

Volunteer

Photo taken by Eileen V. Stahl near Mount Vernon
in Skagit Valley of Washington state
in March 2016



Newsletter

Spring 2018

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UPCOMING EVENTS

- May 23, 2018 12-2pm CMMC's Volunteer Luncheon Yogo Inn Sapphire Room (Needed to RSVP by April 30)
- June 27, 2018—12:00pm—1:00pm Hospice Volunteer Luncheon Training
- December 13, 2018—CMMC Hospice Tree of Lights Ceremony, 6:00 pm— Celebration Four Square Church

GOOD JOB, VOLUNTEERS!

We had a surprise Hospice Survey for purpose of licensure renewal on Friday, April 27th. Our CMMC Hospice received zero deficiencies! There were two things the surveyor noted that we as a Hospice program did exceptionally well and those were:

1. our patient care plans, and
2. our volunteer program.

In addition, the surveyor asked if he could recommend other struggling Hospice programs to our CMMC program so we can help them to improve their volunteer program!

Thank you so much for all of the work

that you do as Hospice Volunteers to make this good report on the survey possible! This is a wonderful improvement from one year ago! The survey demonstrated how important it is for our volunteers to be compliant with educational requirements, with CMMC Employee Standards, and with the charting documentation process.

We will be having a training on the volunteer documentation process on Wednesday, June 27th. Not only will this help those who want to get a better handle on this charting and documentation process, but we also can earn an hour toward this fiscal year's volunteer education requirements. It is very important to make sure your time and information are recorded within 24 hours in Call Wyse and on our Volunteer Documentation Sheet. See page 3 for the details on this training.



Annual Volunteer Training—April 10 & 11, 2018



Annie Shaver, Teresa Olson, Kathleen Francis, Neva Crane, Roxanne Gordon, Clint Loomis, and Dick Brumley attended the 2018 Annual Hospice Training at CMMC. (Above)



Jennifer Granot, Hospice Social Worker, shares on anticipatory grief during her “Grief and Bereavement” segment as volunteer, Pastor Brent Wepprecht, looks on. (Left)

- ⇒ 4 new people attended the Volunteer Training and 2 have signed up to become volunteers.
- ⇒ 22 of 33 of our active patient care or office volunteers attended a cumulative total of 60.8 hours of training.
- ⇒ 11 of our active patient care volunteers still need 1-3 hours of training by June 30, 2018 to be current on education requirements. Thank you for helping us remain in compliance with Medicare regulations for our Hospice Volunteer Program!



Kathy Ward (RN-Manager), Clint Loomis, (Volunteer), Dr. Cathy Holmes (Medical Director), Rowena Kippenhan (LPN), Sue Menge (Spiritual Coordinator), Jennifer Granot (Social Worker) represent the Hospice Interdisciplinary Team that works together to bring Hospice patients physical, emotional, and spiritual comfort. Kathy Ward facilitated the “What is Hospice?” segment along with this Hospice team panel.



Call Wyse and Documentation Training

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Hospice Volunteer Luncheon Training

Wednesday, June 27, 2018

12:00—1:00 pm

MEC Room

Lunch is Served

(Chicken or Ham Salad Sandwiches, Salad, Dessert)



**Call Eileen V. Stahl at 535-6302
to Sign up for this training.**

ONE Education Hour

A sample of a 'VOLUNTEER DOCUMENTATION SHEET'. It is a form with multiple sections, including fields for patient name, date, and time, and a large table for recording visit details. The form is titled 'VOLUNTEER DOCUMENTATION SHEET' and includes instructions for use.

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Documentation Background

- ⇒ To be compliant with Medicare regulations, we need to schedule and document regular visits with our patients.
- ⇒ The scheduled visits can be changed when your personal schedule demands it, but it will require communication with the office to make sure we remain compliant with Medicare regulations. You may make PRN (as needed) visits in addition to any scheduled visits.
- ⇒ We need to document any cancellations of visits or patient refusal, etc. Volunteers must chart their visit by phone in Call Wyse within 24 hours of the visit. The visits that are entered into Call Wyse by phone are automatically in our Health Wyse computer database.
- ⇒ Volunteers must also document their visit in writing. We have adapted a Volunteer Documentation Sheet sample by National Hospice and Palliative Care Organization to fit our own needs. Volunteers are asked to mail in (we will provide postage paid envelopes) or drop off the form to our office every two weeks by the Monday before the Hospice Interdisciplinary Team Meeting (which is held every other Tuesday). These forms can then be used by the Volunteer or the Volunteer Coordinator during the meeting to recap the patient visits for the past two weeks. These documentation sheets will then be filed in the patient's chart. Anything of concern should be called in to your supervisor, Eileen V. Stahl for Hospice Volunteers or Sue Menge for Hospice Chaplains. If it is the weekend or after 4:30 pm, the Hospice Nurse On-Call should be contacted. This is important so the Hospice staff can address any serious issues immediately.
- ⇒ Please attend the volunteer training on Wednesday, June 27th to obtain more information on these requirements.
- ⇒ During the training, we will learn how to submit the visits by phone on Call Wyse. If you cannot come to the training, you can learn on a one-to-one basis in the office.
- ⇒ For more information, or to sign up for the training, call Eileen V. Stahl, 535-6302.



Central Montana Medical Center Hospice

Hospice, It's About Living.

408 Wendell Ave.
Lewistown, MT 59457
Tel: 406-535-6302
Fax 535-6306

We are on the web!

<http://www.cmmc.health/services/hospice>

If you would like to support Hospice patients and their families, Hospice Memorials or donations can be sent to:
CMMC Hospice, 408 Wendell Ave., Lewistown, MT 59457.

A Note from your Manager

Dear Hospice Volunteers,

It is hard to believe the amount of time that has flown by since I last greeted you. I hope this message finds you well.

Many things have changed and continue to do so. The Health Care profession in general is changing across the country.

Your dedication to our program is steadfast. Our Hospice survey a month ago is an acknowledgement of that dedication.

Our survey showed outstanding work by Eileen and the "top notch" program she has created. Our nurses and staff, and our precious volunteers with their endless hours of involvement, make this program such a success and I thank you for that.

By Volunteering you have just given the most expensive and priceless gift anyone could have ever given—Kindness and Love.

I am looking forward to seeing you at the CMMC Volunteer Appreciation Luncheon on May 23rd at the YOGO from 12:00-2:00 pm.

Have a Great Summer,

Kathy Ward, RN