Ripped or torn clothing
- Sandals or flip flops without straps
- Shower shoes
- Bedroom slippers
- Spandex or Lycra
- Any shirt or sweatshirt that is not a Jude House shirt.
- Pajamas or night clothes
- Swim or Beach Wear
- Workout clothes
- Cutoffs
- Evening wear
- Any drug or alcohol promotional clothes
- Undergarments must be worn by all staff.
- Spaghetti strapped dresses or shirts
- Transparent clothing
- Jewelry and makeup should be conservative.
- Hats, baseball caps, inside
- Sunglasses that do not require a medical condition.
- Shorts

Items allowed:

- Pants, jeans, capri's (no rips or holes)
- Jude House logo shirt or sweatshirt
- Ethnic and Religious Attire
- Shoes that are comfortable, durable, and secured

If there is an activity that requires different attire, we will notify staff. For example, exercise class.

---

### **No Gossiping**

It is the policy of the Jude House that employees do not participate in idle gossip about other staff, patients, or our providers in the community. In the workplace, gossip is an activity that can drain, distract, and downshift employee job satisfaction and create chaos. In order to create a more professional workplace, gossip will not be tolerated.

Gossip is a rumor or talk of a personal, sensational, or intimate nature. A person who habitually spreads intimate or private rumors or facts. Trivial, chatty talk, or writing.

- Gossip always involves a person who is not present.
- Unwelcome and negative gossip involves criticizing another person.
- Gossip often is about conjectures that can injure another person's credibility and/or reputation.

---

## **Searches**

- This is our first line of defense, and everyone's security depends on the staff searching.
- All patient items are to be inventoried upon admission and need to be searched by the PCC team. Contraband needs to be separated out placed in a bag with the patient Name, Date, and ID number. This bag is then placed in the contraband locker that is in the PCC's office. Cell phones are to be locked in the safe.
- Search personal property on camera.
- All patients must pack items with the staff upon discharge.
- Everyone who enters The Jude House is subject to personnel and property search. All bags, purses, briefcase etc. are subject to wand screening for contraband and weapons. Any visitor who allows patients to use their cell phone or brings in a cell phone will be removed from the visitor list. Any guests that provide contraband to the patients will be removed from the visitor list permanently.
- Do not rush when searching the patient's property.
- Wear gloves and have a trash bag on hand. Watch for sharp objects in pockets.
- Any items that are dropped off to patients after admission will be received and searched by the patient's therapist.

## **HOW TO COMPLETE DORM SEARCHES**

(All searches should happen in teams of two or more for employee and patient protection)

Items needed: Wear gloves, flashlight, mirror, clear trash bags, pen and paper, mask (if going up in the ceiling), and screwdriver.

- Often time's items are left right out in the open. Look for the obvious.
- Use mirrors for the ceiling.
- Do not step on beds with shoes on, use a ladder whenever possible.
- Wear a mask when up in the ceiling.
- Use plastic to cover the beds if taking down ceiling tiles.
- Be sure to empty out all open cigarette packages, look for excessive tobacco in cigarette packages. Look for color differences from one cigarette to another, cigarettes packed too tight,

strange smell, too much loose tobacco in package; could be mixed with K-2. Anything suspicious has to be tested by medical staff.

- Use a screwdriver to look behind switch plates and vents.
- Search the bed or chair first, so they can be used to put other searched items on top of them.
- Shoes: Shoes are a common place to hide things; patients are known to hollow out the bottoms and heel to hide drugs inside.
- Have a plan where to start in a room and move in the same direction so no area is missed.
- Search everything a patient or their visitor brings into the building.
- In suitcases, look for false bottoms and sides, all belongings need to be searched.
- They won't use pockets to hide stuff in, but they will put false areas in collars, waist bands, arms of bulky jackets, false shoe bottoms, inside of a high heel, etc.
- Look for unusual labeling of items, look for misspellings on labels; they are probably not the original ones. Products that have false bottoms are usually misspelled due to copyright laws.
- Don't assume someone else checked an item. Check everything and communicate with the search partner.
- Don't search rooms and dorms when patients are present. They should not know where we look and search. Surprise is our best weapon. Do not talk about where we search in front of patients.
- Product safes and false bottoms are easily available. They can be bought at hardware stores. Look for AJAX cleaners, Dictionaries, Aquafina is the most popular, Coke, Root beer, Orange, and soda cans, Arizona Tea Cans, Coffee Creamer, Mints, and Pens, Peanut butter, check the bottoms, any item that looks out of place. All these items are very easy to get and should look out of place in a dorm. If we don't have Comet, there should not be a Comet container in the dorm.
- Check our vehicles for items left on the van "by mistake". Or magnetic key holders, they are great drug holders, in our tire wells.
- If a vehicle is not moving and in the same place a long time, that is the perfect place to hide items.
- Ceiling tiles are easy to move and easy to hide stuff in.
- Check the top of the doors. Items have been placed there in the past.
- Don't run hands along any surface not visible. Use the pat technique.
- Be sure to check books, open them up from the spine, shake them out. Remember Shawshank? Easy to carve inside pages and hide anything.
- Padded chairs with frayed openings are excellent hiding places.
- Check inside the bag of laundry.
- Washers, dryers, and dryer vents are excellent hiding places for magnet cases. Magnetic cases are easily stored on the inside of the outside dryer vent. Many things are hidden in the laundry room.
- Move furniture and look for a raised bottom.
- Inside microwaves and toasters seem to be a good place as well.
- Fill out an incident report for any contraband found.
- Most importantly, do not rush!

