



HOSPICE PARTNERS OF SOUTHERN CALIFORNIA

*Our mission is to provide compassionate end-of-life-care,
emphasizing life, choice and dignity in partnership with patients,
families and community.*

Volunteer E-News

May/June 2008

A Note from Leslie

I want to thank you for all your fabulous work with our patients. Quality care is very important to us and I am so grateful for all you have done. We have an amazing group of volunteers and for those who have not started yet I am excited to get you out on assignments!

We presently have 22 patient care volunteer graduates (six volunteers are currently assigned to patients), two prayer shawl volunteers, four groups that make either knitted items or special gifts for our patients and three special projects volunteers.

Focus Inward

"If the sight of the blue skies fills you with joy,
if the simple things of nature have a message that you understand,
rejoice, for your soul is alive." - Eleonora Duse

"This month, we invite you to take a moment to reflect upon peace — your peace. In the hustle and bustle of your day, it can be hard to find the time and the energy to quiet your mind, to reflect and to gather the stamina to finish the day — let alone to finish it peacefully.

"If you are near a window as you read this, look out the window and reflect upon the sky. As Eleonora Duse suggests, if it is not blue, it will be soon. If it is grey and stormy, be reminded of the power of nature and its ability to transform even as we have the ability to transform our energy, our perspective, our attitudes. If it is evening and dark outside, be reminded of the cycles of day into night, dark into light; the cycles that move in nature and our lives. Click on this link, www.pathways-to-peace.com, and enjoy a few moments of peace that its creators hope will help you share peace with others. Enjoy the beautiful photographs, the inspiring messages, and return to your day (or evening) in peace."

Article from National Council of Hospice and Palliative Professionals June eNCHPP



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Life Review and Reminiscence Therapy

“In hospice care and in many nursing homes, the process of thinking back on one's life and communicating about one's life to another person is called life review. Life review is an important part of bringing one's life to a close. As life ends, we want to know that we have truly been seen by someone in this world, and that our life has had value and meaning.

“The term reminiscence therapy can include a wide variety of techniques used by both professionals and non-professionals in many settings. It can be found in hospitals, senior centers, community groups and other programs. The effectiveness of reminiscence therapy when used with persons experiencing cognitive deficits such as Alzheimer's Disease, clinical depression, or other mental problems is a subject of some debate, but adherents feel strongly that it can be an effective method to reach the unresponsive elderly.

“Reminiscence is common at the end of life and many people find it helpful to reflect on their lives. This can be done in structured ways to recall and sometimes document a life which is coming to an end. Many formal techniques for life review are used in hospice settings, often with participation by loved ones who also benefit from the communication process and by the creation of a permanent historical record. In terminal care, the goal of the life review is to help bring closure rather than as a treatment method for confusion or withdrawal, but these benefits may ensue as secondary benefits.

“Life review can be considered a form of oral history. Many families find it meaningful to write down the stories in notebooks or in more formal recording workbooks. Making audiotapes and videotapes can be an important adjunct to the oral history taking.”

Use of Music in Reminiscence and Life Review

Music can be a very helpful aid in stimulating recall of musical memories. This can be an enjoyable and emotionally engaging part of life review. Hearing specific music can help people remember meaningful times from the past. Sharing music with others and talking about "old times" with a supportive listener can reduce feelings of isolation. Family members and other loved ones may find it hard to express their feelings, fears, and final wishes when death is imminent. Music can help the social interaction both by offering opportunities for conversation, and by providing a comforting background when words just are not needed. As death approaches, [music in care of the dying](#) becomes a specialized form of support.”

Article from Growth House



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Happy Birthday to You ...

“The secret of staying young is to live honestly, eat slowly,
and lie about your age.” – Lucille Ball

Lauren Bowles	March 24	Denise Johanson	June 3
Julie Dolan	April 11	Daryl Conrad	July 08
Alli Steinberg	April 25	Lori Nelson	July 17
Anh Ong	May 22	JoDee Moen	July 24

Down to Business ...

Volunteer Plan of Care

I need to discuss with all our Patient Care Volunteers the importance of our Plan of Care. CHAP expects us to follow the Plan of Care *exactly!*

The Plan of Care starts when a team member (usually the social worker or RN) notifies me that there is a request for a volunteer. Typically, the request comes during the initial assessment. Sometimes, however, families make a request for a volunteer after hospice services begin or when we discuss a need during our interdisciplinary team meeting. Once the request is made, a written Plan of Care is established. The care plan is reviewed every two weeks in IDT. I update the Plan of Care as things change. For example, a change in the frequency of visits or that the patient has declined services results in the care plan being changed.

In order to insure that the Plan of Care is being followed and that we are compliant it is important for you to keep me informed of your schedule:

- ♥ Documentation – We are now requiring that you send in your documentation within 24 hours.
- ♥ Schedule Changes – If there are any changes in the schedule or if a patient declines a visit or requests an additional visit we need to document it. Please notify me as soon as possible.
- ♥ If you are going on vacation and unable to make a visit, call me and we can discuss how to address the change in schedule. One option is to offer another volunteer as a substitute. Some patients get very attached to their volunteers and decline, which is okay as long as we document that they have declined a visit.



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In the future, I will discuss your assignment and the Plan of Care before you go out on your first visit. Please feel free to call me if you have any questions! Thanks again for your great work!

Inter-Disciplinary Team (IDT) Meetings

In order to gain a more thorough understanding of the Plan of Care, we encourage our patient care volunteers to attend the IDT meetings — especially when assigned a new placement. If any of you would like to attend the team meeting where your patient's case will be reviewed, please call me ahead of time so we can coordinate the timing. At this time, the meeting is typically held Friday mornings at 9 AM, though this may change. The rest of the Hospice Partners team will try to accommodate your timing and discuss your case when you arrive.

Patient Care Documentation

As mentioned earlier, please be sure to either e-mail or fax your notes within 24 hours of your visit (310-829-6032). Be sure to document your calls in addition to your visits and please note the length of your call or visit.

Protecting Your Privacy

Using our home and cell phone risks your own privacy. If you do not have Call Blocking as the default on your home phone, dial *67 + number you are dialing to block your number from showing up on patients/families' caller ID for that **one** call.

After Hours Phone Number

If you want to leave a non-urgent after-hours message for the Volunteer Department call: (310) 315-1538 ext 104. Please use the regular number (310) 264-8413 during normal business hours.

A Note on Submissions to Volunteer E-News

We welcome and greatly appreciate any submissions (book reviews, experiences, articles, stories, etc.) and comments you care to make. We all benefit from hearing your experiences with the patients! Please send your submissions and comments to Leslie at hpsc_volunteer@wilshirefoundation.org.



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I am working on the volunteer section on our web site. It would be wonderful to have some quotes that promote volunteering from those who have volunteered with our patients.

Links you might find helpful ...

Mind, Body and Spirit

[Beliefnet](#) – inspiration, spirituality, faith

[Daily Om](#) – Daily spiritual reflections

[Gratefulness.org](#) – Daily quotes, gratitude e-cards

[Light a Candle](#) – light a virtual candle on gratefulness.org

[Guided meditations](#) (search for guided meditations on YouTube)

[Silent Unity](#) – available 24/7, offers free confidential prayer support whenever needed

Hospice Foundations and Associations

[Hospice Foundation of America](#)

[National Hospice Foundation](#)

[The National Hospice and Palliative Care Organization](#)

National Hospice Helpline: 1-800-658-8898

Helpful Hospice Volunteer Site

[Growth House](#) provides information on resources for life-threatening illness and end of life care. Their [search engine](#) gives you access to a comprehensive collection of reviewed resources for end-of-life care.