



Lonely No More: Bedside Visit Programs

May 11, 2023

Housekeeping

- All participants are muted.
- **Audio Settings:** ability to select your speakers and adjust your volume.
- **Chat:** for sharing of ideas, interacting with speakers and attendees; not for promoting services and products. Make sure you choose **'Everyone'** in the dropdown in the chat box.
- **Q&A:** for submitting questions to review at the end of the webinar



- Receive follow up email tomorrow with webinar slides, recording and link to survey.

PX Continuing Education Credits

- This program is approved for 1 PXE.
- In order to obtain patient experience continuing education credit, participants must attend the program in its entirety and complete the evaluation within 30 days.
- The speakers do not have a relevant financial, professional, or personal relationship with a commercial interest producing health care goods/services related to this educational activity.
- No off-label use of products will be addressed during this educational activity.
- No products are available during this educational activity, which would indicate endorsement.

This webinar is eligible for 1 patient experience continuing education (PXE) credit. Participants interested in receiving PXEs must complete the program survey within 30 days of attending the webinar. Participants can claim PXEs and print out PXE certificates through Patient Experience Institute. As an on demand webinar, it offers PXE for two (2) years from the live broadcast date.



Our Speakers



Erica Luciano

Program Manager, Volunteer Services
UChicago Medicine



Kathleen McIntire, CAVS

Senior Operations Manager, Volunteer Services
Kaiser Permanente Los Angeles

Silver Angel Volunteer Program

Kaiser Permanente Los Angeles Medical Center
Kathleen J. McIntire, CAVS

It Began With a Vision

While sitting in a Hospital Operations & Nursing Leadership Meetings, I learned:

- **Patients felt that nursing communication was low**
- **Patient satisfaction scores were not positive**
- **Call light numbers were very high**
- **Nurses felt overwhelmed with large volume of patients & patient requests**
- **Discharge TAT was not within scope**
- **Patients felt unheard and unseen**
- **Patients 65+ were readmitting or staying beyond the average length of stay**

I was confident that our Volunteers could support our nursing teams – so we created an interdisciplinary team with members from:

- **Nursing - Care Experience Team - Social Medicine/UM/Case Management**

Silver Angel Volunteer Vision and Mission

Vision

Provide future nurses, doctors and healthcare professionals the tools and training to care for the total patient, mind, body and soul.

Create meaningful encounters for patients while providing a calm and reassuring presence.

Serve as a liaison between care teams to ensure that each patient is heard, seen and receives world class care.

Mission

Improve the patient experience through purposeful rounding to prevent the onset of depression, delirium and dementia due to room isolation and lack of engagement.

Support nursing with daily patient engagement to re-focus nursing activities for clinical encounters and Care Experience initiatives.

Silver Angel Role Focus Areas



Care Experience

- Focused Patient Rounding
- Bedside Activity Aides



Mobility and Ambulation

- Patient Ambulation
- Bedside/Chair Assistance



Hospital Flow

- Patient Discharge/Discharge Lounge
- Patient Belongings/Lost and Found

Silver Angel Program Statistics



Started in one telemetry unit and now supporting 15 nursing units including telemetry, emergency room, critical care, oncology, cardiac care, surgical, observation, post partum, and pediatrics



Total of 163 Silver Angel Volunteers



Volunteers serve shifts 7 days a week from 8:00 AM – Midnight

Silver Angel Responsibilities

Focused Patient Rounding

Begin with patients 65+ ,
then to general patient
population

Review and update Care Board with Patient

Participate in activities to
maintain patient alertness,
orientation & cognitive
level

Provide Activity Aides and
Bedside Engagement
(i.e., cards, puzzles,
coloring books, games,
and iPads)

Provide Patient Meal
Assistance
(including liquids)

Serves as Patient Liaison

Communicate needs or
concerns of patient to
primary nurse

Patient Discharge Support

Assist with Pharmacy
and/or personal belonging
pickups

Provide assistance with
calling patients' family
members
(The Gift of Connection)

Patient Mobility
Encounters
Assist with walking, sitting
up, and getting in/out of
bed
(must be independent of medical
equipment)

Hand Hygiene
Observations

Lab Specimen Transport
(on emergent basis only)

