Jack and Engrid Meng Hospice Residence Special Events

Thank you to volunteers Bev Robillard, Kathy and Rich Aicher and Linda Moudry who recently helped host a pet fair and make-and-take wind chime event for the patients and families of Unity’s Jack and Engrid Meng Hospice Residence. A very special thank you to volunteer Shelley Ressel who planned the event and secured the metal wind chime parts donated by Robinson Metal, Inc.

More family events are planned in the coming months. If you would like to get involved with volunteering at the Jack and Engrid Meng Hospice Residence, please contact Kelly for details.
National Volunteer Week
Gift Pick-Up
If you weren’t able to pick up your gift during Volunteer Week, stop in the Volunteer Department at the De Pere office during business hours. Please contact Kelly or Theresa if you need help arranging pick-up from one of the outlying offices in Marinette, Shawano or Sturgeon Bay.

Volunteer Service Awards and Hours Recognition Luncheons
Recognition lunches will be held in May and June for those with 10+ years of service or 150+ volunteer hours in 2016. Watch your mailboxes for invitations.

Unity Resale Shoppe, LLC, Donation Drop-Off
Please contact shoppe manager Alicia Schram at 920-339-5501 to set up a time to drop off your donations. For a list of accepted items, please visit the Unity website (www.unityhospice.org), then click on Resale Shoppe and Accepted Items.

New Volunteer Program Opportunity
In Unity’s continued endeavor to honor those who have served our country, we would like to present each veteran on our hospice program with a red, white and blue knit or crochet lap blanket; Unity will supply the yarn. Volunteers will be credited 25 hours per blanket. In the past, various groups have made donations of these blankets and they were cherished by those who received them. If you have the skill and would like to share your talent with a deserving veteran, please contact Kelly for details.

Happy Mother's Day!

Quality Assurance and Performance Improvement (QAPI) Program
By: Tracey Mayo, RN; Quality Manager

A QAPI program must be ongoing and comprehensive, dealing with the full range of services offered, including the full range of departments. When fully implemented, the QAPI program should address all systems of care practice. It aims for safety and high quality with all clinical interventions utilizing the best available evidence to define and measure goals.

We measure our quality by conducting various audits, tracking and trending of safety events as well as satisfaction surveys. Some of the specific items Unity tracks for Quality Improvement are the following:

Consumer Assessment of Healthcare Providers and Systems (CAHPS) - This is a caregiver satisfaction survey which is sent to the primary caregiver after the death of their loved one.

Caregiver Rounding Calls - Designated leaders at Unity call primary caregivers of patients 7-14 days post admission to ask about the care they’re receiving and allows us to provide the care team feedback and address any concerns early in the course of care.

Response Time – This measures the time it takes staff to arrive for a visit when a patient or caregiver calls Unity requesting a visit for symptom management.

Consistency – We measure the percentage of visits made by the primary team as well as the number of different staff of the same discipline who see a patient per month.

Falls - We track and trend patient falls and implement or change safety measures based on the data.

Complaints – These are tracked and assist us in identifying areas or processes for improvement opportunities.

Documentation - Documentation is audited to ensure required elements are addressed.

Family Evaluation of Bereavement Services (FEBS) - This is a satisfaction survey sent to primary caregivers after they have been discharged from the bereavement program.

These are just some examples of Quality measures we use to measure our performance as we strive to provide patients and families the best possible care.
Come Golf With Us!
Join us in our 2nd Annual Unity Golf Classic July 20th at Thornberry Creek at Oneida! The four-person scramble begins with a shotgun start at 10:00 am and includes 18 holes of golf on the official course of the Green Bay Packers, lunch, beverages, dinner, raffle and silent auction.

You can sponsor, golf with us or donate a larger item for the raffle or auction. This outing offers a great way for you to enjoy a wonderful day on the course combined with an evening of camaraderie with others who share your passion in supporting Unity. You can even just join for dinner and the auction if you’d like!

For more information, contact Unity’s Director of Development, Diana Butz (920.339.5571 or dbutz@unityhospice.org) or visit Unity’s website at www.unityhospice.org.

Volunteer Awards Nominees
In line with National Volunteer Week, the Volunteer Center of Brown County (sponsored by Wisconsin Public Service) and the Volunteer Center of Door County promote and honor local volunteers for their charitable service. Each year Unity nominates volunteers for each of these awards.

Though our 2017 nominees didn’t win the “big” awards, we appreciate their willingness to be nominated. Thanks to all Unity volunteers for your service and dedication.

