

Volunteer Services



Medicare Conditions of Participation (CoPs)

§418.78 Condition of Participation: Volunteers

The hospice must use volunteers to the extent specified in paragraph (e) of this section. These volunteers must be used in defined roles and under the supervision of a designated hospice employee.

The CoPs definition of employee includes volunteers.



Medicare Conditions of Participation (CoPs)

§418.78(a) Standard: Training

The hospice must maintain, document and provide volunteer orientation and training that is consistent with hospice industry standards.

How we meet and exceed this CoP

There are 23 items listed as “industry standards” that are covered in volunteering training, including:

- The important role of the volunteer in hospice care;
- The interdisciplinary team’s function and responsibility;
- Role of various hospice team members;
- Concepts of death and dying;
- Communication skills;
- Diseases and conditions experienced by hospice patients;
- Psychosocial and spiritual issues related to death and dying;
- Stress management;
- Infection control practices;
- Professional boundaries and patient/family boundaries;
- Staff, patient and family safety issues;
- Ethics and hospice care;
- Family dynamics, coping mechanisms and psychological issues surrounding terminal illness, death and bereavement;
- Confidentiality;
- Reporting requirements related to patient changes, pain and other symptoms.

Hospice Volunteer Training

New Volunteer Training

- Live group classes + online training
- 10 hours class time +approx. 10 hours video and homework
- Reading and video homework
- Role playing, experiential exercises
- 4-6 trainings per calendar year

Ongoing Volunteer Training

- Maine requires 8 hours of continuing ed. per year
- NH and MA: must offer ongoing training
- Has included: Monthly support meetings, Dementia, Bereavement, Caring for Vets, Listening Therapy, Self Care, Reflexology, Judaism at EOL, Therapeutic Touch and more!
- Open to ideas for future trainings from volunteers and staff (i.e. terminal agitation)

Medicare Conditions of Participation (CoPs)

§418.78(b) Standard: Role

Volunteers must be used in day-to-day administrative and/or direct patient care roles.



How we meet and exceed this CoP

Our volunteers currently offer all of the following:

- Companionship (for patient or family)
- Respite
- Vigil Sitting
- MVH Singers
- Keepsake Program
- At the House: kitchen, greeter, office, facilities, patient & family support
- Tuck In Calls
- Admin Support
- Specialized Skills, including LMT, Therapeutic Touch, Reiki, Hair dresser, Pet Therapy
- Bereavement Support



Medicare Conditions of Participation (CoPs)

§418.78(c) Standard: Recruiting and retaining

The hospice must document and demonstrate viable and ongoing efforts to recruit and retain volunteers.

How we meet and exceed this CoP

Recruitment

- Since fall of 2012, our volunteer pool has increased from approx. 120 to about 200
- Agency Reputation
- Bereavement Calls & Support
- Online (Volunteer Match, LinkedIn)
- Community Colleges
- Flyers

Retaining Volunteers

- Ongoing support 1:1 and at monthly meetings
- Including them as part of the IDT
- High level of communication and individual support

Medicare Conditions of Participation (CoPs)

§418.78(d) Standard: Cost saving

The hospice must document the cost savings achieved through the use of volunteers. Documentation must include the following:

- (1) The identification of each position that is occupied by a volunteer.
- (2) The work time spent by volunteers occupying those positions.
- (3) Estimates of the dollar costs that the hospice would have incurred if paid employees occupied the positions identified in paragraph (d)(1) of this section for the amount of time specified in paragraph (d)(2) of this section.

How we meet and exceed this CoP

MVH Fiscal Year (FY) 2018 (October 2017-Sept 2018)

Volunteer Hours: 10,273

Value of Volunteer Hours \$320,207

York FY18

Volunteer Hours: 876

Value of Volunteer Hours \$27,320

Medicare Conditions of Participation (CoPs)

§418.78(e) Standard: Level of activity

Volunteers must provide day-to-day administrative and/or direct patient care services in an amount that, at a minimum, **equals 5 percent of the total patient care hours** of all paid hospice employees and contract staff. The hospice must maintain records on the use of volunteers for patient care and administrative services, including the type of services and time worked.

How we meet and exceed this CoP



MVH FY2018:

9%

York FY 2018:

12%



Your role in the volunteer program

Recruitment

Feedback to volunteers, me as supervisor as well as Jean and Peggy

Appreciation: Thank yous, “You Rock”, attending appreciation events

Help with training and ongoing support & supervision (i.e. dealing with terminal agitation)

Integrating volunteers and their work into IDT, Include volunteers as part of team

Understand what volunteers may and may not do

Thorough Volunteer Request Forms help make the best match for family (for community patients) These are done via a Quick Note form and emailed to the Volunteer Coordinator.

Volunteer Staff

- Andrea Kwiatkowski, Volunteer Manager x4522
 - Recruitment, training, supervision, evaluation, monthly newsletter, support, part of MVH and HHH Leadership Team
- Jean Carney x4586 and Peggy Scavo (YHH main #), Volunteer Coordinators:
 - Oversee day to day aspects of volunteer program
 - Jean: Hospice House Schedule, MVH Volunteer Requests, Statistics, Support
 - Peggy: York Volunteer Requests, Statistics (including continuing education), Support