

The Volunteer RN Program: Shining Stars for Patient Safety and Customer Service

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Purpose:

Describe the development of the
Volunteer Nurse program
and how it creatively addresses
supporting professional nursing
service at the bedside

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OhioHealth
Riverside Methodist Hospital

Who *WE* ARE



OhioHealth Riverside Methodist Hospital Who *WE* ARE

- Founded in 1892 in Columbus, Ohio
- OhioHealth's Flagship Hospital
- Magnet designation since 2006
- Neurology tower opened in 2015
- Awards:
 - Top 100 Truven Health Analytics award winner
 - FORTUNE 100 Best Companies to Work For 2007-2015

Organizational Assessment

- Find ways to meet challenges of patient care with limited resources and meet demands for quality and safety measures
- Keep patients safe and enhance services while meeting reimbursement measures
- Take into account
 - organizational needs and community needs
 - volunteer structure- do we need a new program?


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Nursing's History of Professional Development and Volunteerism



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Volunteering is part of Being a Nurse

"Lifelong commitment to learning and sharing your time and talents with others."

"Sharing yourself with others by caring for them."

"Sharing joy and sadness with humankind."

"A shining star of compassion and caring that is apparent in everything they do."



What is a Volunteer Nurse Program?




VOLUNTEER NURSE (RN) Program Origin

- Original program developed in 2002 by Sally Rundquist, RN from St. Lewis, MO
- Looked for a volunteer program for herself after 40 years of nursing



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Steps in Starting a New Volunteer Program

1. Thorough research
2. Collaboration with key resources
3. Much planning
4. Buy-in from stakeholders
5. Secure funding
6. Initial and on-going recruitment
7. Marketing and publicity
8. Screening
9. Assessing competencies, placement and training
10. Evaluating overall satisfaction of patients, staff and volunteers



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Other Considerations

- What is the program cost?
 - Uniforms
 - Recruitment costs
 - Training resources
 - Continuing education
 - Source of funding



Barriers To Starting a New Volunteer Program

- Find RNs willing to participate in program
- Have adequate resources
- Support from leadership
- Size and complexity of the organization
- Nursing management/bedside nurses open to accept volunteer nurses and collaborating in patient care

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Volunteer Nurses




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Sharing a Vision - Who will Volunteer?

- Passion- experienced, seasoned nurse who has a passion for patient care
- Champion- someone who will support the patients' needs as well as the hospital's vision
- Commitment- those unique nurses who commit to providing compassionate care every time


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Today's Nurses...

- Visible to the public as compassionate care providers
- **Rated highest on honesty and ethical standards by Gallop polls**
- Have volunteerism as part of our nursing profession and is encouraged in the education of today's professional nurse
- As retired nurses, continue to want to give back and share their nursing expertise

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Volunteer Nurse Program Development


2008 Riverside OhioHealth by Manager Volunteer Services

- Annual conference: Association for Healthcare Volunteer Resource Professionals (AHVRP)



Introduced to Nursing Leadership

- do we have the need?
- do we have the resources?
- where do we start?


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Starting a Volunteer Nurse Program

www.nursingworld.org
www.stateboardofnursing.ohio.gov



Applicable Law and Professional Standards - American Nurses Association


A. Statement: The American Nurses Association *Code of Ethics for Nurses*

In accordance with the Code for Nurses, the intent of this statement is to provide guidelines for the registered nurse acting in a volunteer capacity. Nurses have an extensive history of volunteerism at every level, from local to international efforts, in the pursuit of social justice and equality through the provision of quality health care to all persons.

Despite the altruistic nature with which volunteerism may be viewed by nurses and the recipients of nursing care, that care must be provided within the bounds of local, state, and federal law, and in alignment with the Nurse Practice Act of the state in which the nursing care is provided, as well as the standards of nursing practice developed by professional associations.

The provision of nursing care on a volunteer basis does not relieve the nurse from liability for malpractice or from meeting the requirements of licensure.

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Applicable Law and Professional Standards - Federal Volunteer Protection Act of 1997

1. The volunteer was acting within the scope of his duties
2. The volunteer was properly licensed, certified, or authorized if such is required for the activities performed
3. The harm was not a result of willful or criminal misconduct
4. The harm was not caused by the volunteer operating a vehicle for which the state requires operator licensure and/or insurance

This law... does not relieve the volunteer agency from legal action being taken against the agency itself

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Ohio Nurses Association Statement on Volunteerism

- o Nursing Practice Statement NP 81 (ONA) - States that the nurse in all professional relationships, practices with compassion and respect for the inherent dignity, worth, and uniqueness of every individual, unrestricted by considerations of social or economic status, personal attributes, or the nature of health problems.
- o The nurse's primary commitment is to the patient, whether an individual, family, group, or community.
- o The nurse promotes, advocates for, and strives to protect the health, safety, and rights of the patient.