Document daily
encounters on iPad with
TEAMS Questionnaire

Serve as Ad Hoc Care
Experience Team Member
on the unit

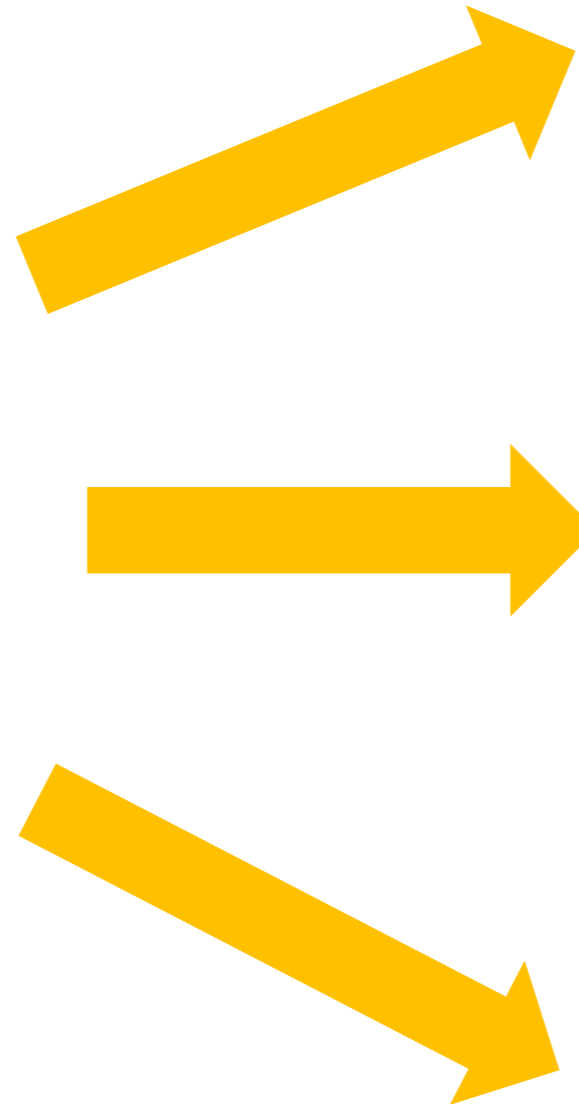
Assist with Care
Experience projects &
initiatives

Assist with Patient
Belongings and Lost and
Found

Telling our Story through Data: Patient Interaction Surveys

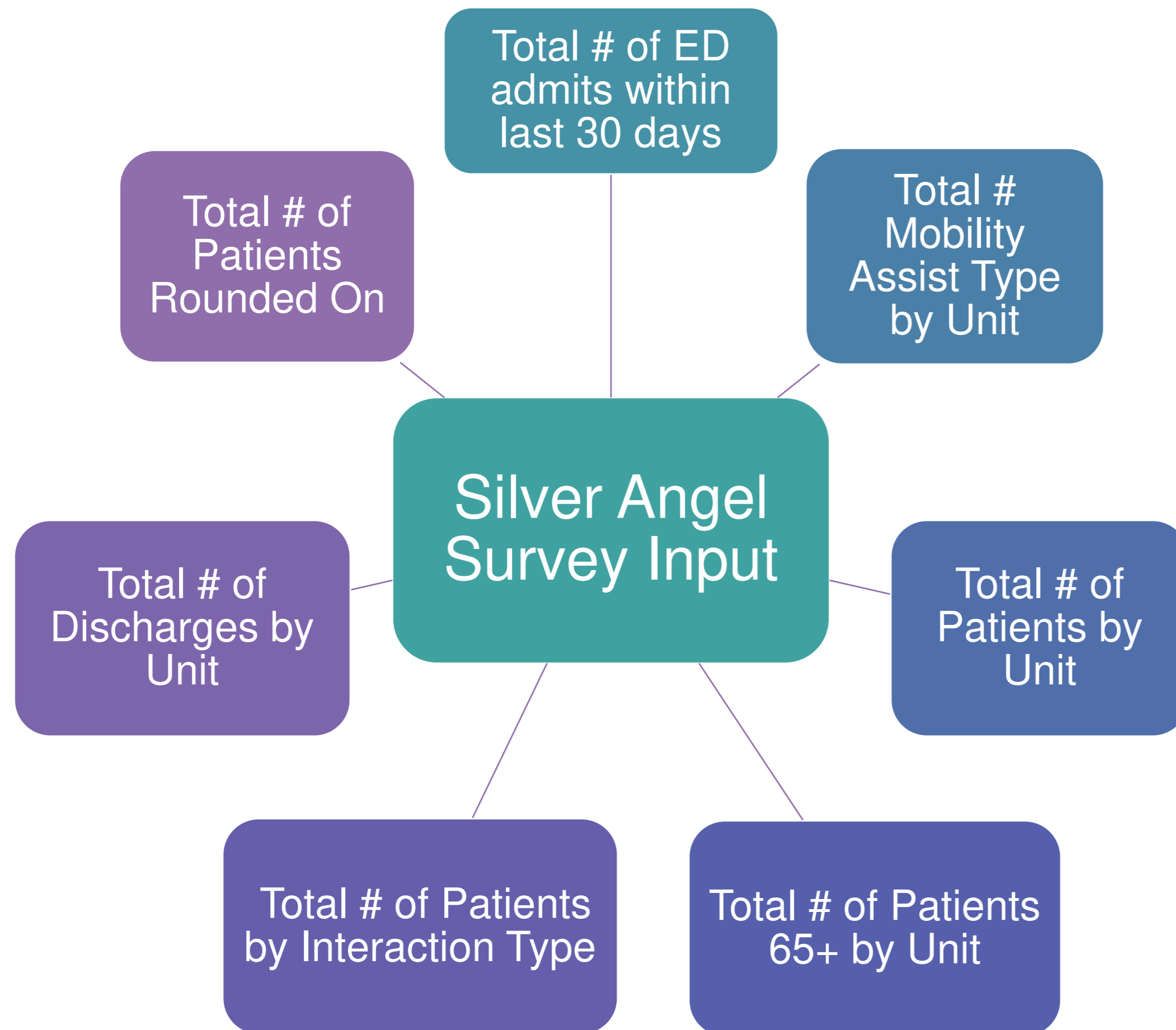
Silver Angels complete the Patient Interaction Summary on multipurpose iPads during patient rounding to collect critical information to support the program's mission.

