

# Proactive Volunteer Calls

VITAS Healthcare & CA Health Workforce Initiative

Thursday, June 4<sup>th</sup>, 2020



# Win - Win for Both Parties!

## For Community College Health Care Programs

- Provide students a flexible means of gaining clinical education hours
- Provide students an informative and meaningful experience
- Provide the institution and students both an efficient contract and onboarding process
  - Start with RN LPN, LPT, CNA/ HHA, MA

## For VITAS

- Improve VITAS hospice patient and caregiver experience with friendly check in calls
- Increase volunteer hours required by Medicare
- Engage institutions that will provide ongoing volunteer pool
- Train the potential hospice care workers of tomorrow!

# Pro Active Call Overview

**Purpose:** Provide support to VITAS patients and primary caregivers and assess any needs or questions

*Critical during Covid 19!*

- Caller receives Call Log via encrypted email the morning of their scheduled volunteer time
- Does a friendly, supportive check in
- Asks if med, supply needs & Covid-19 or team schedule questions



# Pro Active Call Overview, cont.

- Caller enters responses into simple website portal
- Contacts Primary nurse with patient needs/questions
- Sends volunteer time in once per week

## NOTE:

- Callers are provided a Call Script
- Calls can be made any time during the day/early evening
- Volunteer Manager estimates # of calls for shift
- Attempts are made for caller to contact same patients

## COVID-19 Check In Call

\* Required

1. Patient MRN (8 digit patient number) \*

*PLEASE PLEASE PLEASE make sure this is accurate, so that responses get back to the correct VITAS team.*

The value must be a number

2. Who did you contact? \*

- Primary Caregiver
- Patient
- Bedside Caregiver
- Other

3. Did you speak with them? \*

- Spoke with
- Left voicemail
- Neither

4. Follow-up from clinical team needed for a COVID-19 question?

- Yes
- No

5. Supply, medicine or equipment needs?

- Yes
- No



# Onboarding Student Volunteer Callers

- **Step Four:** Student signs Signature Form and receives Official Volunteer Certificate!
- **Step Five:** Student is assigned to VITAS program
  - Volunteer Manager contacts student to exchange contact info and make assignments based on availability
- **Step Six:** Student starts making calls!




# Memo of Understanding

- One MOU for each District
- **District Responsibilities**
  - Completes roster, maintains confidentiality, assigns designated liaison, etc.
- **VITAS Responsibilities**
  - Provide training, supervision, assigns designated liaison, provide total number of vol hours, etc
- **Mutual Responsibilities**
  - no compensation, MOU can be terminated at any time,

# Next Steps.....


- Enter Information into Survey Monkey LINK
  - Liaison (could be more than one)
    - Name and Title
    - Email and Phone
  - Name and Title of person signing MOU
  - Program Name
  - Community College
  - Address
  - Number of potential student callers
  - When next term begins
- We could create an announcement specific to your University
- We can offer 3 different times to do the Part Two in-person training




**Volunteer From Home  
During COVID-19**

Lend your healthcare expertise to a good cause during the COVID-19 pandemic by answering the AAMN/VITAS Volunteer Call to Action.

Volunteers will make phone calls to hospice patients and their families who are physically distanced in their homes.

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# THANK YOU!!

For your time today and  
for considering this  
mutually beneficial  
partnership!!



# Questions

