

Hospice Volunteers- Recruiting, Retaining, Rewarding

Presented by the Hospice Foundation of America
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Program Overview

What leads people to become hospice volunteers?

What do hospice volunteers do?

What are some of the creative ways to recruit volunteers to your hospice program?

What should hospices consider when training and retaining volunteers?

Hospice...

Is a special form of medical care

Is provided by a team of professionals and volunteers

Addresses all symptoms of a disease

Deals with the emotional, social, and spiritual impact of the disease

Offers bereavement and counseling services to families

For More Information:

“Understanding Hospice”

- Available online at the Hospice Information Center at www.hospicefoundation.org

Volunteers Are Vital

Hospice movement
was started by
volunteers

There are more than
460,000 hospice
volunteers nation
wide

Hospice Volunteers

“Through a compassionate
connection with the dying person,
their presence often becomes an
important element in that
person’s final journey- bearing
witness to dying and death”

Becoming a Volunteer

60% of volunteers
are moved by
personal
experience

Others are moved
by stories of
hospice patients
or are inspired by
other volunteers

Alex Silva, a Volunteer Coordinator

Started as a hospice
volunteer

Hospice volunteers
helped with his
grandfather



What Do Hospice Volunteers Do?



Provide emotional support and companionship



Run errands and provide transportation



Offer respite care for loved ones and caregivers

What Do Hospice Volunteers Do?



Read books, write letters, play games and tell stories



Play music or sing



Help with light household tasks

What Do Hospice Volunteers Do?



Prepare mailings and materials

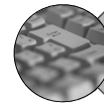


Help with computer and website



Fundraising

Gail, a Volunteer in Maryland



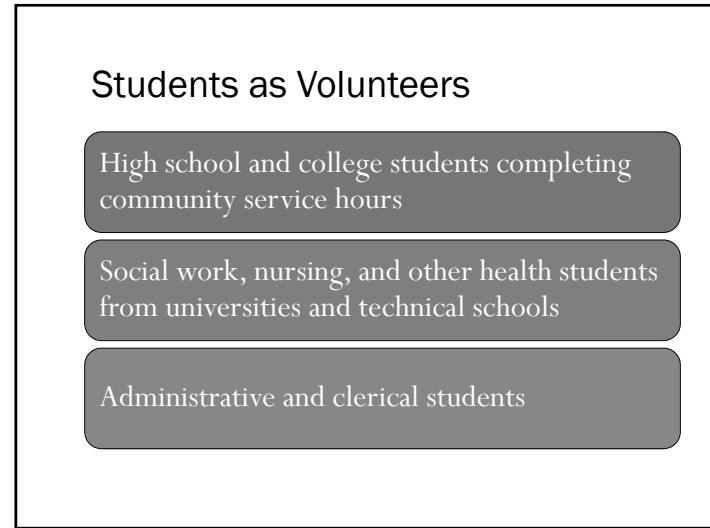
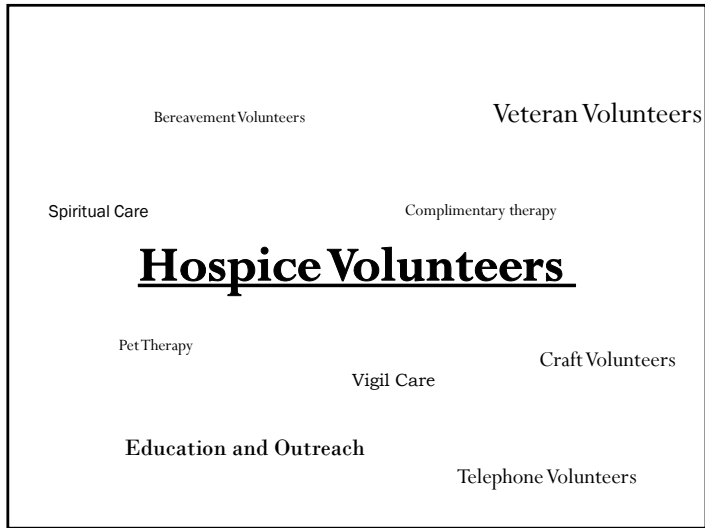
Maintaining the website