After completing the required questions for the survey, the Silver Angels are able to jump to the different sections of the patient interaction survey that apply to each patient



- Survey Sections
- Patient Rounding
- Patient Discharge
- Patient Belongings (Lost & Found)
- Patient Personal Belongings
- Patient Mobility Assist
- Patient Lab Specimen Delivery
- Hand Hygiene Observation
- Other Assistance

Telling our Story through Data: Output of Patient Interaction Surveys

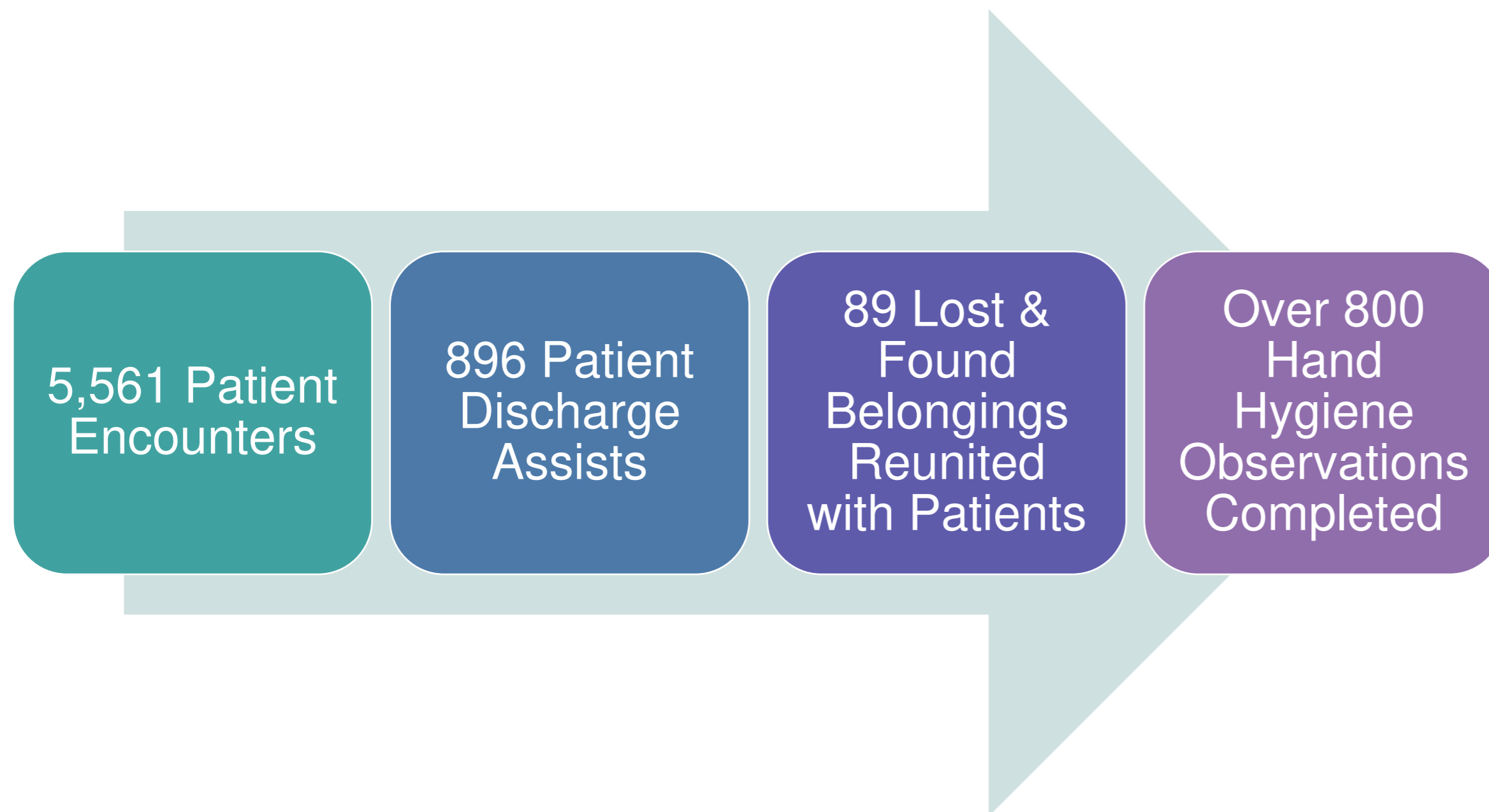


Survey information is received in real time as rounding occurs. Output of information can be high level along with detailed views by units and different variations of patient interventions and engagement.

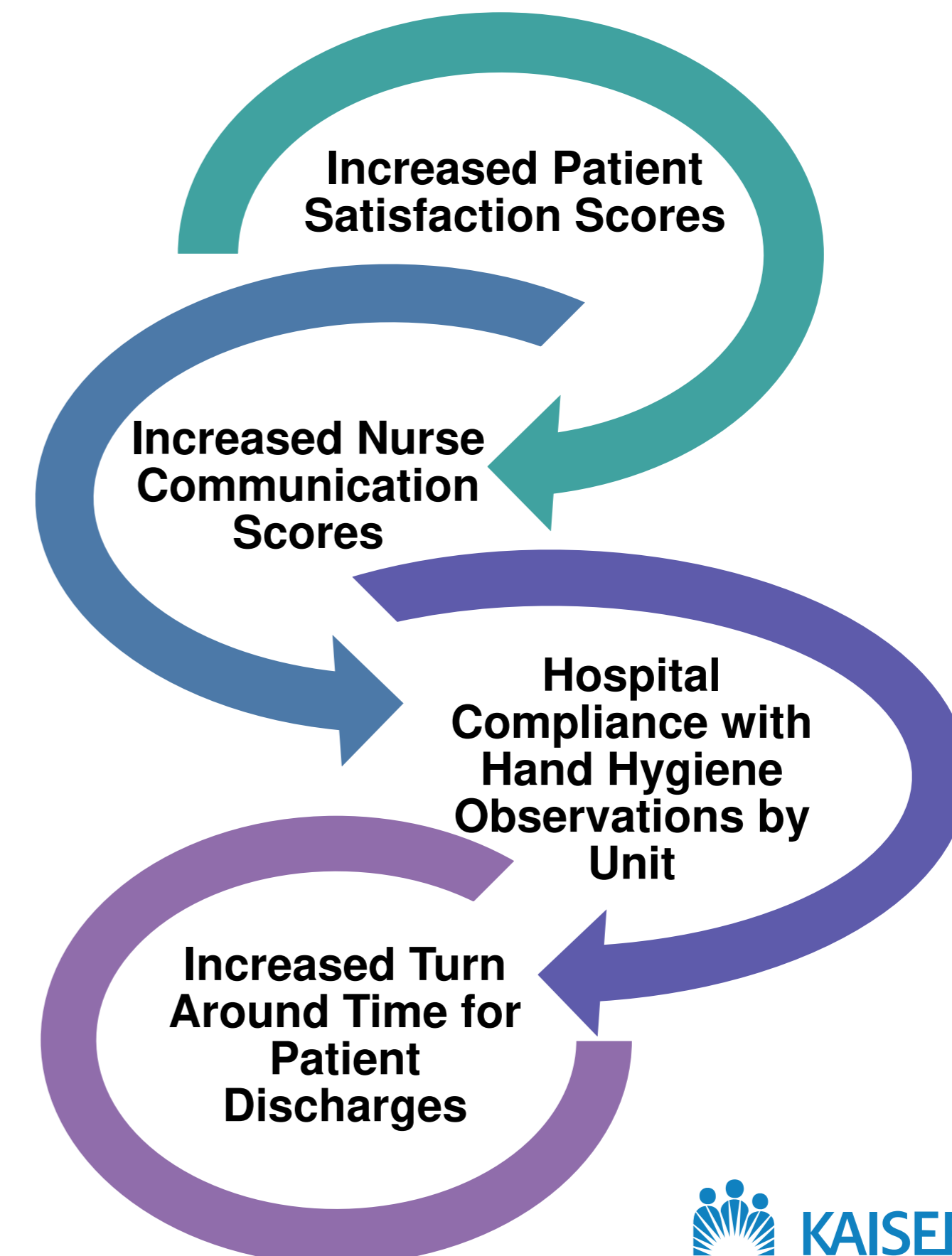
Survey data is crucial for leadership decisions to further utilize the Silver Angels in supporting patient initiatives.