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Ohio Nurses Association Practice Statement

When offering volunteer services as a registered nurse, the nurse should adopt the following requirements and guidelines:

1. Possess a current, unencumbered, license as a registered nurse in the state in which the services will be offered (required by Ohio Board of Nursing)
2. Perform only those duties for which the nurse possesses the necessary skills and competencies, including appropriate intervention and referral for persons at immediate risk for illness or injury
3. Perform duties according to nationally recognized standards and in accordance with the requirements of the Nurse Practice Act
4. Accept only those monetary benefits which are in accordance with federal and state law; i.e., meals, travel, or training costs within approved amounts

Ohio Nurses Association Practice Statement

- Professional Standards, including those standards required by state licensing laws and those developed by professional associations, must be followed in all health care situations, regardless of their volunteer nature.
- Volunteering does not release a nurse from following the mandates of the profession. In addition, findings of negligence are based on the prevailing standard of care. Failure to meet that standard can result in a finding of malpractice.

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Essentials of Volunteer RN program

- Position description similar to the Patient Support Assistants (does not include LPN)
- Unique uniform
- Communication
 - Brochure and handbook for program details
 - Pocket cards to dispense on unit
- Regulatory implications and rules
- Identify Nursing leadership to manage program

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Volunteer RN Leadership

- Rita Smith, RN, Director of Nursing
- Michelle Rubertino, MSN, RN, ACNS, Clinical Coordinator
- Gerry O'Shaughnessy, Volunteer Manager





Purpose of a Volunteer Nurse

- Assist the primary care givers with basic patient care functions
- Program offers the opportunity to function at a professional level, to give of her or his time and talents and to continue to utilize her/his nursing skills
- Learn about modern healthcare systems



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Getting Buy-In

1. Informal campaigning
2. Involve stakeholders
3. Administrative support for expenditures
4. Develop plan



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Reporting Structure

- Volunteer department manager oversees the program
- Nursing Director monitors compliance with nursing aspects of the program
- Advanced Practice Nurse serves as the clinical coordinator who oversees clinical aspects
- Nurse Manager or charge nurse on unit oversees care on unit and completes evaluation forms
- Unit educator coordinates orientation, helps with assignments and assists with completion of skills competencies

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Volunteer RN Position

- Included in Volunteer position description
- Lists duties can / cannot do
 - duties that do not require annual competencies or re-education
 - department may have unique skills that the unit educator provides
- RN may need refresher course if not up to date
- Covered by hospital liability insurance
- Volunteer badge signifies Volunteer Nurse
- Limited computer access to patient chart

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Recruiting and Marketing

- Retired alumni nurses
- Reference from co-workers
- Brochure
- Local newspaper, news station
- Volunteer office walk-ins
- Word of mouth- most effective tool
- Nursing school alumni departments

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Screening and Placement

- Interview requirement
 - Manager Volunteer Services
 - APN Clinical Coordinator
 - Recent experience, service time
- Employee Health assessment
- Human Resources (licensure verification)
- Placement discussed with nursing manager and volunteer

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Orientation and Skills

- Orientation scheduled through hospital system tailored to specific needs
- Clinical Coordinator organizes/schedules hospital orientation and unit orientation/ resource during unit orientation, PRN
- Assigned to preceptor/mentor on unit
- Skills limited
 - identified by Nurse managers
 - approved by legal department

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First Volunteer



Barbara Wears, MSN, RN

- First Volunteer RN started December of 2009
- OhioHealth employee +35 years

After initial work

- modified the unit orientation for the individual Volunteer RN needs

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Qualifications of a Volunteer Nurse (RN)

- Registered Nurse with active RN license from state of Ohio
- Not presently employed by our healthcare system
- Current CPR/BLS certification
- At least 2 years of experience at the bedside (current experience preferred)
- Demonstrates compassionate and caring attitude
- 2 day hospital orientation which includes:
 - CSO, ACE and Epic computer documentation training
- 2 hour Volunteer Orientation (unless presently a current volunteer)
- Complete initial skills competency check-offs (vital signs, fall prevention, restraints)

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Qualifications of a Volunteer Nurse (RN)

- Excellent customer service and communication skills
- Able to meet the physical demands of the position (standing, walking, lifting)
- Wear Volunteer RN uniform and badge
- Obtain 24 contact hours every 2 years for license renewal (stay active)
- Time commitment: 100 hours per year at their discretion (2 hours a week)
- Attend individualized orientation to their unit

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Why our nurses join the Volunteer Nurse Program?

- Love of patient care
- Maintain licensure
- Make a difference in patient's lives
- Gift of their time and talents
- Continue to feel 'valued' as a nurse
- Remain connected to the nursing profession and to perform clinical skills

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Volunteer Clinical Skills

- Obtain vital signs (TPR, BP, Pulse oximetry)
- Perform ADL's (bathing, grooming, ambulation)
- Reinforce education, unit routines
- Make occupied and unoccupied beds
- Transfer to chair or wheelchair
- Collect urine or stool specimens
- Run errands for patients and staff
- Customary volunteer tasks



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Volunteer Clinical Skills

Give patients undivided attention for skills that take a lengthened time...