Marketing



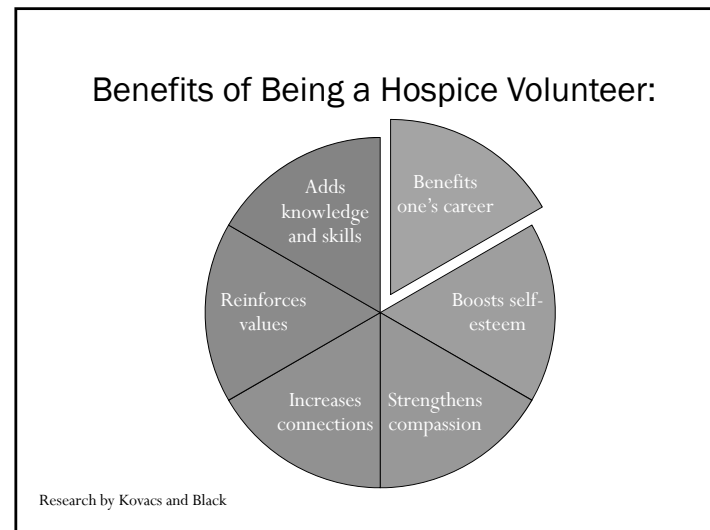
Getting the message out



Juno, a Youth Volunteer



- Celebrate birthdays
- Share life stories



A Successful Hospice Volunteer Program...

- Expands the range and quality of services
- Provides team members with more time
- Offers patients and families additional support
- Allows staff to focus on clinical patient care

A Successful Hospice Volunteer Program...

- Demonstrates that the hospice is committed to a variety of resources
- Provides cost savings
- Provides another advocate for hospice services in the community

Medicare Volunteer Regulations

- The hospice must maintain, document and provide volunteer orientation and training
- Volunteers must be used in day-to-day administrative and/or direct patient care roles
- The hospice must document and demonstrate viable and ongoing efforts to recruit and retain volunteers
- The hospice must document the cost savings achieved through the use of volunteers

Medicare Volunteer Regulations

- Documentation must include:
 - Identification of each position
 - Work time spent
 - Estimation of the dollar costs

Medicare Volunteer Regulations

Volunteers must provide services that equal 5% of the total patient care hours of all paid hospice employees and contract staff

Medicare Volunteer Regulations

Consult the Medicare C-O-Ps online at www.cms.gov

For more info on the Medicare Hospice Benefit, visit www.cms.gov/center/hospice



Juno, a Hospice Volunteer

Hospice is a rewarding experience for young volunteers

Getting Started

Contact a local hospice program

- www.hospicedirectory.org

First point of contact is the volunteer manager

The screening process usually starts with an application and interview

When Screening Potential Volunteers, Consider:

Capacity for empathy, sensitivity, and unconditional acceptance

Skills, aptitudes, and motivations

Degree of comfort with dying, death and loss

When Screening Potential Volunteers, Consider:

Willingness to complete orientation and training

Time available to provide services

Healthy adjustment to significant losses

Volunteer Orientation and Training

Most hospices design their own orientation programs

Prepares volunteers for their roles and instills confidence

Medicare regulations state hospice must maintain, document and provide training that is consistent with industry standards

Training Discussion Topics:

History and philosophy of hospice care

Regulations and policies

Needs of patients and families

Communication with the hospice team

Ethical issues

Patient safety and self-care

Specific Compliance Areas

Health Insurance Privacy Policy and Portability Act (HIPPA)

Occupational Health and Safety Administration (OHS)