Silver Angel Program: Overall Impact

Silver Angels Outcomes for 1st Quarter 2023



Silver Angel Patient Engagement Results



Silver Angel Growth Opportunities

Silver Angel Patient Advisory Council

- Represent the voice of the volunteer

Survey Modifications

- Make easier and more timely completion

Table for Two Initiatives

- To make mealtime more personal for patients

Silver Angel Town Halls

- Create more frequent engagement with volunteers to receive feedback on program

Quarterly Silver Angel Satisfaction Survey

- Begin quarterly surveys to receive feedback and suggestions for the program. For volunteers that are unable to attend Town Halls

Thank
You



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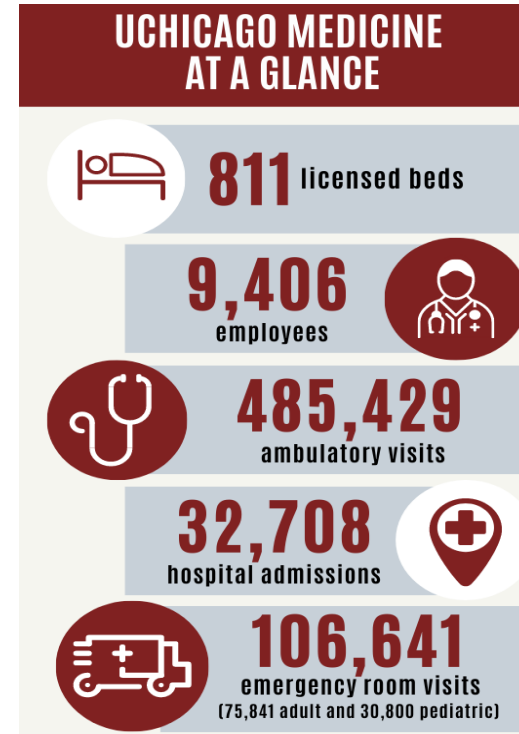
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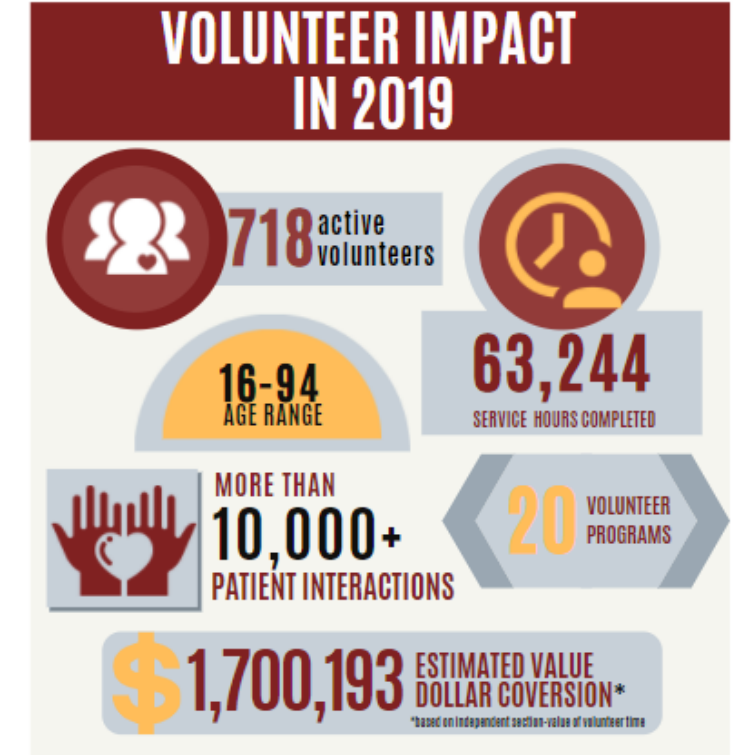
UCM Volunteer Bedside Programs