### **Guidelines for a Two Staff Person Search:**

Follow the procedure below for all of the following:

- New admission
- Return from a pass.
- Out of staff site while on a trip
- Reasonable suspicion. (Approve through supervisor prior)

## **Procedure**

- Search in a private location, the best place is the UDS restroom located in the far staff bathroom area.
- Two staff of the same gender will participate in the search. If we do not have 2 men on shift to search, medical can assist.
- All staff will be respectful.
- Remember to wear gloves if searching clothing, shoes, or bags.
- The patient will be without clothing for as little time as possible to be sure no weapons, drugs are on his/her body.
- The patient will be guided through the process by one member of the team and assisted by the second.
- Ask the patient to start by removing their shoes. Once removed, they will be searched by the second member as the primary proceeds to the next step.
- If the patient is wearing socks, ask the patient to remove their socks, turn them inside out and put them back on.
- Ask the patient to remove all items from the waist up and search any pockets. If the patient is female, search her bra. Once completed, the patient can replace all items.
- Ask the patient to remove all items from the waist down and continue to check any pockets, waist bands etc.
- Ask the patient to squat and cough.
- All items may be replaced.

### **Single staff or “Soft search”**

- Patient is to remove all items from their pockets and place them on the counter.
- Check cigarette packs, wallet, and any other items (Drugs can be anywhere, especially suboxone)
- Wand the patient. Legs should be shoulder with apart and arms out. The patient should almost make an “X” with their body.
- Ask the patient to lift their feet one at a time to wand around their shoes.

### **K9 Searches**

We have an on-going agreement with the Charles County Sherriff Office for the drug dogs to search the building.

- When the dogs arrive, a code red will be called for everyone to remain in place. Any patients in the dorms or hallways need to go the community room immediately.
- One member of the senior leadership team will speak to the officers and will escort them if necessary.



- Staff offices are subject to search as well. All parts of the building and grounds are open for the dogs to search. If you open a door or in a neutral zone, (staff or client) your personal body is subject to dog search.
  - Anyone who interferes with the Officers or dogs will be subject to legal action from the Sherriff's office.
  - Do not taunt the dogs, open doors, or interfere in any way with the dogs or the officer.
- 

### **Urinalysis collection**

- One patient at a time, no one else should be in the room or within ear shot, DO NOT RUSH
  - Patients must be watched the entire time they are in the room. If the patient is unable to go, they must remain seated by the PCC station until they can go. The patient has 2 hours to produce a sample.
  - You must watch all patients, body to bottle. For a female patient, make sure a urine cap is placed in the toilet to catch the urine.
  - PCC's will collect the sample and fill out the instant UDS form / sign form as "staff collecting sample" (PCC's will not read the sample)
  - Patient will sign that sample was collected and sealed.
  - PCC will place sample and form in a bag and take to the nurse on duty. If a nurse is not onsite, the sample will be given to the med tech.
  - The nurse/CMT will read the sample and notate on UDS form.
  - If it is a positive result, medical will send out for confirmation and notify the therapist.
  - Med techs will continue to log UDS's into KIPU.
- 

### **New Patient Clothing**

#### **Procedure**

- These items are to go to the dryer at the beginning of the intake process.
  - They need to dry on high heat for one hour.
  - The PCC's, drivers, and admission coordinator will coordinate this process.
  - Any items entering the building that have not been dried or steamed puts the entire facility at risk bed bugs.
  - If staff members see any signs of bugs, please notify the Facility Manager immediately.
  - The Facility Manager will call the exterminator immediately.
- 

