Session Overview

- Approach to Patient Centered Volunteer Services
- Services reviewed include:
  - Mother - Baby Concierges
  - Fall Prevention Volunteer
  - Breast Cancer Peer Navigation
  - Hand and Foot Massage
  - Craft Corner
# APPROACH TO VOLUNTEER SERVICES

<table>
<thead>
<tr>
<th>Strategic partner in furthering the organization’s mission</th>
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<tbody>
<tr>
<td>In partnership, identify needs aligned with mission</td>
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<td>Empower hospital staff and enable their ownership</td>
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<td>Proactive communication and engagement</td>
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<td>Provide ongoing education</td>
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MOTHER – BABY CONCIERGES

Roseville Medical Center
WOMEN’S AND CHILDREN’S CENTER

- 174 Licensed beds
- Post Partum – 60 beds
- 5,000 babies born per year
- 1/100 babies in the state
GETTING STARTED

- Hospital opened January 13, 2009
- Start up work one year before
  - Staff engagement minimal
  - Benchmarked other hospitals' services
  - M – F - 9am – 5 pm services
In 2009, volunteers offered:

- Baby Hats
- Restocking mom/baby supplies
- Replenishing hand sanitizer, PPE
- Returning Staxi’s to storage
- Assisting visitors
- Delivering flowers
- Carrying belongings - discharges
WHAT WAS REALLY NEEDED

- Room Set-up
- Refreshment Cart
- Individual Patient Requests
- Sit with Ante Partum Moms
- Make up Discharge Packets
“Our patients love those special touches our volunteers add to their stay. The snacks for our hungry mothers and special hats for their new little ones are especially appreciated!”
Carolyn Odell, MD

“Our volunteers have become part of our patient care team and have become completely imbedded in our units’ culture. We depend on them to be here and quite honestly I don't know what we would do without our volunteers”
Marina Baker, Clinical Manager, Mother Baby Unit
WHERE WE ARE TODAY

- Coverage Monday-Sunday 9am-8pm
- Nursing students get experience
- Staff more engaged – 3 liaisons
  - Send out emails to update their volunteers
  - Attend meetings
  - Celebrate National Volunteer Week

A rewarding volunteer service that enhances the patient’s care experience!
Fall Prevention Volunteer
South Sacramento Medical Center
PROGRAM OVERVIEW

- Getting started – planning team

- Pilot
  - 90 days, December 2013 through February 2014
  - 24 bed unit
  - 3pm – 7pm
  - Volunteers – 4 identified
  - Champion & Liaison

- Goal

- Modeled after a highly successful program at Hartford Hospital in Connecticut.
THE NEED

Increase patient understanding

Assess the area/patient room

Review fall prevention handout

Validate staff compliance & fall risk identification

Extra eyes to assist staff
THE ROLE OF THE FALL PREVENTION VOLUNTEER

- Round on all patients identified as high risk for falls
- Verify “FALL RISK” sign is on the door
- Check for yellow gown and bracelet
- Check that bed is in low position and alarm is on
- Check that personal items and call bell are within reach
THE ROLE OF THE FALL PREVENTION VOLUNTEER

- Assess patients understanding of their fall risk
- Distribute flier
- Remind patient not to get up without staff assistance
- Ask patient to demo use of call bell
- Complete an audit tool
- Correct any deficiencies
STEPS TO IMPLEMENTATION

- Department orientation – roles and expectations
- Training - Materials
  - Fall prevention protocol
  - Shadow experienced staff
- Staff preparation
- Communication and feedback
## OUTCOMES

<table>
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<th>Improved patient understanding</th>
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<td>Fewer number of falls</td>
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<td>Partnership formed</td>
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<td>Staff’s perception of volunteer value changed</td>
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<td>Risk Management Department loves the program</td>
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LESSONS LEARNED

Volunteers needed time to become comfortable
  – approaching staff for the list of patients to visit – often staff were very busy
  – visiting patients with varying levels of care required

Staff needed
  – time to adjust to volunteers on the unit
  – more education regarding the role of volunteers

Having a staff champion is critical!
While making rounds with one of our Fall Prevention Volunteers, we met a lovely older couple. Our patient was the man. Both listened intently and thanked our volunteer as we left the room. The next day while assisting in our hospital lobby area, I sensed someone approaching me from behind. I felt a light touch on my arm. As I turned, it was the same man. He looked up from his wheelchair and said,

“Thank you for the service you are providing. It really helps us to understand. Keep up the good work.”

