

Hospice Volunteer Orientation: A Coordinator's Toolkit for Effective Training

Beacon Health, HCPro, Mary Lou Kopp MSN RN CHPN CNE

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The easy way to train hospice volunteers, create a standardized training program, and comply with the revised Hospice *Conditions of Participation*.

The Centers for Medicare and Medicaid Services (CMS) require the use of volunteers in hospice and are very specific about the role they play. To meet these obligations, providers must have an effective volunteer program in place. Thoroughly tested and successfully implemented in a hospice setting, *Hospice Volunteer Orientation: A Coordinator's Toolkit for Effective Training* offers step-by-step educator instructions for developing a structured volunteer training program.

Learn how to:

- Train and retain qualified, motivated volunteers through standardized education
- Meet cost-saving requirements
- Document compliance, prepare for possible survey, and avoid citations
- Manage risk by knowing what hospice surveyors will exam
- Receive the most accurate Medicare payment

This toolkit includes:

- Trainer notes, slides, and handouts that comprise a complete orientation program for volunteers
- Suggested resources and links to supplemental materials that allow trainers to modify and customize the training to suit their individual hospice needs
- A participant competency assessment and module evaluations that comply with and satisfy the requirements for documentation of volunteer training and orientation
- A participant self assessment that helps the trainer identify volunteers who might not be emotionally ready to contribute
- Customizable forms, handouts, and slides on CD-ROM

Comprised of Seven Effective Modules:

- Introduction to Hospice
- Death, Dying, and Grief
- Spirituality
- End-Of-Life Communication
- Care and Comfort at End of Life

- Hands-on Care
- Bereavement
- PLUS: Supplemental Materials



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Malcolm Khan:

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Mary McDonald:

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