### **Visits and Passes**

- It is the responsibility of the therapist and Jude House staff to verify all visitors.
  - We need to know who is coming to the building and when they will arrive.
  - All visitors must sign a sober living contract as well as the confidentiality agreement located in the front office.
  - All passes, and visits are to be approved by the clinical team.
  - Any pass or visit that is not approved, cannot happen.
  - Therapists are responsible for vetting and verifying relationships, as well as the therapeutic value of visits and home passes.
  - Visitors of patients that are going on a pass must provide their license, registration, and proof of vehicle insurance prior to the patient departing the facility.
  - Patient should sign the Agreement to Remain Substance Free during pass.
  - Badge turn in before leaving on pass.
  - Notation in KIPU when patient returns to facility.
  - Any patient returning late should be noted in the shift log and in the “end of shift report.”
  - Nothing should return with the patient from a pass. **There are no exceptions.**
  - Fill out the inventory sheet prior to patient leaving and then again upon return. Patient should not return with anything that was not on the inventory sheet at departure.
- 

### **Patient Groups**

- Patients have scheduled groups throughout the day that are listed on the daily agenda at the PCC desk.
  - There needs to be a 5 min reminder prior to every group.
  - At the start of each group, the PCC’s must clear the wing to ensure all patients are in group.
  - The patient dorms are to be locked at 9:30am and unlocked at 11:30am then locked again at 1:30pm and unlocked at 4pm.
  - No paging through group times. If a patient is needed, PCC’s must physically go get the patient.
  - Round should still be done and PCC’s need to physically see patients when putting down rounds.
  - When patients are outside for “GRT” PCC’s are to be with the patients. One PCC can stay at the PCC desk and all others are to be outside.
- 

### **Incident reporting**

#### **Critical Incidents: should be documented in “Accreditation Now”**

A critical or unusual report needs to be filed for anything that was out of the ordinary and serious. If in doubt, ask a supervisor or file a report. Some examples are:

- Abuse or neglect
- Sexual Abuse or coerced sexual activity.
- Physical assault or serious injury

- Serious injury in medical treatment that is not a part of the treatment process
- Suicide Attempt
- Suicide Completion
- Foodborne diseases, and illnesses
- Drug Possession
- Contraband
- Death
- Serious facility related issues i.e., floods, major destruction of property, building or vans, loss of power, loss of water, extreme weather.
- All fires, however minor
- Absconded or Patient left against advice
- Incidents that may start out minor but have the potential to become serious.
- Incidents where the judgment of staff may jeopardize the health, safety and wellbeing of the clients, staff, or visitors.
- Drugs or Alcohol in the building
- Major infestation of bugs, (bed bugs in particular) that are not handled with regular extermination.
- All Incident Reports MUST be done within 24 hours of the incident. Departments and employees must decide who will be writing the incident if multiple personnel are involved. Please do not write two reports for the same incident. Only one patient may be listed on a report. If the incident involves more than one patient, a separate report is done for each patient.

### **Standard Incident Report:**

A standard incident report otherwise known as a “Flag” is written for occurrences which may result in a learning experience. It should be considered an infraction and not a life-threatening event. All Flags MUST be done within 24 hours of the incident.

---

### **30min/60min Rounds (AKA Census)**

- The daily count is the responsibility of the PCC department.
  - All census rounds must be completed on foot. Do not conduct the census using the camera system. Employees must physically see the patient with their eyes when putting them on the census rounds.
  - PCC’s should report patients that are in bed, not in groups, and other occurrences, via a flag.
  - Staff should move to the location of the movement and stay there until the floor is quiet.
  - When a patient is departing from the facility the transportation team will document and communicate with PCC’s for census purposes.
-

## **Guideline of Unacceptable Conduct/Behavior**

Although not inclusive, the following guidelines represent the kinds of behaviors that The Jude House considers improper and unacceptable in the workplace.

### **1. Absenteeism and Tardiness**

- a. Absenteeism and tardiness represent a serious loss to both an employee and to The Jude House. If an employee is absent, work scheduling becomes difficult and imposes hardship on co-workers. Therefore, it is very important that an employee be at work at the appropriate time every day he/she is scheduled to work.
- b. If an employee is going to be absent or late, an employee **MUST** call in and notify the employee's direct supervisor as soon as possible, but no later than two hours before shift. Employees should make an attempt to find a sub for a shift if they are going on vacation or going to be late. The supervisor must approve the substitute employee.
- c. Unreported absences of Two (2) consecutive days without notifying your supervisor will be considered job abandonment and treated as termination or voluntary resignation.
- d. An employee who is denied permission to take a day off and proceeds to be absent may be terminated for insubordination. We will make every attempt to honor leave requests, but they are requests. We have to meet minimum staffing requirements to remain open.