- Patient
Let’s Take a Look
BREAST CANCER
PEER NAVIGATION
South Sacramento Medical Center
THE NEED

Newly Diagnosed Patients Want…

- Emotional support and empathy
- Greater understanding of disease and treatment options
- Resources and Information
- Empowerment to cope with the disease and treatment
OVERVIEW

- The program connects newly diagnosed breast cancer patients with breast cancer survivors

- This connection provides:
  - Support, empathy, optimism
  - Guidance, perspective, encouragement
  - Information and resources

- Modeled after programs at UC Davis Medical Center and the American Cancer Society
ROLE AND EXPECTATIONS OF PEER NAVIGATOR

- Sounding board
- Guide / Coach
- Practical support
- Fact finder

- Defer to medical experts for medical questions
- Attend regular meetings
  - Debriefing opportunity
  - Participate in skills-building
- Document and submit weekly activities
PROGRAM TRAINING

- New Volunteer Orientation

- Half Day Training
  - History and purpose of program
  - Needs of patients
  - Possible barriers
  - Talking points
  - Nonverbal tips
  - Expectations
  - Tracking and submitting hours
  - Boundaries of a peer navigator
  - Challenges of a peer navigator
  - Administrators role
  - Confidentiality & HIPPA
  - Resources
  - Release of liability
KEYS TO SUCCESS

- Program Champion
- Setting clear expectations for each role:
  - Volunteer Services
  - Program Champion
  - Volunteers
- Address risk and legal
- Compliance
- Coordination of on-boarding
- Communication with all stakeholders
OUTCOMES

Evidence suggests that strong social support can lead to better emotional and physical outcomes

First year of program implementation complete

18 women matched

Improved patient care experience for breast cancer patients

Effective partnerships and collaborations
“It is important that women have someone to support them through this journey. As a peer navigator, helping give hope to others, gives me hope, too.”
- Gloria Burnell, Volunteer

“It has been remarkably gratifying to be a part of this volunteer breast cancer peer navigator program. Personally calling our patients and talking with them about the support programs we offer, makes me feel good. I can tell it makes patients feel good too. I think they know that we genuinely care about them and that they are not alone.
- Claudia DeYoung, MD
HAND AND FOOT MASSAGE
Sacramento Medical Center
HOW SERVICE BEGAN AND EVOLVED

Providing companionship, conversation and relaxation to enhance patients’ care experience
HOW TO CHOOSE VOLUNTEERS

Ideal Volunteers
- Licensed nurses
- CNA’s
- Nursing students

Qualified Trainers
- Trained RN who is part of Caritas team
- Nurse Educator
- Massage Therapist
“When you are witnessing caring behavior, wrapped up in a caring moment, you feel something special.”

“The volunteer hand massage program brings out the smiles and laughter and you can really feel the lightheartedness in the air when someone is being cared for so profoundly.”