About UChicago Medicine (UCM) + Volunteer Services

- Not-for-profit hospital system located in the South Side of Chicago
- One of the nation's leading academic medical institutions
- **Facilities include:** Comer Children's Hospital, Mitchell Hospital and Center for Care and Discovery
- Volunteer Services, staff of 3
 - » Volunteer team- large student population
 - » Main Bedside Volunteer Programs:
 - » Child Life Playroom
 - » TLC Inpatient Visitor



Source: UChicago Medicine, 2022



Child Life Playroom Program

- Volunteers are paired with a pediatric patient in our Child Life playroom.
- Activities include reading, arts and crafts, and playing games. Playful activities offer our pediatric patients a safe and fun escape from illness, tests and treatments.
- When a patient is unable to leave their hospital room, volunteers are trained to deliver and play activities at the bedside.



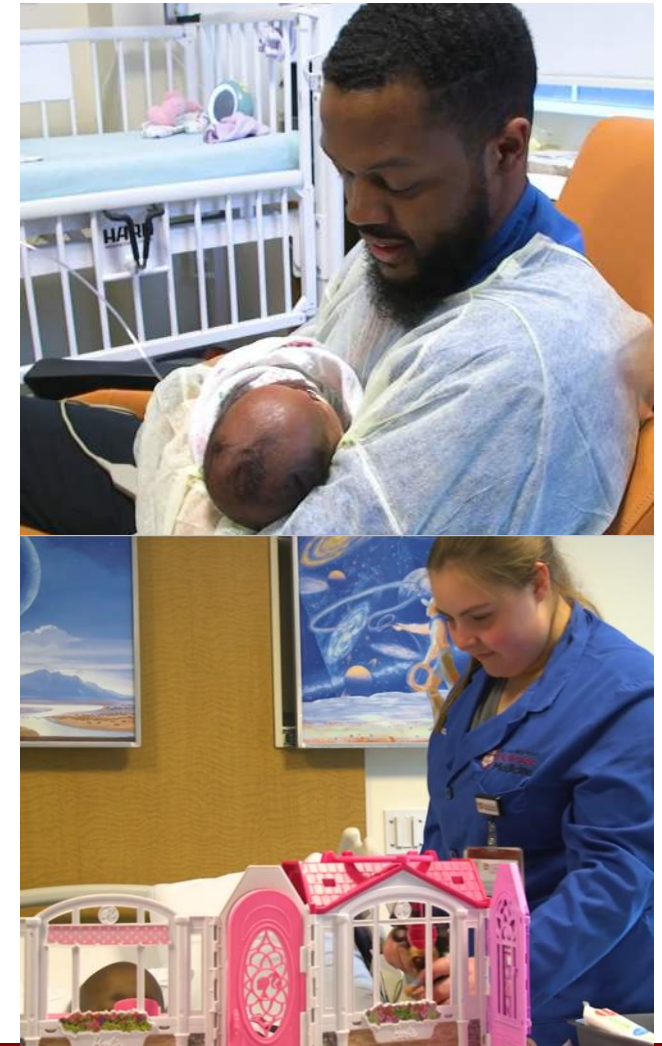
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Playroom Bedside Activities

- The purpose of providing children with bedside activities is to minimize stress and anxiety associated with being hospitalized and to promote healthy development.
- Children who cannot attend regularly scheduled playgroups and those on isolation are a priority. Bedside play should allow for free choice, control, and mastery of activities.
- Volunteers are trained in bedside activities by age group based on their experience and if they are an appropriate fit.
 - » Infant/Toddler
 - » Crib safety
 - » Preschool/School Age

*Volunteers must be signed off by Child Life staff before doing an independent bedside session.



