



Volunteer Concierge Admission Program

Supporting Nursing and Patient Experience

Karen Schaefer, Director Volunteer Services
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Patient Story



What is CAP?

Purpose: To set up newly admitted patients for success with their inpatient stay and support the inpatient nursing team.

Who: Virtual Advocate Health volunteers who volunteer remotely from anywhere to support the inpatient units participating in the program.

What does CAP offer?

The goal is to connect with patients via phone call within 24-hours of admission with a focus on active listening to learn and share what is most important to the patient for their stay with us.



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How and why did CAP evolve?



Virtual volunteer foundation built during the pandemic as we established virtual visits with loved ones.

Patient experience feedback identified opportunity to improve nurse communication particularly upon admission.

During the pandemic we needed a way to communicate our ever-changing visitation guidelines to alleviate nursing from managing it with patients and family members.

Initial calls designed only to provide that information to the patient and calling their loved ones.

Focus of the phone call evolved to help us understand their non-clinical needs and we can ensure a successful stay with us



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Scope of CAP

- 46 inpatient units at 15 hospitals in WI and IL and growing
- 1,500 -2,000+ patients connected with each month
- 43 virtual volunteers
 - 10 nursing students
 - 5 pre-med students
 - Volunteers from across WI, IL, Michigan, New Jersey, Texas



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Implementing a Concierge Admission Program

Partnership with Each Inpatient Unit Manager

- Individual inpatient units at each hospital choose to participate in CAP.
- Script for the unit's patients is customized and agreed upon between the virtual volunteer manager and the patient care manager.
- A process for escalating urgent concerns that arise with the patient is established for each unit.
- Any teammates recognized by the patient are sent a Kudos by the volunteer through our online Kudos system and the manager is cc'd.



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Implementing a Concierge Admission Program

Daily Patient Identification and Call Tracking Process

- Virtual volunteers receive their list of patients to call through our rounding software program each day.
- Volunteer makes two attempts to call patient on hospital phone.
- Documentation of the call and patient feedback is completed in the rounding software which is visible to the unit nurses and nurse manager.



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Implementing a Concierge Admission Program

Role of the Virtual Volunteer

- Focus on active listening to each individual patient. Script provides guide to conversation but the interaction is not intended to be similar to rounding that nurses or others may also do.
- Non-clinical needs identified by the patient will attempt to be fulfilled by volunteer services. Examples, include obtaining charging cords, books, etc.
- Focus on supporting nursing. If a patient needs require immediate attention the virtual volunteer will contact the nurse to share the need.



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Scripting for Volunteer CAP Team

- *How can we best support you during your stay?*
- *Are there any items you may need that you do not have with you (eg. eyeglasses, readers, charging cords)*
- *Has there been anything explained to you that you do not fully understand or would like to be re-explained?*
- *We know how important loved ones and family are to our patient's recovery. Are you familiar with our visitor guidelines?*
- *Are there any loved ones you would like me to call to share information about how to connect with you? If there are loved ones that cannot be here in person I can help connect you through a virtual visit too.*
- *Is there anyone caring for you that you would like to recognize?*
- Before closing we may share contact information for the nurse leader if that is the unit's desire.

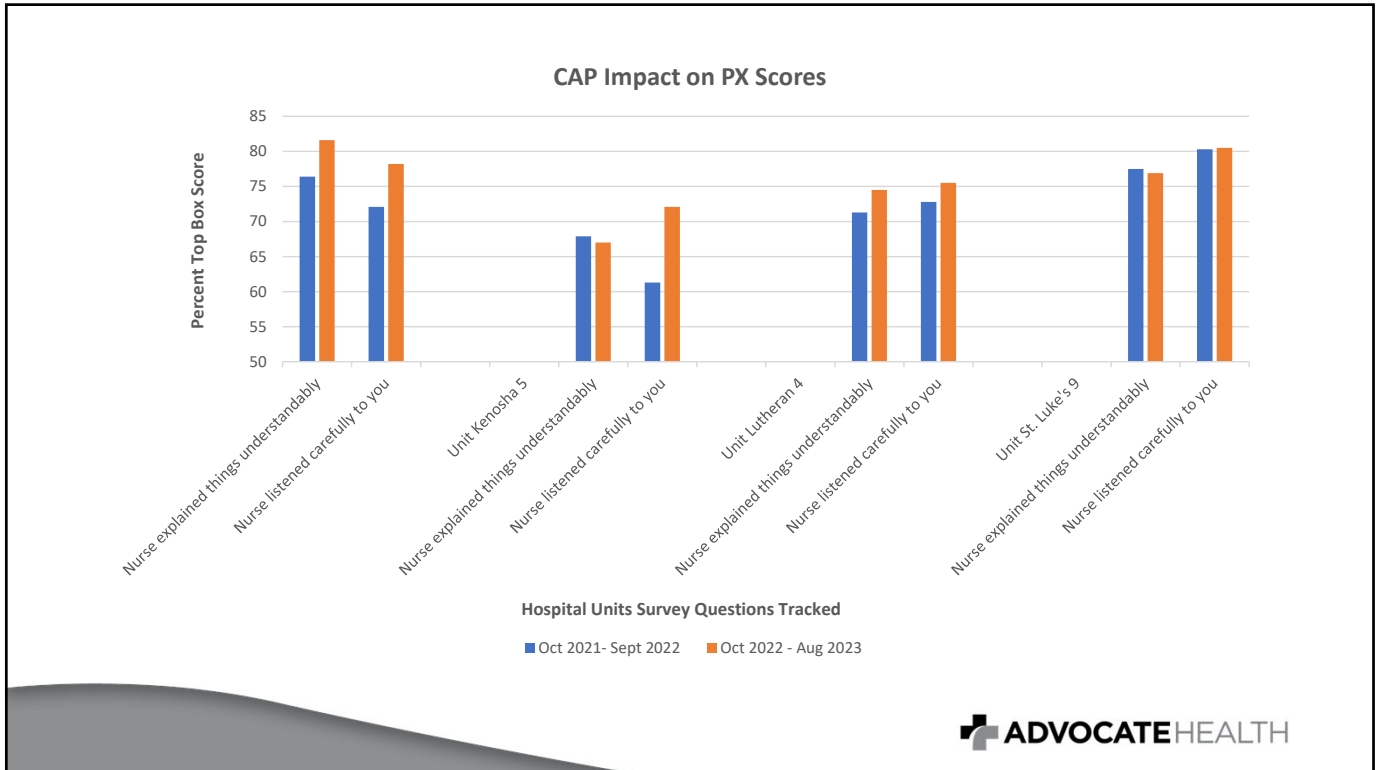


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CAP Volunteer Feedback

Su San Nalala Soe, Virtual Volunteer

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CAP Nurse Leader Feedback

“The CAP program allows the team to respond to a situation in real time and improves our engagement with the patient.”

--Maureen Canavan, Manager Clinical Operations, Advocate Christ Medical Center

“Nursing staff sees the CAP Program as another set of ‘eyes and ears’ for patient needs, enabling the staff to address a need immediately with the assistance of the program. They feel the volunteers are very professional and helpful to address any situations and prevent them from escalating.” – Darlene Trendl, Director of Nursing, Advocate Lutheran General



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Thank you!

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