Matthew Dudzik, RN, Caritas Team Member
BENEFITS OF HAND AND FOOT MASSAGE

- Company for the patient
- Pain management
- Reduces stress and anxiety
- Physical relaxation - Relaxes some to sleep
- Comforting personal touch
PRESSURE POINTS

LEFT PALM

Eyes, Sinuses, Brain

Brain/Top of Head

PineaL, Pituitary, Hypothalamus

Lung/Breast/Chest

Neck, Throat, Thyroid, Parathyroid

Liver, Gallbladder

Kidney, Ureter

Small Intestines

Bladder

Uterus/Prostate

Stomach

Shoulder, Arm

Solar Plexus

Diaphragm

WAISTLINE

Transverse Colon

Hip, Knee, Leg

Descending Colon

Sigmoid Colon

Ovary/Testicle

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RIGHT PALM

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WAISTLINE

Transverse Colon

Hip, Knee, Leg

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### CHALLENGES TO THE SERVICE

**It can be difficult to find qualified prospects**

**It is a rare gift to find someone who can walk into a room and be able to start a conversation with anyone.**
COMMENTS BY MASSAGE RECIPIENTS

- “I was in severe pain yesterday but feel so much better after the massage today.”

- “I have been really agitated today and now I don’t feel so agitated.”

- “My arthritis in the hands feels better.”

- Patient didn’t speak much during the massage, she just closed her eyes and went to sleep. She had been having trouble sleeping.
CRAFT CORNER

Roseville Medical Center
GETTING STARTED

- Find one crafty person!
- Spreading the word
  - Craft/Scrapbook Stores
  - Fabric Stores
- Churches
- Schools
- Scouts
WHAT THEY MAKE

- Greeting Cards
- Cough Pillows
- Shawls & Blankets
- Baby Hats & Blankets
- Children’s Pillows, Pillowcases, & Blankets
- Breast Cancer Pillows
- Post-Surgery & Oncology Hats
## PATIENT POPULATIONS SERVED

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<thead>
<tr>
<th>Population</th>
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<tbody>
<tr>
<td>Adult inpatients</td>
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<tr>
<td>Newborns and their families</td>
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<tr>
<td>Pediatric inpatients and outpatients</td>
</tr>
<tr>
<td>NICU patients and their families</td>
</tr>
<tr>
<td>Oncology patients</td>
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<tr>
<td>Breast cancer patients</td>
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<tr>
<td>Hospice and Home Health Patients</td>
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HOW IT GROWS

- Word of Mouth
- Gift Tags
- Staff education
- Application Form
PATIENT COMMENTS

“My daughter was there and the pillow was a very special touch during the stay and she used it for weeks afterwards as well! Your thoughtful gesture meant a lot to our family. “

Cheri, Rocklin, CA

“…is very appreciative of your efforts and thoughtfulness. She keeps the pillow as a memento of your generosity and concern. That personal touch makes all the difference in a hospital setting!”   B.

“The homemade afghan has made a HUGE difference for my mom. You brought a piece of home and comfort while she has been away from home & sick. THANK YOU!”

Stacy S.
NICU and Crafters Partnership
Four holiday projects per year

“The Crafters do an amazing job creating memories four times a year for our families and little patients. Their projects are made with so much love and creativity. The (community) knitters are also amazing and so creative making for us the fabulous Graduation Caps for when are patients finally get to go home. They leave with a grad cap on and graduation music!” — Rena Kahn-Payne, RN – NICU Liaison
LEADERSHIP COMMENTS

“Our Volunteer Services are an integral part of all our patients' care experience. Each point of contact, from the thousands of gifts, the birthday celebrations for our in-patients and hand massages, provides world-class care and compassion supporting each patient and their family through their healing and transition home. The volunteers are exceptional care providers and people!”

– Tara Odell, Care Experience Leader
Weekly Sewing Ladies

Community Crafters
HOLIDAY GIFTS

• For Newborns-
  *Christmas stockings, New Years sashes, hats, blankets*

• For Adults-
  *pillows, blankets, cards*

• Mother’s Day- *toiletry bag*

• Father’s Day- *burp clothes*

• Holiday specific cards
SPECIAL GIFTS FOR SPECIAL PATIENTS

Birthday Gift for Adult Inpatients: Mylar balloon, hand made card and gift

Holiday Hugs Project
SPECIAL APPRECIATION

- Separate from other volunteers
- Display their crafts
- Enjoy sharing, seeing each others’ work
- Leadership present
- Gift tote bags
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