- Help with safety rounds and fall prevention techniques
- Sit with and/or distract confused patients
- Comfort the dying
- Accompany an anxious patient to a test
- Assist with meals
- Transport patients to other departments or to personal car for discharge


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Volunteer Clinical Skills Do NOT Do

- Replace the nurse on the unit
- Communicate with physician as the nurse or take physician orders
- Sterile procedures
- Administer medications
- Administer blood products
- Perform dressing changes
- Initiate or discontinue restraints




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Volunteer Clinical Skills Do NOT Do

- Transport patients on telemetry
- Insert, adjust or remove
 - drainage tubes, IV, foley, feeding tubes
- Initiate or discontinue oxygen
- Perform waved testing
- Bladder scanning
- Perform a 12-lead EKG
- Perform a nursing report




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Program Evolution and Evaluation

- First years (2009-2011) attracted retired RNs only
- 2011-2015 drawing nurses from other age groups
 - new mothers who are unable to work fulltime due to family responsibilities
 - those whose spouses have recently been transferred from out of state
 - nurses who work in other types of facilities
 - nurses who volunteer as a way to assess whether they want to return to hospital work
- Evaluation
 - volunteer RN's meet quarterly to discuss patient care and the program's success
 - evaluation form completed first 3 months then quarterly

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Benefits of being a Volunteer RN

- Flexibility to practice their skills, choose the unit they wish to volunteer on
- Being able to do the 'basics' without keeping up with the 'technical' aspects
- Free 24 contact hours through hospital Learning University for their license renewal
- Attend Nursing Rounds educational sessions
- Access to hospital library services
- Comradery between nurses and volunteers
- Keeping active and feeling useful

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VIDEO

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Impact Safety, Patient & Staff Satisfaction

- Provide a friendly ear to the lonely, frightened or worried patient or family member
- Encourage that new graduate nurse who is overwhelmed and unsure
- Intrinsic value of having the ability to identify and report changes in patient conditions that may go overlooked by someone having less experience
- Have a successful partnership and shared goal with nursing staff to provide the best and safest care by immediate referral to appropriate person for a safety intervention or service recovery

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Having an experienced nurse at the bedside - PRICELESS!



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Quotes:
As a volunteer nurse....

"You are the extra set of eyes or hands to help prevent a patient fall."

"You are a 'seasoned' nurse who can share experiences and can mentor those new grads."

"You can interact with patients without the worry of what else needs to be done."

"You can provide individualized 'hands on' care" to patients, that when you were working, you never had time to do."

"You will be able to do what you went into nursing for in the first place."

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Quotes:
from patients and staff....

"They take the time to get to know you, and sit down with you and listen to you."

"We welcome them because volunteers have a knowledge of the hospital routines and patient care standards."

"They are an extra pair of ears and the more information we have, the better we can help our patients."

"They are highly skilled resources for our patients that are more complicated now when time for hands-on-care is so limited."

"They are someone you can look up to, who has been there and has done it before, and you can ask a question without being afraid of the response."

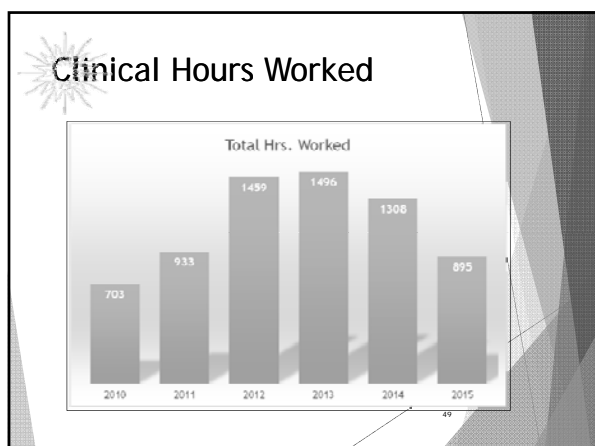
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Retention of Nurses in Program

5 RNs have been in program for more than 4 years

Year	#RNs
2010	5
2011	11
2012	12
2013	15
2014	11
2015	10

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Costs and Savings

- Lab coat: \$35.00
- Free meal and parking \$10.00
- Training, Continuing education- included in monthly NEO = 20 hrs each (\$1,000)
- 25 Volunteer RNs (2009-2015)
 - YTD 6,794 nursing hours x average \$22.55/hr = **\$153,205** potential savings from Volunteer Nurses providing nursing care

Successful Placements

1. Emergency department	7. Neurology
2. Women's services	8. Surgical units
3. Heart services	9. Infusion Center
4. PACU	10. ALS clinic
5. Medical units	11. Behavioral Health
6. NICU	12. Oncology



Why become a Volunteer RN? Reason #3

Wear fashionable
shoes and a
sexy uniform



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Why become a Volunteer RN? Reason #2

Lend a hand to
your fellow
nurses



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Why become a Volunteer RN? Reason #1

Make a positive impact on
patient care!



Questions?

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