

Baptist Health South Florida
6855 Red Road, Coral Gables, FL 33143

Contact Person:
Rose Allen, DNP, MSM/HM, RN, CHPN

Project Team Members:
Rose Allen, DNP, MSM/HM, RN, CHPN
Chloe Edinger, BS, MS3
Renato Santos, MDiv., BCC, LMHC
Arlenna Williams, MSW, MBA
Sarita Khanal, ARNP, RN
Carol Slinger-Howell, MSN, RN, CNML

Palliative Care Delivery

Collaboration between Florida International University (FIU) Herbert Wertheim College of Medicine and Baptist Health South Florida (BHSF) resulted in the development of an interprofessional compassionate volunteer service for patients at the end of life. The *Stand By You (SBY)* Volunteer Service was developed in 2012 and is based on the *No One Dies Alone (NODA)* program started by Sandra Clarke, CCRN in 2001, with the goal to provide companionship and support for dying individuals, so they don't die alone.

In 2012 the *SBY* Volunteer unique service was provided by first and second year medical students. By 2014 the program expanded to include hospital volunteers: nurses, social workers, board members, and other community volunteers. To date, 99 volunteers have been trained: 53 medical students, 22 hospital employees, and 24 community volunteers. A total of 17 patients have received SBY Services.

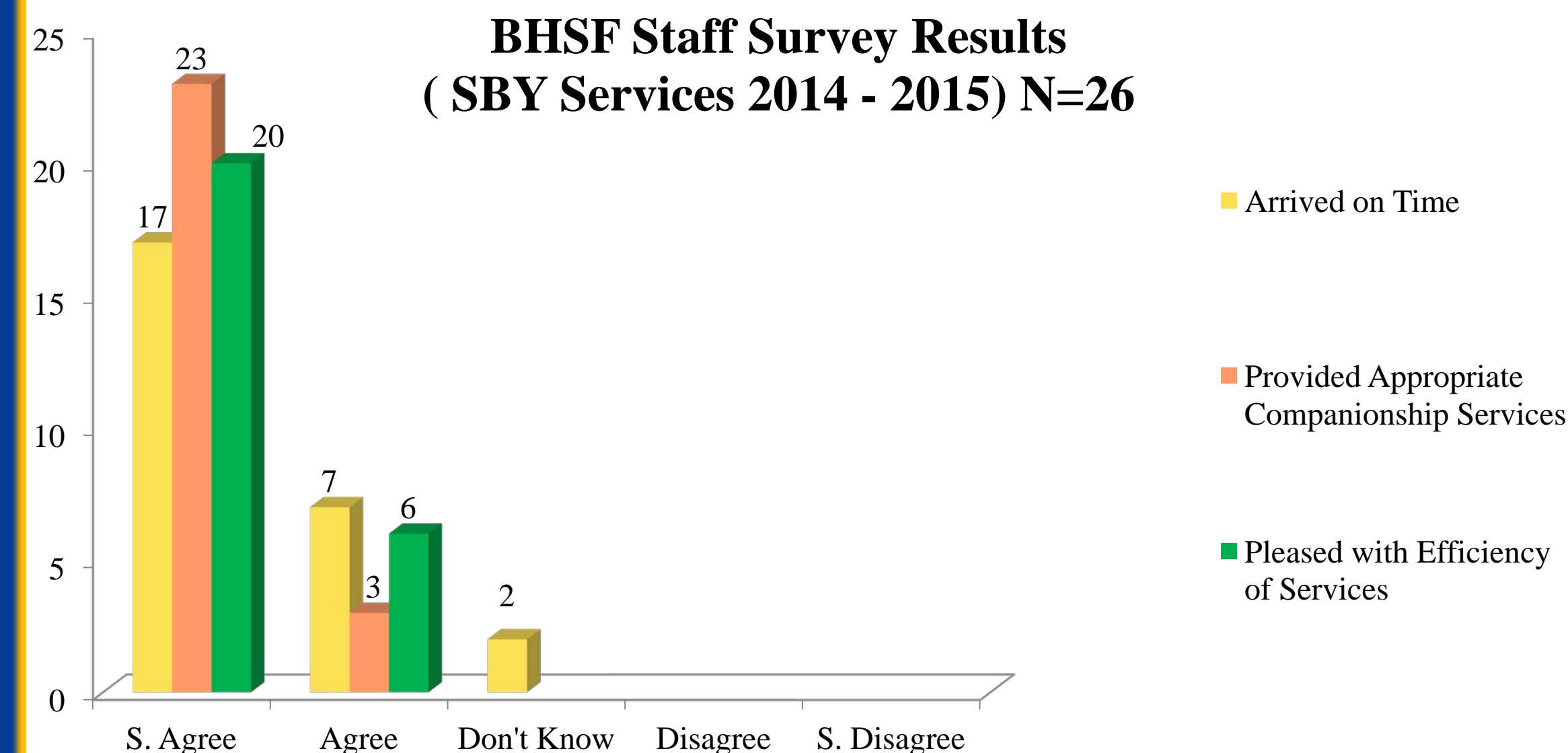
Plan

- 2012 FIU Medical Student Capstone Project (1 hospital WKBH)
- Administrative support & policy development
- Patient/Family Brochure – Informed Consent
- **Referral Criteria:**
 - Patient CMO/Hospice
 - Imminently dying (within a few days)
 - Patient alone without family/friend
- **Volunteer responsibilities:**
 - No patient care- companionship only
 - Read, listen to patient, play songs etc.
 - Report signs/symptoms of pain/distress to nurse.
- Goal of providing 24/7 services

Do

- Staff education of SBY policy and referral process
- SBY Volunteer -3-hour blended learning training
 - Spiritual diversity
 - Boundary etiquette
 - Importance of presence
 - Physiological stages of dying

Check



Hospital	# patients
WKBH (2012)	2
BHM (2014-2015)	13
DH (2015)	2
TOTAL	17



Act

- 2013- only 2 patients served at 1 hospital, WKBH
- 2014 – services expanded to BHM, DH
- **Referral criteria expanded:**
 - Patients CMO/Hospice
 - Imminently dying
 - Patient alone without family/friend
 - Patient's family leaving for >3 hours
- Included hospital staff volunteers to achieve 24/7 coverage

Lessons Learned/Next Step

- Medical students limited availability during school vacation
- Increase # trained volunteers to provide round the clock coverage for program sustainability
- Developed recruitment brochure
- Annually recruit new medical students
- Expand SBY services to other BHSF hospitals