Hospice Volunteer Newsletter

CENTRAL MONTANA MEDICAL CENTER

SUMMER 2026

HOSPICE VOLUNTEER TRAINING CHANGES IN THE WORKS



New and experienced Hospice volunteers sitting in on OSHA and Organizational Training. Megan LeBrun, CBO Liaison and Privacy Officer, instructs on the importance of HIPAA for all Hospice Volunteers.

The annual Hospice Volunteer Training was well attended by both new and experienced Hospice Volunteers. Four new volunteers have moved forward with their training and orientation to become Hospice Volunteers. Three of them have been shadowing experienced volunteers in the patient homes.

Hospice currently has 21 volunteers, with four of the volunteers taking a break for personal reasons. We have a great crew of volunteers, but it is so important to take a break for health, family, vacation or travel, and to prevent burnout, or whatever the reason may be. We always welcome our volunteers back, taking the steps needed to get things up and running again whenever a volunteer is ready. Breaks can be up to two years without doing any training. After two years without any training, the initial training will need to be repeated. Volunteers on break are always welcome to attend the volunteer trainings to stay current, even during a break.

One of the things being changed is the OSHA/Organizational Training. Deb Lee is working to get the training in an online format so it will take less time to fulfill the continuing education requirements. We will share more about this when it has been completed and ready for use. It will be coming soon.

Thank you for everything you do for Hospice patients and families!

Eileen V. Stahl, Hospice Volunteer Coordinator

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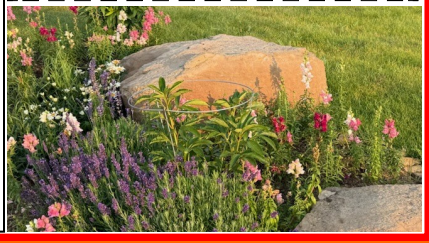
UPCOMING EVENTS

- **Hospice Tree of Lights—Dec. 3, 2026 Celebration Church, 6:00 pm**



MatrixCare Volunteer Mobile Documentation App

If you've longed for an alternative to the paper patient visit reports we volunteers pen after each visit, you're in luck. As of this summer, volunteers can now use an app on their smart phones to complete the forms.

Deann Blythe, RN, Clinical Auditor, walked me through the process earlier this summer. So far, I quite like it!

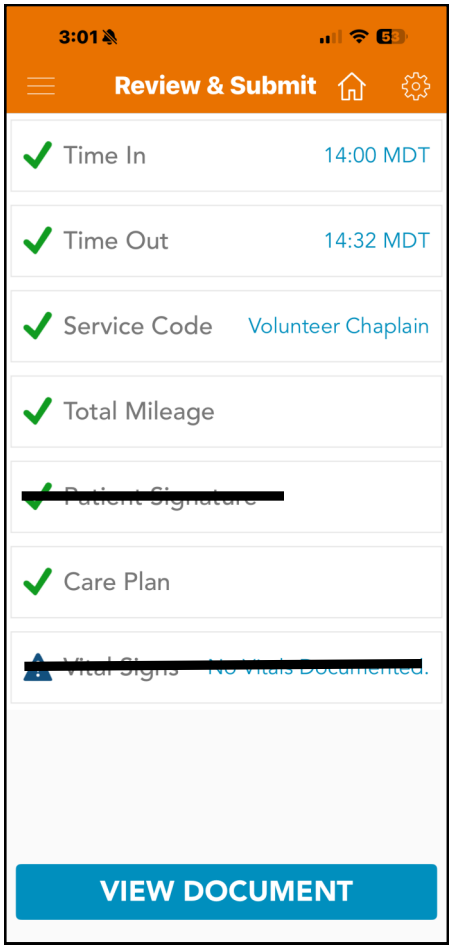
I downloaded the MatrixCare app she pointed me to, created a username and password and now each time I log into the system, it shows my scheduled visits for the week. (Eileen enters the patient visit and day into the system from her computer.)

The app is fairly intuitive to use, even easy, now that I have the hang of it. I enter the time my visit began and ended, the total travel time, and the documentation time. On one screen, I check off which services I provided to the patient. There is an area where I type my narrative of the visit. It's great to be able to type, backspace, delete and add words and sentences without messing up a paper document. (I often use a small folding blue-tooth keyboard, but that's just me. I don't like typing on my smartphone).

I still call the office or the nurse on duty before and after each visit, since that is to keep Hospice aware of where its people are at any given time.

If you want to give it a try, just let Eileen know and she'll hook you up with Deann.