Ongoing training is needed to maintain and improve volunteer's competence

HFA Training Resources



HFA Training Resources

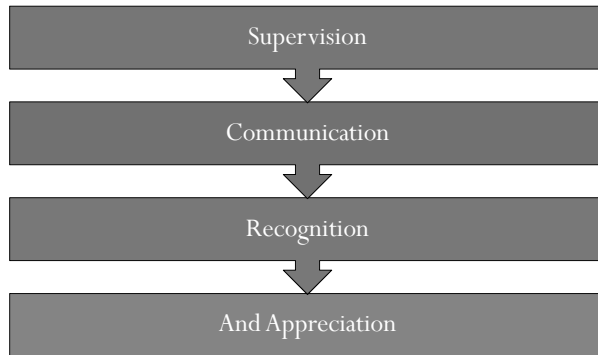


Volunteer Retention

Key elements in retaining volunteers:

- A belief in the hospice mission
- An opportunity for personal or professional growth
- Being able to feel needed
- Feeling supported by the hospice staff
- Being able to share death experiences

Alex Silva, Volunteer Supervisor



Volunteer Leadership

Hospice volunteer program most effective with strong leadership

- good organization
- communication and support
- ability to positively influence and motivate others

Volunteer Managers

Tasks include

Recruiting and screening volunteers	Educating, supervising and evaluating volunteers	Identifying patient and family needs	Advocating for the integration of volunteers to the hospice team
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Volunteer Managers

Tasks include

Showing interest in the volunteer's personal life	Developing a Volunteer Advocacy Board	Encouraging ongoing retention	Developing ongoing evaluation strategies
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Volunteer Files Should Include:

- Information about the volunteer
- Copies of driver's license or other identification
- Documents related to the volunteer assignment
- Signed copy of confidentiality statement

Volunteer Files Should Include:

- Assessment forms
- Annual evaluation and competency forms
- A minor volunteer permission form for those under 18
- Any other forms required by state law

Volunteer Files Should Include:

- Proof of ongoing recruitment and retention activities
- Proof that 5% standard required by Medicare is being met
- Proof of ongoing service trainings

Develop and Expand Your Volunteer Program

Assess the needs of the hospice program

Consider requests and match volunteers accordingly

Develop recruitment tools

Where to Recruit in the Community

Call leaders in community organizations

Send brochures with a letter, and follow up with a phone call

Place posters at community agencies or local businesses

Where to Recruit in the Community

Utilize internet volunteer services like www.volunteersmatch.org or www.voa.org

Contact media outlets

Provide info to support groups

Where to Recruit in the Community

One-on-one interaction is the best way to generate interest

Personal Stories have impact

Participate in community fairs and events

Where to Recruit in the Community

To reach older adults:

- www.seniorcorps.gov
- www.volunteer.aarp.org

To reach students:

- High school and college career fairs and field placement offices
- Vocational and professional schools
- Sororities and Fraternities

Facebook Causes at www.facebook.com/causes

Assigning Volunteers



The type of service desired by the patient and family

Volunteer preferences for serving

Assigning Volunteers

Have a team member contact the volunteer before the 1st visit

Provide extra support after a first visit or after attendance at a death

Offer an opportunity for the volunteer to “debrief”

Team Member and Volunteer Communication

Communication between team members and volunteer coordinators is crucial

Share stories of volunteers and patients

Team requests for volunteers should be processed quickly

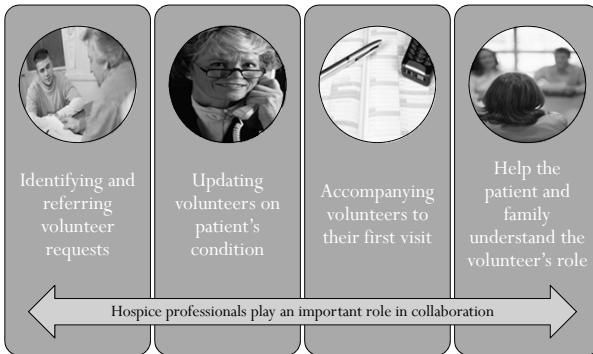
Team Member and Volunteer Communication

Volunteer coordinator can facilitate ongoing communication

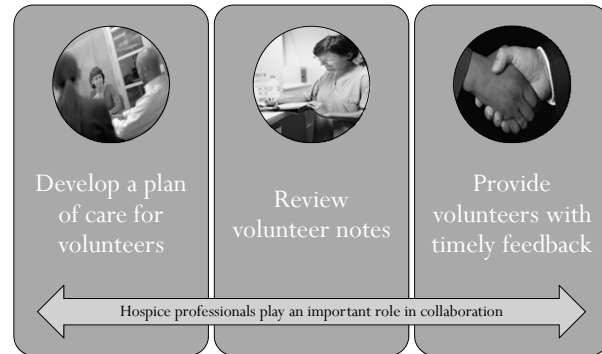
Use team meetings to:

