

Patient: Names Removed for Confidentiality

SW called PT's daughter. SW conducted an evaluation for PT's implemented volunteer. PT's daughter reported that volunteer visits weekly for around one hour in length. PT mentioned to SW that PT is in a facility, so times and length of time of visits are not known fully. PT's daughter reported that volunteer has exceeded expectations, explaining how volunteer is the first person to successfully engage PT in ten years, and engages with family well also. PT reported that the volunteer adds to their experience at Hearth Hospice. SW asked PT's daughter "On a scale of 1-5, how likely would you recommend adding a volunteer to your care team?" PT's daughter responded that from their experience, a 5 would be given. PT reported that the main role of the volunteer during visits is to engage in friendly conversation, as a friend. PT's daughter reported the strengths of having a volunteer is that they have been the ability to communicate with a PT with Alzheimers and hard of hearing, and has been able to encourage PT to do activities they normally would not partake in. PT's daughter reported no weaknesses. PT's daughter reported that the communication after the volunteer introduction was comfortable, as they were not aware of the transition. PT's daughter described volunteer as "like an angel visiting mom".

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SW contacted PT's wife via phone call. SW announced themselves, and explained the call as being an evaluation of the volunteer on the care team. PT's wife reported that the volunteer had visited twice, and that they were not thrilled with their experience. PT's wife reported to SW that the volunteer was not a good fit for the PT. PT reported that the volunteer does not connect well with PT. PT reported having the volunteer come when needing to attend church or errands. PT's wife reported that recently they asked PT if they would want volunteer to come while they ran an errand tomorrow, and PT was reported to have said no. PT's wife reported that the need for a volunteer is for someone to be present when running errands and to engage with PT, but PT was reported by wife to not be comfortable. PT's wife stated "I do not know what else to say" in regards to the volunteer. SW assured PT's wife that this information will be shared with the volunteer coordinator and not with the volunteer.

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SW contacted PT's wife via phone call. SW announced themselves, and explained the call as being an evaluation of the volunteer on the care team. PT's wife reported that the volunteer visits once a week, and came on Saturday to help unload a truck for PT's wife. PT's wife reported that volunteer exceeds expectations. PT reported that at first, they believed it would feel like a stranger in the home, but it was reported that it does not feel as such. PT's wife reported that volunteer comes even without necessity, sometimes will bring their girlfriend, and described the volunteer being like family. SW asked PT's wife "on a scale of 1-5, how likely would you recommend adding a volunteer to your care team?". PT's wife responded to the question with a 5, saying that if they were like the volunteer they have. PT's wife reported that the main role of the volunteer is to help where they can, mentioning how they had assisted them in gathering something from the attack. The main goal that the PT's wife mentioned is that the volunteer engages husband in conversation and brings him out of their shell. PT's wife reported there are no weaknesses to having a volunteer, and wish that they could come everyday. PT's wife reported that the communication after the volunteer introduction clicked almost immediately, and was not uncomfortable. PT's wife thanks Hearth for sending volunteer, and asks to keep him on their care team.