Kristen Moulton-Cilwick, Hospice Spiritual Coordinator



TALK TO TEXT IN MATRIXCARE APP TO SPEED UP DOCUMENTATION

Deann, RN, Clinical Auditor, would like to share benefits of using the feature of talk to text/voice to text/speech to text:

- ***Talk to text is available to speak your visit in initially, and then you make edits as needed.***
- ***Lessens the burden it takes to handwrite or type out the visit note.***
- ***Lessens the time and improves quality of the note.***
- ***Helps with spelling.***
- ***Helps with poor handwriting.***
- ***Captures fleeting thoughts.***
- ***It can also help the volunteer that may have physical limitations, such as arthritis or injuries.***

HEADS UP: You may hear Eileen say this phrase if troubleshooting using the MatrixCare app…

DID YOU SYNC?

Volunteer Safety in the Home Education

We volunteers step into patients' homes after the patients and their caregivers have been vetted — and educated — by the hospice nurses and social worker. Nonetheless, volunteers can encounter situations that are unsafe or unsanitary, Wendy Peterson, told those of us who attended a July 14 safety training. The training was recorded, and volunteers can watch the recording at the hospice office.



Individual Education Opportunity:
Set up a time to watch the video in the office by calling Eileen at 406-535-6302.

The information was helpful. In fact, Wendy covered issues I'd never considered in my nine years as a hospice volunteer. For instance, she suggested volunteers take their fully charged cell phones into patient visits in case there is an emergency. We also should park our cars so it's easy to make a quick escape, backing in or ensuring no one can block us from leaving. She also said that we can pick up disposable barriers known as drapes at the hospice office and use those if we need to sit on a wheelchair or on unclean furniture. It's also a good idea to place a drape on the floor or piece of furniture before placing our backpacks or purses, she said.

While I've never encountered danger or filth in a patient's home, I often have had qualms about sitting in a patient's wheelchair when it's the only seat available, such as in a sparsely furnished nursing home room. (I intend to carry some drapes with me from now on).

Wendy sketched some of the situations volunteers might find in homes, such as hoarding, loaded guns, combative visitors, snarling pets or a patient on oxygen who insists on smoking. She gave volunteers advice on handling such situations, and said the old adage that "an ounce of prevention is worth a pound of cure," holds true for hospice visits. "Just be prepared." ***Kristen Moulton-Cilwick, Hospice Spiritual Coordinator***

FLU VACCINES

Flu vaccines will be available free of charge to hospital staff, volunteers, and students beginning October 5, 2026.

All staff must complete one of the following:

1. Receive the flu vaccine through Employee Health.
2. Sign a flu vaccine deferral.
3. Provide documentation of a flu vaccine received elsewhere.

Please note: Occupational Health does not provide the high-dose flu vaccine. If you would like the high-dose vaccine, please contact your primary care provider or the IMMZ Center.

Call Occupational Health at 406-538-4110 to schedule your appointment today!

Thank you for doing your part to protect yourself, our patients, coworkers, and community this flu season.

Your Occupational Health Team

Home Health/Hospice Team Changes

FAREWELL to:

Janelle Painter, Physical Therapist

Michelle Vuong, Office Assistant

WELCOME to:

Rebecca Brockel, Nurse

Michele Christman, Nurse

Abby Gremaux, Physical Therapist

Betsy Klippenes, Nurse

Nancy Berg, Volunteer

Scott Damby, Volunteer

Lisa Koch, Volunteer

Laura Melton, Volunteer

Judy Townsend, Volunteer

CENTRAL MONTANA MEDICAL CENTER

Central Montana Medical Center Hospice

Hospice, It's About Living.

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Lewistown, MT 59457
Tel: 406-535-6302
Fax 406-535-6306

We are on the web!
http://www.cmmc.health/services/hospice

A Note from your Manager

Dear Hospice Volunteers,

Once again, thank you so much for your thoughtful care and dedication to our Hospice patients and families. It is such an integral part of our Hospice, and we couldn't do it without you.

Looking toward the future, I am excited about giving our volunteers options on how to document using the phone app, hopefully those that are utilizing it will find benefit from it and make that part an easier process.

Thank you to the volunteers that joined me for learning about safety in the home, this is available by video for your viewing pleasure!

I am currently working on providing some more education on Hospice philosophy and what we can provide for our community. We are looking at doing an open house this fall to showcase several departments in the hospital and Hospice will be one of them!

Thank you again for your invaluable time, I hope you all have been having a spectacular summer!

Wendy Peterson, RN

