



## HELP Program Volunteer Training Course

Miami Valley Hospital, Dayton, Ohio

Spring 2016

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**DIDACTIC HOURS: 8      SIM LAB HOURS: 8      SUPERVISED TRAINING HOURS: 16**

**FACULTY: HELP Leadership**

**TIME & PLACE:**

### **COURSE DESCRIPTION:**

The Hospital Elder Life Program (HELP) is an innovative model program designed to improve the hospital experience of older patients. Volunteers play a crucial, central role in this program by carrying out program interventions directly at the bedside. This training program gives volunteers a level of patient contact and responsibility that is unique amongst hospital programs. The training provided through our program will provide all the necessary skills to serve as a volunteer for the program. The training course includes instruction in the four volunteer intervention programs: *Daily Visitor Program, Feeding Assistance Program, Early Mobilization Program, Therapeutic Activities Program*. Volunteers/students must complete all elements of the training program including classroom instruction, Sim lab skills check-offs, and fulfill all required supervised training hours.

### **VOLUNTEER EXPECTATIONS:**

In order for the program to successfully meet its goals, volunteers must meet and maintain the highest performance standards. Volunteers must model the following characteristics:

- Reliability, Observant of their own Limitations, Good Judgment, Confidentiality, Respect, Enthusiasm and Active Listening, Attention to Personal Appearance, No Tobacco, Alcohol or Drugs
- **Above all, volunteers need to display a genuine enjoyment and appreciation for older people**

*\*See volunteer training manual for further descriptions on each element*

### **HELP PROGRAM GOALS:**

The major goals of the HELP program are:

1. To help patients maintain cognitive and physical functioning throughout hospitalization
2. To allow patients to be discharged from the hospital as independent as possible
3. To prevent unplanned readmission

**COURSE OBJECTIVES:**

To successfully complete the HELP Volunteer Training Program the volunteer/student will need to:

- Describe the volunteers significance to the success of HELP program
- Demonstrate the core skills for through implementation of the HELP interventions
- Demonstrate effective communication skills with patients, peers and team
- Demonstrate awareness and skills to promote patient safety
- Utilize **Health Insurance Portability and Accountability Act** principles with each interaction

**COURSE OUTLINE:**

Date/Time	Place	Topics / Competencies
Week 1	Classroom/ MVH	<ul style="list-style-type: none"> <li>• <b>Introduction / Welcome</b></li> <li>• <b>Why the HELP program?</b></li> <li>• <b>Scope of the Volunteer and Expectations of the Volunteer</b></li> <li>• <b>Geriatrics Overview</b> <ul style="list-style-type: none"> <li>○ Older Patient"</li> <li>○ Normal, age-related changes</li> <li>○ Geriatric syndromes</li> </ul> </li> <li>• <b>Communication techniques: See NIH's "Talking with your Older Patient"</b></li> <li>• <a href="http://www.nia.nih.gov/.../default/files/talking_with_your_older_patient.pdf">www.nia.nih.gov/.../default/files/talking_with_your_older_patient.pdf</a></li> <li>• <b>*Daily Visitor Program</b></li> <li>• <b>Mobility- Room Safety Survey</b></li> <li>• <b>Hospital Tour</b></li> <li>• <b>HELP Office Location-M6435 "GERI Team"</b></li> </ul>
Week 1	SIM Lab	<b>Competency Check-offs</b> <ul style="list-style-type: none"> <li>• <b>Hand washing</b></li> <li>• <b>Volunteer Assignment Form</b></li> <li>• <b>Daily Visitor Program</b></li> <li>• <b>Communication techniques</b></li> <li>• <b>Short Portable Mental Status Questionnaire</b></li> <li>• <b>Mobility- Safety Survey</b></li> <li>• <b>Patient interests</b></li> </ul>
Week 2	Classroom	<b>*Early Mobilization Program</b> <ul style="list-style-type: none"> <li>• <b>Room Safety Survey Expanded</b> <ul style="list-style-type: none"> <li>○ Learning Activity- "What's wrong with the room?"</li> </ul> </li> <li>• <b>Principles of Body Mechanics</b></li> <li>• <b>ROM activities</b></li> <li>• <b>Transfer basics</b></li> <li>• <b>Walking with a Patient</b></li> </ul>

		<ul style="list-style-type: none"> <li>○ Walker / Cane usage</li> </ul>
Week 2	SIM Lab	<b>Competency Check-offs</b> <ul style="list-style-type: none"> <li>● Hand washing</li> <li>● Expanded Room Safety Survey</li> <li>● Patient –centered conversation</li> <li>● Mobility techniques</li> <li>● Positioning for Meals</li> <li>● Reminiscence</li> </ul>
Week 3	Classroom	<b>*Feeding Assistance Program</b> <ul style="list-style-type: none"> <li>● Diet Level Concepts</li> <li>● Feed assist</li> <li>● How to identify potential / actual swallowing problems</li> </ul>
Week 3	Sim Lab	<b>Competency Check-offs</b> <ul style="list-style-type: none"> <li>● Hand washing</li> <li>● Assisting patient with a meal</li> <li>● Maintaining patient dignity</li> <li>● Practicing and building upon previous skills</li> </ul>
Week 4	Classroom	<b>*Therapeutic Activities Program</b> <ul style="list-style-type: none"> <li>● Patient and volunteer interactions</li> <li>● Advanced communication techniques <ul style="list-style-type: none"> <li>○ Learning Activity: Interacting with a Resistant patient</li> <li>○ Reminiscence</li> <li>○ Active Listening</li> </ul> </li> <li>● Therapeutic Activities</li> <li>● Sleep enhancements</li> </ul>
Week 4	Sim Lab	<b>Competency Check-off</b> <ul style="list-style-type: none"> <li>● Hand washing</li> <li>● One-to-One Visit Skills</li> <li>● Therapeutic Activities</li> <li>● Sleep Enhancements</li> <li>● Practicing and building upon previous skills</li> </ul>
Week 5-6	Unit	<ul style="list-style-type: none"> <li>● Unit Orientation</li> <li>● Supervised Training Hours- 16 hrs</li> </ul>
<b>*Core HELP Programs</b>		