



# ONLINE VOLUNTEER TRAINING PROGRAM

## Volunteer Handout & Journaling Exercises

### Module 1: Hospice History, Philosophy, Services & Goals

Duration including videos: 1 hour 18 minutes

Additional information and resources are provided throughout this handout.

Slide 1-3     **Disclaimer, Gary Gardia Bio**

**Notes/Questions:**

Slide 4     **My Experience in Hospice & Homecare**

Slide 5     **What is Hospice?**

Slide 6     ***“One of the things I keep learning is that the secret of being happy is doing things for other people”*** Quote from Dick Gregory, Civil rights activist, writer, and comedian

Slide 7     **Video Resource: Sally Aldrich, On the Spirit of Hospice**

Slide 8     **Your Volunteer Experience Begins**

Slide 9

**Interactive Exercise:** What brought you to this work? (Check all that apply)

- I think I have something to offer.
- I feel the need to contribute to people in my community.
- I had a personal hospice experience and want to repay.
- There are things I would like to learn.
- There are things I think are important for patients to achieve before they die and I think I can help them with that.
- Other.

**Notes/Questions:**

Slide 10

**Interactive Exercise**

Slide 11-12

**A brief history of the hospice movement**

We have provided a brief overview of the origin of the hospice movement led by Dame Cicely Saunders. Here is a link to the entire article *Hospice: A Historical Perspective from the National Hospice and Palliative Care Organization (NHPCO) website:*

<https://www.nhpc.org/hospice-care-overview/history-of-hospice/>

Slide 13-14

**Elizabeth Kubler-Ross**

For more information, go to:

<http://www.deathreference.com/Ke-Ma/K-bler-Ross-Elisabeth.html>

**Interactive Exercise:** What are your thoughts about this exercise and the five-stage model developed by Elizabeth Kubler-Ross?

For more information about the five-step model go to:

The Truth About Grief: The Myth of Its Five Stages

<https://psycnet.apa.org/record/2010-25925-000>

Slide 15 **Journaling Exercise**

Thoughts:

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Slide 16-17 **Hospice in the United States**

For more facts and figures on hospice care go to:

<https://www.aginginplace.org/hospice-care/>

**Medicare Benefit**

The Medicare benefit is a driving force in the way hospice looks today.

Medicare guidelines for hospice programs are called Conditions of Participation. The section on volunteers starts at 418.78.

[https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/som107ap\\_m\\_hospice.pdf](https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/som107ap_m_hospice.pdf)

What did you discover? What are your thoughts about the relationship between Medicare and hospice care?

**Notes/Questions:**

Slide 18-19 **Length of Stay**

As mentioned on this slide, the median stay in 2014 (most recent data) on hospice programs was 17.4 days, nowhere close to 6 months. Thoughts? Ideas?

Slide 20 **Interactive Exercise:** What Do You Think?

**Notes/Questions:**

Slide 21-22 **Hospice Philosophy & Guiding Principles**

How might you feel if you were assigned to a person who was clearly in pain but doing so by choice?

Article related to the notion that people have the right to determine their own end-life experience. US Legal: *Right to Autonomy and Self Determination*  
<https://healthcare.uslegal.com/patient-rights/right-to-autonomy-and-self-determination/>

Slide 23-26 **Holistic and Team Approach in Healthcare**

<https://oss.signavitae.com/imr-signavitae/article/1262666333232742400/pdf/SIGNA-VITAE-2016-11SUPPL-2-66-69.pdf>

What are your ideas, concerns and/or questions about working as a member of a team?

Slide 27 **Interdisciplinary care is composed of a “team of specialists.”**

What specialist are you?

Slide 28 **Video Resource: “Summing up the Hospice Philosophy”**

*Understanding Hospice: The Film*

<https://www.youtube.com/watch?v=PVPQUMKFtIU>

Slide 29-32 **The Plan of Care as Our Guide & Assessment**

Slide 33 **Interactive Exercise**

Slide 34-35 **An Exploration Into Hospice Care & the Many Services Provided**  
When you think about where hospice happens, begin thinking about where you might like to volunteer.

Notes/Questions:

Slide 36 **Journaling Exercise**  
Thoughts:

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Slide 37-39 **What Does Hospice Provide?**

Notes/Questions:

Slide 40 **When is the Right Time to Call Hospice?**

Slide 41 **Interactive Exercise**

It is important to know that if a person feels someone they know might benefit from hospice care, they can make the initial contact with hospice. Hospice will take the next step with permission from the person who is ill.

Slide 42 **Who Pays for Hospice Care?**

Slide 43-48 **A glimpse into the critical nature of YOU: the role of the volunteer**  
For more information about hospice care in general see the National Hospice and Palliative Care Organization's (NHPCO) list of frequently asked questions:

<https://www.nhpc.org/hospice-care-overview/hospice-faqs/>

Slide 49 **Video Resource: Video from the Hospice Foundation of America**  
<https://vimeo.com/user14021568/review/92041385/c7d2c4a721>

**Notes/Questions:**

Slide 50-62 **What the next five modules cover**  
**Quiz – Ten questions related to Module 1 material**  
**Concluding Slide**

**References, Additional Reading & Resources:**

Emily Abe. (2013). *The Inevitable Hour: A History of Caring for Dying Patients in America*. John Hopkins University Press

Stephen Connor. (2009). *Hospice and Palliative Care: The Essential Guide* (2<sup>nd</sup> Edition)

Perry Fine and Matther Kesternbaum. (2012). *The Hospice Companion: Best Practices for Interdisciplinary Assessment and Care of Common Problems During the Last Phase of Life* (2<sup>nd</sup> Edition). Oxford University Press

Milton James Lewis. (2007). *Medicine and Care of the Dying: A Modern History*. Oxford University Press

Elizabeth Kubler-Ross, M.D. (2003). *On Death & Dying – What the Dying Have to Teach Doctors, Nurses, Clergy & Their Own Families*. Scribner Press (Later Printing Edition)

**Internet Resources:**

Medline Plus: Hospice Care – <https://medlineplus.gov/hospicecare.html>

The National Hospice and Palliative Care Organization: [www.nhpco.org](http://www.nhpco.org)

NHPCO Resources: <http://www.nhpco.org/resources>

Time Magazine Online: *New Ways to Think About Grief* by Ruth Davis Konigsberg, Saturday, Jan.29, 2011  
<http://content.time.com/time/magazine/article/0,9171,2042372,00.html>

Notes/Questions: