

Compassionate Community Case Study

Tuck-In Program

Osoyoos, BC

What you need to know	
Organization	Desert Valley Hospice Society
Website	http://www.desertvalleyhospice.org/
Contact information	<p>Donna Gordon (Executive Director) execdirector@desertvalleyhospice.org Shelley Middleton (Hospice Volunteer Program Director) programs@desertvalleyhospice.org Lois Brummet (Chair/Program Founder) lb9055@telus.net</p>
Target Audience	<ul style="list-style-type: none"> • People in palliative care living at home • Caregivers of those in palliative care
Goals	<ul style="list-style-type: none"> • To check in on people in palliative care and with their caregivers before weekends (when needs cannot be normally be met because of a shortage of doctors) with the question, “Do you need anything?” • To meet needs identified
A story to share	Caregiver was really stressed out. The Tuck-in volunteer asked, “How would you like a relaxation massage?” It significantly reduced stress to know there was a friendly voice, a program, supports, and the actual delivery of a useful service in the client’s home.
Needs/Rationale	<ul style="list-style-type: none"> • The Tuck-in program started in 2012 when a shortage of doctors meant that Emergency at South Okanagan General Hospital (SOGH) was shut down on weekends. A call for Tuck-in volunteers went out. • This program checks in on those in palliative care and those providing their care to ensure their needs are met over the weekend.

Outcomes/Results	<ul style="list-style-type: none"> • Needs of those in palliative care are met • Needs of caregivers are met • A real connection and friendly voice at the end of the phone • People feel seen and heard • Reduction in social isolation • Proactive solutions to possible issues
Cost to Participants	<ul style="list-style-type: none"> • Free
What is needed to initiate a similar activity?	<ul style="list-style-type: none"> • Cooperation with local hospital; coordination with palliative care and home care nurses • Committed, trained volunteers to make check in phone calls every Thursday morning (8:45-9:45 am) • A script for the volunteers • Binder to record and track all needs identified on the check in calls <ul style="list-style-type: none"> ○ if need is medical, referral goes to PC or home care nurse, social worker, etc. ○ if need is non-medical (e.g. massage), referral to Desert Valley Hospice Volunteer Program Director to dispatch a volunteer • Two home care nurses available on weekends through the local health authority • Patients are most often referred to the program through Tuesday palliative care rounds attended by the PC physician, PC nurses, social workers, and a hospice worker
Existing Toolkit/Resources	<ul style="list-style-type: none"> • Tuck-in Original Abstract/Proposal (description of concept) • Tuck-in Program Description/Volunteer Program Summary • Tuck-in Description of Volunteer Role • Client Information Form • Telephone Script • Descriptive PowerPoint slides
Evaluation/Progress	
Challenges/obstacles	<p>Challenge: Clients initially don't know who the coordinator or volunteer is when the first phone call is received.</p> <p>We addressed this challenge by: Ensuring there is a friendly voice to help overcome objections.</p>
Learnings/Surprises	<ul style="list-style-type: none"> • Clients are often surprised to get a phone call. Unsure they need anything but happy to hear a friendly voice on other end and to receive services • The friendly voice of checking in with people has been likened to a pen pal • People really do want to talk and share
Recommendations	Key is building relationships with hospital and volunteers

Fall 2019

Appendix: Tuck-In Volunteer Program Summary

Program Description

The interdisciplinary team concept emphasizes the importance of each discipline working together to meet the needs of patients and families. The Tuck-in program is designed to maximize the role of the volunteer in assisting other team members to operate more effectively and efficiently. In this program volunteers make telephone calls to patients/families to assure that they have necessary supplies, medications, and/or volunteer support. Our program includes Thursday calls to Palliative patients to “tuck them in” for the weekend. Volunteers are given training, position description, necessary information and a script to follow in order to obtain the information requested. That information is then relayed either directly to the appropriate team member and/or the Volunteer Coordinator. The appropriate team member can then act on meeting the specific needs of patients and families before the weekend, saving costly and time consuming on-call visits and providing potential crises intervention/prevention.