Privacy And Confidentiality Are Vital
By: Anne LeMere, Compliance and Privacy Officer
A key component of Unity’s commitment to our patients and families is our unwavering dedication to protecting their privacy. This is a non-negotiable. In the course of our work we are entrusted with personal information of people in our communities or people we may know. HIPPA incidents and reports of privacy concerns are thoroughly investigated.

As part of our commitment to privacy and confidentiality Unity conducts random audits on who has accessed patient information. There are consequences for accessing patient information that is outside the scope of your assigned job duties or sharing information inappropriately.

Key Takeaways:
• Only access patient information as needed to complete assigned job duties and responsibilities
• Curiosity or concern is not a valid reason to access patient information
• Email:
  ♦ Unity does NOT send emails containing protected health information, including patient names, outside of a Unity email address unless special written authorization is obtained from the patient/legal representative
  ♦ Email to a non-Unity address (name@unityhospice.org) is NOT secure/HIPAA compliant
  ♦ Unity does NOT use text messaging

Thank you for all you do to protect the privacy of our patients and families.

Volunteer Awards Nominees
2017 WPS Volunteer Awards Nominees were Unity’s Generations Volunteers; present to accept a certificate of appreciation were (L-R) Annie Rifleman, Dani Mortenson and Pam Lepel.

2017 Door County Golden Heart Awards nominee Mary Beth Williams

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2017 Direct and Indirect Patient Care Competency Answer Key

1. Hospice provides support and care in all phases of an incurable disease so that people may live as comfortably and fully as possible.  **True.**
2. A person needs a prognosis of two months or less to be admitted to a hospice program.  **False; a person needs a prognosis of six months or less.**
3. A patient can be referred to hospice by a primary physician, family members, friends or volunteers.  **True. Anyone can refer a patient to hospice; however, two physicians must agree the patient qualifies before they are signed onto the hospice program.**
4. Hospice care offers patients comfort, dignity, autonomy, quality of life and empowerment.  **True.**
5. In hospice, care focuses only on the patient.  **False. Hospice care focuses on the patient and whomever he/she determines to be family.**
6. Palliative care can include curative treatment.  **True.**
7. Treatment Plus is the name of Unity’s palliative care program.  **True.**
8. Treatment Plus patients can receive care anywhere except nursing homes.  **True.**
9. As a volunteer, you report directly to the Unity Volunteer Coordinators for assistance and instructions regarding performance of duties and responsibilities.  **True.**
10. If you need assistance or guidance outside of Unity’s normal business hours (Monday-Friday, 7 am-5 pm), you must call a special after-hours phone number.  **False. There is no after-hours phone number. Call Unity’s main phone number and you will get an answering service who will relay your message to staff. If you don’t receive a phone call within 15 minutes, call back again.**
11. Volunteers are not allowed to administer over-the-counter or prescription medications to patients.  **True.**
12. The HIPAA Privacy Rule protects a patient’s right to privacy and confidentiality only up to the time of their death.  **False. Patient information is protected for 50 years following the patient’s death.**
13. If you suspect or witness any abuse or neglect of a patient, you must contact Unity immediately.  **True. Please call and discuss this with a Volunteer Coordinator.**
14. The most effective measure in controlling the spread of germs and infection is proper hand hygiene.  **True.**
15. Unity’s bereavement services are only available to a patient’s immediate family after the patient dies.  **False. Bereavement services are open to anyone in the community who needs assistance. Services are provided free of charge. As a volunteer, if you are having difficulty processing the loss of a patient you visited, we encourage you to contact our grief counselors for assistance.**

Please join us in welcoming our newest volunteers

**Bobbi Francis**  
**Jil Hanrahan**  
**Cheryl Heath**  
**Rosemary Nell**  
**Heidi Stenson**  
**Ruth Stoeckigt**  
**Kelly Green**

**Colleen Neuman**  
**Mary Rajala**  
**John Shier**  
**Paul Vincent**  
**John Wilson**  
**Kathi Wright**  
**Annette Francour**

For volunteer questions or concerns, please contact the Volunteer Department via the direct numbers and email addresses listed.

**Volunteer Coordinators**  
Kelly Lautenslager  
920-339-6768  
klautenslager@unityhospice.org

Theresa Van Den Plas  
920-339-6770  
tvandenplas@unityhospice.org

**Director of Psychosocial Services**  
Lisa McMahon  
920-338-1111  
lmcmahon@unityhospice.org

**Senior Director of Quality and Operations**  
Christina Schlueter  
920-338-1111  
cschlueter@unityhospice.org