- Inform team about volunteer availability
- promote volunteer program
- address concerns

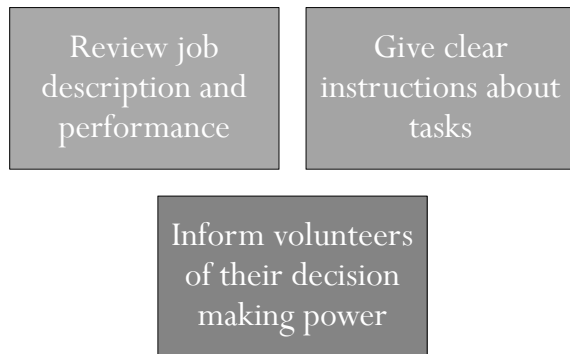
Team Member and Volunteer Communication



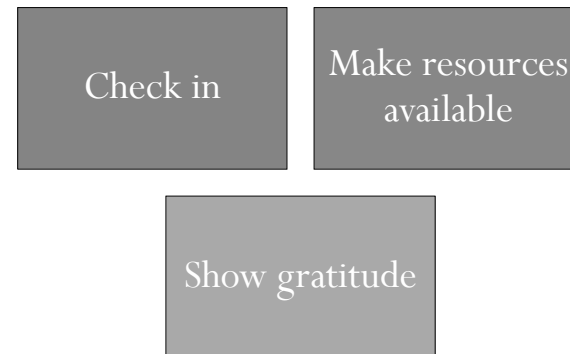
Team Member and Volunteer Communication



Supervising and Managing Volunteers



Supervising and Managing Volunteers



Managing Volunteers

Challenges

- Not timely with notes or documents
- No communication with team or leader
- Inappropriate with patients or families
- Overly involved or crosses boundaries

Managing Volunteers

Consider circumstances before taking action

- was there miscommunication about assignment?
- was something missed during orientation?
- is this an especially challenging situation?
- is there disconnection with the team?

Always address concerns in a timely and appropriate manner

Evaluation

Assessing volunteers is an important way of maintaining quality

Evaluations should be upbeat and positive unless there is cause for concern

Evaluation

Recognition and support are important

Encourage volunteers to utilize program resources

Recognition

Schedule a formal event

Nominate volunteers for national and local recognition

Recognize the volunteer's birthday or anniversary

Invite volunteers to staff and employee events

Create an annual program to award volunteers

Recognition

Communicate on a regular basis

Develop a newsletter or bulletin board

Let the community know about your volunteers

Hospices across the US rely on volunteers

Personally gratifying

Intellectually stimulating

Emotionally meaningful

Elaine, a Hospice Volunteer



“I know I have made a difference, at least in one person's life at this point. And I know it's toward the end of their life but that makes it all the more important”

Hospice Volunteers- Recruiting, Retaining, Rewarding was developed by:

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Additional programs and resources on hospice, end-of-life care, and grief at www.hospicefoundation.org
Programs are free and can be used for hospice volunteer training



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Resources:

Hospice Foundation of America

- www.hospicefoundation.org
- www.hospicedirectory.org
- www.hospicefoundation.org/infocenter

AARP

- www.volunteer.aarp.org

Centers for Medicare and Medicaid Services

- www.cms.gov
- www.medicare.gov

Facebook

- www.facebook.com/causes

Growth House

- www.growthhouse.org

Resources:

Hospice Volunteer Association

- www.hospicevolunteerassociation.org

Senior Corps—Retired Senior Volunteer Program

- www.seniorcorps.gov

Volunteers of America

- www.voa.org

Volunteer Match

- www.volunteersmatch.org