



CATHOLIC DIOCESE OF HOMABAY

ST PAUL'S MISSION HOSPITAL

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VOLUNTEER OPERATIONAL FRAMEWORK AND SCOPE OF PRACTICE

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I. EXECUTIVE SUMMARY & INSTITUTIONAL ETHOS

This manual defines the parameters of **Pro Bono Service** within St. Paul's Mission Hospital. Our framework is designed to integrate non-compensated personnel into a high-acuity clinical environment while maintaining **Patient Safety Indicators (PSI)** and **Operational Integrity**.

II. DEFINITION OF VOLUNTEER CATEGORIES

We recognize three tiers of service, aligned with international healthcare labor standards:

1. **Clinical Service Support (CSS):** Non-licensed individuals supporting frontline care (Patient Attendants).
2. **Professional Technical Volunteers (PTV):** Licensed or skilled individuals in ICT, Finance, Radiology, or Social Work.
3. **Community Health Liaisons (CHL):** Field-based personnel facilitating the **Continuum of Care** between the facility and the community.

III. INTERNATIONAL COMPLIANCE & VETTING PROTOCOLS

To mitigate institutional risk, all candidates must satisfy the **SPMH Compliance Triad**:

- **A. Primary Source Verification (PSV):** Authentication of identity and professional credentials where applicable.
- **B. Occupational Health Clearance:** Mandatory screening for communicable diseases and verification of immunization status (HBV, TB, etc.) to ensure Infection Prevention and Control (IPC).
- **C. Legal & Ethical Attestation:** Formal commitment to the **Data Protection Act (2019)** and the **Patient Charter of Rights**.

IV. STANDARDIZED SCOPES OF PRACTICE (DEPARTMENTAL)

- **Health Informatics & ICT:** Support of the EMR (Electronic Medical Record) ecosystem, ensuring **Data Latency Reduction** and cybersecurity hygiene.
- **Revenue Cycle Management (Finance/Claims):** Assisting in the administrative processing of claims and financial auditing to ensure Fiscal Sustainability.
- **Medical Social Work:** Psychosocial support and discharge planning, focusing on the Social Determinants of Health (SDOH).
- **Diagnostic Logistics (Radiology/Lab):** Non-technical patient positioning and logistical flow management within high-radiation or bio-hazard zones.

V. CLINICAL GOVERNANCE & LIMITATIONS

- **Non-Maleficence:** Volunteers shall not engage in invasive procedures or provide clinical diagnoses.
- **Privacy & Confidentiality:** Strict adherence to **PHI (Protected Health Information)** protocols. Unauthorized access to clinical records is grounds for immediate termination of service.
- **Supervision:** All volunteers operate under the direct oversight of a **Departmental Supervisor (DS)** or a designated Medical Officer.

VI. VOLUNTEER RECOGNITION & PROFESSIONAL CAPITAL

Upon successful completion of the tenure, St. Paul's provides a **Formal Performance Evaluation** and an **Institutional Certificate of Merit**, which confer globally recognized professional capital for the volunteer's future career trajectory.