Possible Volunteer Duties

- Make telephone calls to patients/families as requested by team member or Volunteer Coordinator
- Speak with patients/families about specific needs
- Review needs list “scripts” and/or ask specific questions as directed by team member
- Provide emotional support as appropriate

Specialized Training Content

- Tuck-in program processes, policies and procedures
- The roles and responsibilities of Tuck-in Volunteers and review of the position description
- Working with challenging patients/families and customer service skills
- Limitations/boundaries for the Tuck-in Volunteer, e.g. limitations when discussing medications
- Identifying red flag areas, e.g. when to make immediate referrals for intervention

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“Tuck-In” Hospice Volunteer Role Description

Purpose

- The Tuck-In program is designed to maximize the role of the hospice volunteer in assisting other hospice palliative care team members to provide quality care services.

Procedure

- Volunteers make telephone calls to clients/families in the communities to assure that they have the necessary supplies, medications, equipment and support over the weekend.
- The information is noted on a tracking log and relayed directly to the Palliative Care Nurse and the Volunteer Coordinator or designate.
- The Palliative Care Nurse will then act on meeting the specific needs of clients and families.

Participants

- Volunteers with special training
- Volunteer Coordinator
- Community Hospice Palliative Care nurse
- Community clients/caregivers

Anticipated Outcomes

- Increased client/family satisfaction with weekend care
- Reduction in emergency room visits for non-emergency needs
- Potential problems identified and mitigated before reaching crisis level

Time Commitment

- Thursdays, 1300-1500 Volunteer Coordinator’s office

Skills Required

- Must be a mature hospice volunteer
- Be compassionate and sensitive to individuals and families facing a life limiting illness
- Able to respond without advice and remain objective
- Able to adapt to different cultural, racial, sexual, spiritual and intellectual needs of clients and family members
- Possess excellent communication skills and patience
- Be self-directed, punctual and able to function independently without direct supervision

Tuck-In Hospice Volunteers will

- Understand the commitments of time and tasks
- Respect confidentiality and uphold the client’s right to dignity and self-determination
- Serve as good-will ambassadors for Interior Health and the Desert Valley Hospice Society
- Wear IHA Photo identification when taking part in IHA authorized volunteer activity
- Follow facility and volunteer program policies
- Maintain appropriate documentation i.e. sign in/out, tracking log
- Provide Volunteer Coordinator with adequate notice of changes in volunteer status

Tuck-In Hospice Volunteer Duties

- Review assignments with Volunteer Coordinator or Hospice Palliative Care Nurse (The HPC Nurse will have call information available by 1000 Thursday)
- Contact the client and/or main caregiver by telephone
- Conduct assessment of needs

- Provide emotional support to client/family as appropriate
- Understand limitations of the role of the volunteer in this capacity and refer to HPC Nurse or Volunteer Coordinator or designate
- All conversations will be documented and kept in file whether or not they require action.

Orientation / Training for Hospice Tuck-In Volunteers

- Successful completion of hospice volunteer training program
- Attendance and completion of Tuck-In specialty education program

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Tuck-In Program Client Information Form

Client's Name: _____ Date: _____

Primary Caregiver's Name and relationship: _____

Phone number: _____

Physical Address _____

Age: _____ Sex: Male Female Physician: _____Diagnosis: _____ Medication Y N PPS _____ %Comments: _____

_____ Brochure Mailed

Date: _____

Make First Call Date: _____

Thursday Update

Date: _____ No current information obtained *NO CALL MADEChanges to note: PPS _____ % Medications Y N _____

Do you have enough medications for the weekend _____ Supplies _____

Is the medical equipment sufficient _____

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Tuck- In Program Telephone Script

Hello, I am calling from the Desert Valley Hospice Tuck-In program (on behalf of the community palliative care program). My name is _____, may I ask who I am speaking with?

I just want to make sure you have everything you need for this coming weekend, etc.

1. Do you have enough of your **medications** to last through the weekend?

yes no

Action: _____

2. Do you have enough **supplies** to cover the weekend?

yes no

Action: _____

3. Is the **medical equipment** you have at this time sufficient?

yes no

Action: _____

4. We also have a team of highly trained and very supportive **volunteers**.

Would it be helpful to have a volunteer visit? Volunteers can provide short-term caregiver relief (so that you can feel comfortable getting out of the house), or they can provide companionship - someone who may have shared a similar journey and someone to talk with. (*again, depending upon who you are speaking with*)

5. Is there anything else we could do or help you with?

yes no

Action: _____

6. A volunteer will be calling again next week about this time.

NOTES: _____

No Answer Leave Message: Hello, I am calling from the Desert Valley Hospice Tuck-In program. Sorry we missed you this week. A volunteer will be calling to check-in again next Thursday afternoon.

Emergency Contact Numbers

Phone

Name