

Proactive Volunteer Calls

VITAS Healthcare & CA Health Workforce Initiative

Thursday, June 4th, 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 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 One:** Institution completes *light blue* columns
 - Background check Yes or No
- **Step Two:** Students watch *Part One* training video in classroom or On-demand (1 hour)
 - Hospice Philosophy & VITAS services
 - Psychosocial/Spiritual EOL Issues
 - Communication Skills
 - HIPAA and Safety
- **Step Three:** Students attend In-person Zoom training to learn Proactive Call Process (1 hour 15 min)

Institution/Program Name						VITAS Program	
Name (first/last)	Email	Cell #	Degree student will obtain	Passed Background Check	Orientation Completed (part 1 and 2)	VITAS Program Assigned	Signed Vol Standard-Signature Page
EXAMPLE: Victoria Barker	V.Barker@aol.com	123.123.1234		Y	6.8.20	Milwaukee	Y

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



THANK YOU!!

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



Questions