Pediatric Bedside Visit FAQ

- All bedside sessions are monitored and assigned by Child Life Staff (Unit Supervisors)
- Not all volunteers are trained in bedside activities
- Typical sessions last 30-40 minutes depending on the number of patients on the bedside list
- Caregivers may or may not be present
- Volunteers do not assist in any medical procedures, feeding, bathroom, etc.
- We train heavily on professional boundaries
- This program is not a program to watch children or siblings of patients



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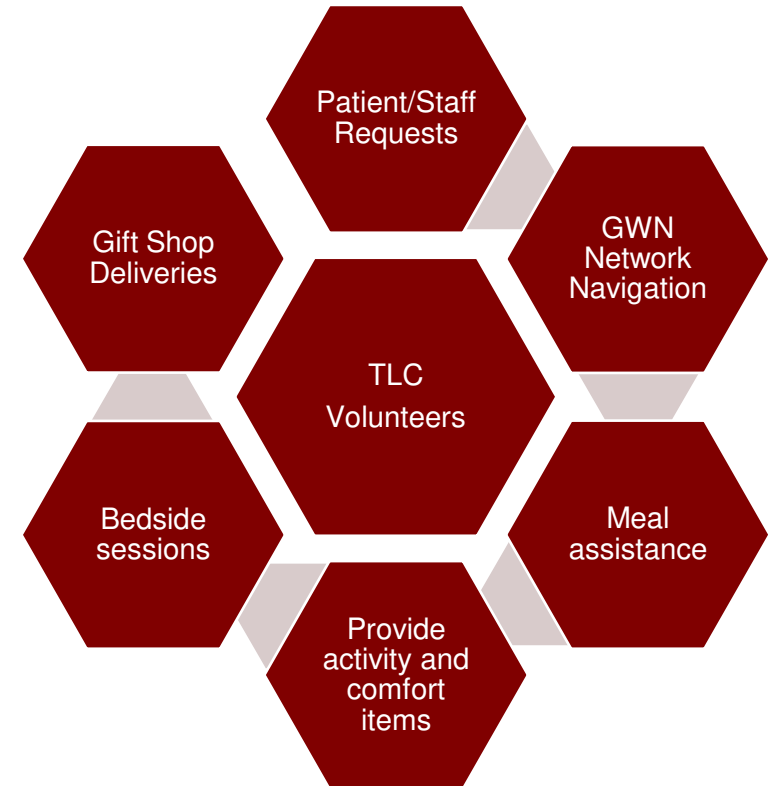
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TLC Adult Visitor Program

Volunteers round on adult inpatient units, checking in with each patient to provide more comfort during their stay. Whether offering reading materials, comfort items, a listening ear, or support, visits from volunteers encourage healing and ease to our patients and families. Additionally, volunteers assist with requests from patients, families and staff.

Main Responsibilities

- Keep patients and families company
- Offer activities and reading materials
- Respond to patient/staff requests
- Mail and gift shop deliveries
- Purchase items from the gift shop (funds must be provided)
- Help order meals and take out meal trays
- Assist with navigating the Get Well Network
- Provide comfort items



TLC Visitor Program

- In 2019, 60 TLC Volunteers
 - » Resumed Spring 2023, 20 TLC volunteers
- All volunteers track which room they visit and leave appropriate notes for next volunteer shift
- On average, we can see 2-10 patient requests per day
 - » Nurse requests
 - » Directly from patients
 - » Gift shop deliveries

**WEDNESDAY
VOLUNTEER ROUNDING
PATIENT VISIT TRACKING**

DATE: _____
UNIT: CCD 9 EAST
 NURSE STATION: EXT. 69336

- INSTRUCTIONS**
- Check in with the charge nurse before rounding.
 - Review PPE signs on the door before entering patient room.
 - Put a (✓) in the box if you were able to visit the patient.
 - Do not mark it if you were NOT able to visit the patient.
 - Please direct any complaints or issues to the charge nurse.