### **2. Problem Behaviors in the Workplace:**

Employees' honesty and integrity are essential to the success of The Jude House as are good customer relations. The Jude House expects honesty and integrity from its employees. The following list sets forth by way of example and without limitation, conduct that may result in disciplinary action up to and including termination of employment.

- Misrepresentation or omission of facts in obtaining employment.
- Interfering with, obstructing, or otherwise hindering the production of work performance of another employee.
- Insubordination
- Arguing or being rude and/or insubordinate with coworkers, supervisors, management, customers, government's official's volunteers, Board Members or suppliers.
- Disorderly Conduct
- Illegal Activity
- Illegal Drug Use
- Fighting on Company Premises.
- Gambling on Company Premises
- Tardiness or absence or failure to report to work without a satisfactory reason.
- Unprofessional language, such as swearing, ethnic slurs, nicknames, unprofessional degrading language.
- Falsifying for reasons of absence and/or failing to timely report to work after completion of an authorized absence.

- Leaving the work area without permission, wasting time, loitering, or sleeping during working hours.
- Altering or falsifying one's own time record or the time record of another employee.
- Improper supervisor-employee relationships including:
  - a. Sexual, racial, religious ethnic, or other harassment
  - b. Favoritism
  - c. Unauthorized employment or relatives or friends
  - d. Employment Discrimination
  - e. Dating/Retaliation against employees
  - f. Sexual relationships of a supervisor to supervisee
- Originating or spreading false statements concerning employees or the Company
- Conviction of a job-related felony or misdemeanor
- Violation of labor laws
- Making or permitting a false or untrue record relating to any material or work.
- Defacing or damaging Company property or the property of another.
- Unauthorized distribution, use or removal of Company property.
- Theft, burglary, robbery of Company property or the property of another.
- Wasting supplies or materials
- Assisting any person to gain unauthorized entrance to or exit from any portion of the Company premises.
- Failure to report any injury to an employee's supervisor.
- Operating or using any piece of Company equipment or property without being authorized to do so.
- Failure to follow safety and sanitation rules and standards.
- Use of tobacco products, eating or drinking in areas where tobacco products, eating, and drinking are prohibited.
- Possession of a weapon of any kind while on Company premises in the Company facilities, on the Company's time or during normal business hours.
- Becoming friends with the consumers in the program.
- Possession, sale, use or being under the influence of alcohol, illegal drugs, or other controlled substances while on the Company's premises, in the Company's facilities, while operating the Company's vehicles or while representing the Company in the community.
- Refusal to submit to a drug or alcohol test when appropriately requested to do so.
- Any other violation of the Company's drug and alcohol policy.
- Any behavior or conduct not in the Company's best interest.
- Any violation or failure to report suspected violations of the Code of Conduct and Corporate Compliance Program.
- Any misrepresentation made by an employee when completing the employment application or at any time in the employment process will be grounds for termination from employment without advance notice.
- Any misrepresentation of credentials or experience that could lead someone to believe the employee has a degree or experience in the medical field, social services or addiction field when the employee does not.
- Violation of any of the Company policies and procedures may result in disciplinary action, up to and including termination of employment.

