

ACCOUNTABILITY

Accountability definition:

To able to accept responsibility for ones owns actions

Discussion question:

What do you think accountability means in the Emergency Department Setting. Why is it so important?

Recovery
Coaches
in the
Emergency
Department
are
Accountable to

- Recovery Center
- Center Director
- RCED Supervisor
- Colleagues
- Nursing Staff
- Hospital Reception
- Physician
- Other Hospital Staff
- Recovery Community
- Participant
- Participant's family/ friends
- SELF

Accountability to Recovery Center / Community

- Attend all required meetings
- Attend regular supervision – reach out to supervisor when ever you have any questions or concerns- and/or when issues arise when you are on the job at the hospital
- Attend all shifts on time, and ready to work- remember when you tell someone you will cover a shift for them!
- In public, at center, and at hospital, always conduct yourself in a manner that reflects positively on the Recovery Community as a whole. This helps keep us accountable and promotes recovery.
- Keep up to date on center and program policies
- Promoting Multiple Pathways to Recovery

Accountability to Hospital

- Arrive at hospital at agreed upon time (typically within ½ hour of page)
- Check in with Charge Nurse- Receive FACE Sheet and patient info
- Always remember to stay within our lane
- If you see something that you don't agree with, bring it up with your supervisor before confronting staff
- Remember, we are part of a team with hospital staff, but we are also a guest in their space, behave as such
- Be familiar with the MOU (Memorandum of Understanding) between hospital and recovery center

Accountability to Participant

- Know your resources and when it's appropriate to suggest one
- Make sure they receive follow-up calls at time they requested
- If they have a question that you don't know the answer to, be honest that you don't know and help them find the answer
- Set healthy boundaries and keep them
- Keep confidentiality
- If they are at risk to themselves/ others, seeking help from supervisor as a mandated reporter is being accountable to participants safety
- Help them to advocate to their family members
- Help connect family members to resources

Accountability to SELF

- Always prioritizing YOUR recovery, and making sure it is stable
- Creating a self-care plan
- Who are people in your life (co-workers, friends, family, sponsor) that can help support you- community is key to wellness
- Have an “accountability buddy” and check in regularly
- Keep good boundaries with work so that your personal life and work are not overlapping
- Always keep learning- if you don’t know – ask! Attend trainings regularly, share information with your colleagues at team meetings.