HELPFUL CONTACT INFORMATION

Volunteer Services	(773) 702-4421 (2-4421 using internal phones)
Mitchell Gift Shop	(773) 834-1360 (4-1360 using internal phones)
Patient Experience	(773) 834-0500 (4-0500 using internal phones)
Spiritual Care	Ask the nurse to page 11530. Available 24/7
Parking Office	(773) 702-4381 (2-4381 using internal phones)
Food Service	Call extension 4-300 between 7am and 8pm

NOTES / PATIENT REQUEST (NO PHI OR HCI)

1st SHIFT (8 AM- 12 PM)	2nd SHIFT (12PM - 4PM)	3rd SHIFT (4PM - 8PM)
Name: _____	Name: _____	Name: _____

Volunteer Services | TLC Program | Patient Visit Tracking

TLC Program: Patient Visit Tracking

Unit: CCD 10 West, Hematology/Oncology

Today's Date: _____

Volunteer 1: _____ Shift: _____

Volunteer 2: _____ Shift: _____

Volunteer 3: _____ Shift: _____

Room	Morning (8-12pm)	Afternoon (12-5pm)	Evening (5-8pm)
10-001	✓		✓
10-002			
10-003			
10-004			
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FRIDAY

Key Partners for Bedside Programs



Infection Control



“Volunteer Champions”/Unit Supervisors



Compliance/Patient Privacy



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Outcomes

PATIENT INTERACTIONS

- Over 4,000 adult patient interactions FY23, Q3
- Average of 200 Pediatric Bedside Sessions per month (FY23,Q4)
- Examples of Bedside + The Human Experience

SATISFACTION

- Patients often bring up volunteers during Patient Experience rounding
- Volunteer Satisfaction tends to score higher for inpatient bedside programs

RECRUITMENT

- Some volunteers will choose UCM over closer city hospitals for the opportunity to interact with patients directly

EXPANSION

- Expansion of inpatient programs
 - Open Heart Magic
 - Comer Tutors
 - NICU Cuddler
 - Spiritual Care
 - Music and Art program



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Bedside Sessions and The Human Experience

Decorating a patient room with tissue paper flowers for their graduation

Playing a newlywed's wedding song on piano after their reception was canceled due to cancer

Helping a patient in U.S. alone call their loved ones daily through a messaging app for 2 weeks

Playing guitar at the bedside of a former music teacher

Reading patient's favorite book "Harry Potter" aloud to them

Rocking an infant to sleep after parents had to leave

Teaching a patient how to do sudoku and playing for over an hour

Spending 2 hours with a patient who was afraid to be alone

Walking alongside a patient during their daily exercise

Creating a special painting for when their parents came back



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Testimonials:

Patient feedback: "The volunteer Dianne stood out. She gives me a lift when she comes in my room. She has changed my train of thought. She gets it. She is an amazing lady."

Staff feedback: "I have had the amazing opportunity to witness the incredible joy Helen brings to the patients she visits. Last week, while rounding on 8W, I visited a patient who could not say enough about Helen. This particular patient is facing a very difficult diagnosis and she shared how Helen took the time to sit with her, listen and encourage her in a way that gave her amazing hope. Helen made such an impact on this patient. Helen is an incredible ray of sunshine who spreads joy to every patient she touches."

Volunteer feedback: "Talking to patients is obviously the most enjoyable part of volunteering! You meet diverse people and hear interesting stories every shift! I especially love when patients are surprised by the level of attention given by the volunteers. It shows me how grateful the patients truly are and how important our job is."

[UChicago Medicine Volunteer Program \(brightcove.net\)](http://brightcove.net)



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Upcoming Events & Programs

WEBINARS

May 16 | Purposeful Leadership Rounding

May 23 | Ensuring Volunteer Programs Support Patient Experience Initiatives

June 6 | Dismantling Systemic Racism: Countering the Narrative of Non-Compliance

CONNECTION CALLS/PX CHATS

May 12 | PX Chat: Patient, Family & Community Engagement

May 17 | Lost Belonging Workgroup

June 8 | Community Co-Design and Conversation: Establishing, Revitalizing and Rebuilding PFAs and PFACs

PROGRAMS

July 13- August 3, 2023 | Foundations of Volunteer Management



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with the Institute.*



Thank you!