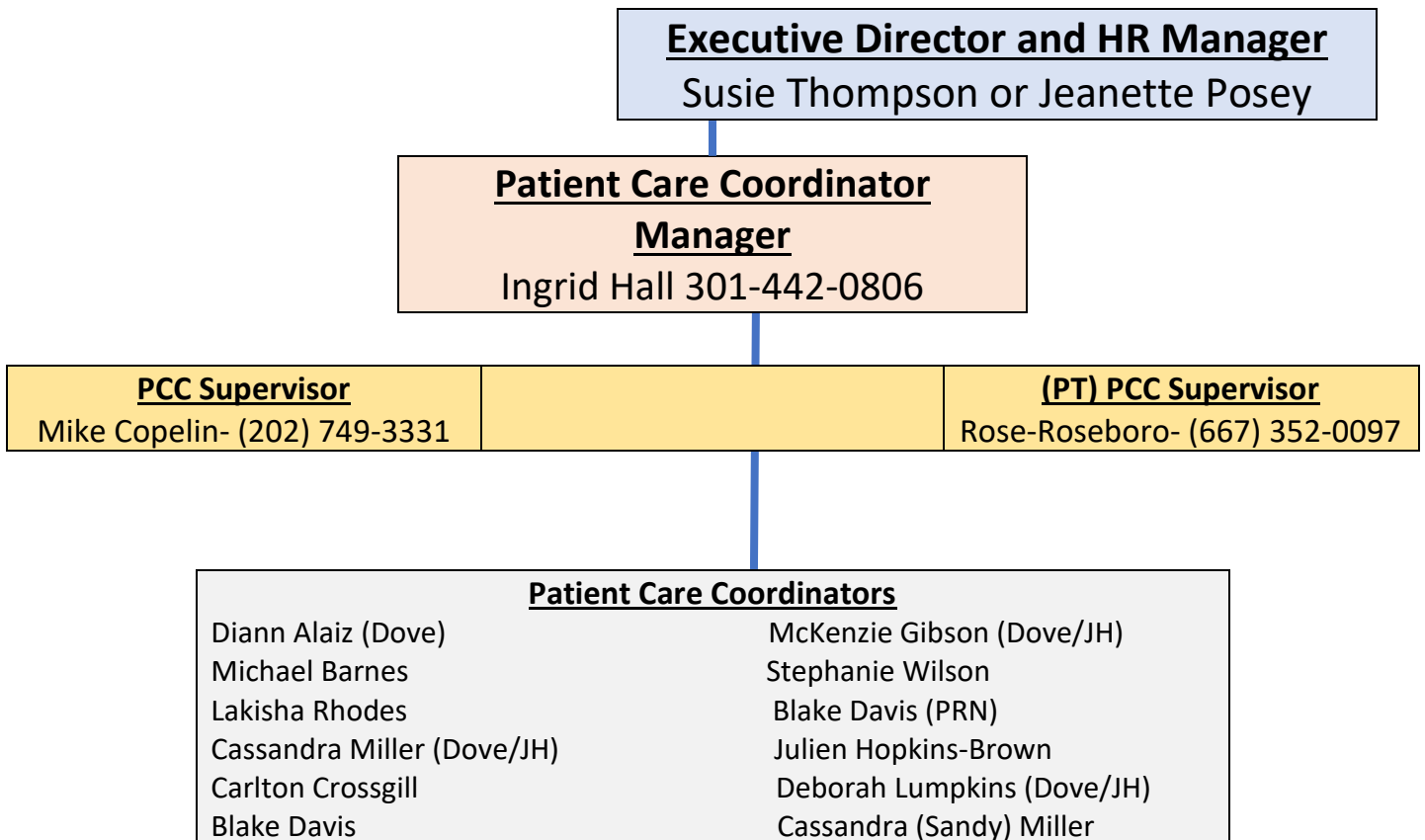
**1. Performance Problems:**

Employee performance of his/her duties is essential to both The Jude Houses’ success and its employee’s own personal success. The following list sets forth by way of example and without limitation, conduct that may result in disciplinary action up to and including termination of employment.

- Unsatisfactory Performance
- Providing a less than satisfactory level of quality consumer care
- Nonproductive or careless work patterns.
- Violations of the policies and procedures of The Jude House’s mission, vision, and values.
- Excessive absenteeism, tardiness, or leaving prior to the end of your assigned shift without prior supervisor approval.
- Refusal to carry out any reasonable work assignment.
- Refusal or insubordination of a supervisor.

# PCC Org Chart

July 2023



Washington Dedmon  
Kristin Clouse (Dove)  
Shawn Smith

Scott Moore  
Dwain Dorsey (PT Weekends)

## Security Information

### **Setting Alarms**

Iron curtain

Locking of dorm doors happens at 9:30 am Monday – Friday.

Securing premises after lights out

### **Facility attire for patients:**

No hats with a rim allowed to be worn on the main floor

Patients are to use the bathrooms and washer/dryer located in the wing that they are assigned to.

Shirts must be worn

No profanity display on clothing

No clothing with drug / alcohol references

### **PCC Desk**

Maintain a clear workspace, no patients are allowed to linger or have long discussions at the PCC Desk

### **Transportation**

Notifications to patients about outside appointments

### **TV's in common areas (main community room, Group room 1, Group room 2)**

TVs are not allowed to be tuned into any vulgar videos, loud music using profanity, playing loudly, where it can be heard in the common areas

Monday – Thursday lights out is at 10:30 pm, remotes are to be collected at 10:30 pm.

Fridays and Saturdays lights out is at 12:00 am, Remotes to be collected at 11:30 pm

Wake up time is at 7:00 am Monday thru Friday

### **Flags**

### **Tablets and Computer at PCC station**

Tablets, Computers are not to be used for social media checks, postings games, or movies. This is an offense that will be issued a corrective action.

### **Lunches**

Lunches are to be taken a minimum of 4 hours after your shift has started.

PCC station is to be manned at all times. If you need to be relieved, please ask your PCC counterpart.