

# **Risk Management Oversight of Volunteer Activities**

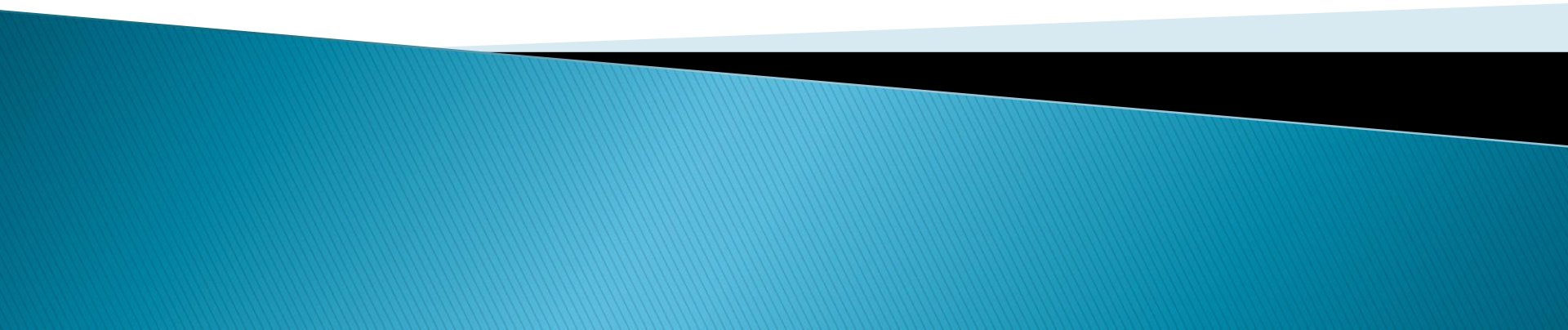
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Volunteer Ombudsman Program

# Four successful forms of communication for oversight of Volunteer Ombudsmen activities

- Educate and meet with Nursing Home Administration
  - Informal Volunteer Meetings
  - Formal Volunteer In-services
  - Long Term Care Ombudsman Program 1-800 line
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# Meet with the Nursing Home Administration

The Volunteer Ombudsman Program has established several opportunities to develop professional relationships with nursing home staff while educating and discussing the role of the program.

- *Provider (kick-off) meetings* are conducted by the Volunteer Supervisor and Volunteer Coordinator as a courtesy for all nursing homes in counties which are being added to the volunteer program territory.
- Exit interviews are discussions with designated nursing home administration focusing on residents' concerns and observations following every visit by the volunteer and coordinators (& Volunteer Supervisor)

# Meet with the nursing home administration (cont'd)

- *Open door policy* is extended to nursing home administration to call and discuss any concerns regarding the volunteer, the visits made by the volunteer, and issues brought forth by the volunteer. All questions are responded to by the Volunteer Coordinator and/or the Volunteer Supervisor, according to program policy.
- *The FOCUS conference* is a unique opportunity provided by the State Department of Health Services; held annually as a time for nursing homes staff, advocates (Ombudsman/Volunteer Ombudsman Programs) and surveyors to come together. BOALTC has an exhibition booth staffed for questions.

# Informal Volunteer Meetings

## Coffee Klatches

- Routinely scheduled around formal in-services, during summertime and holidays
- 2-5 Volunteers are invited via the Volunteer Coordinator
- The location is quiet and low key (perhaps have a treat)
- Volunteers are in a small group providing an increased comfort level to share information with each other and us
- Discussions are open and based on information submitted on volunteer monthly reports.
- Volunteers receive updates and support from Board on Aging staff and remedies to potential risks to program

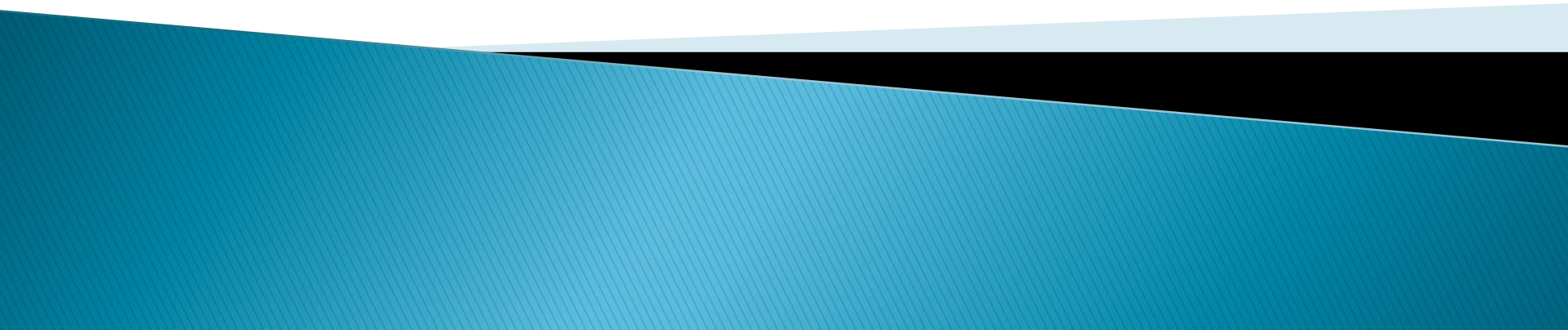
# Formal Volunteer Meetings

## In-services

- Scheduled in advance every February, April and October in each of the five regions by the Volunteer Coordinators
- A standard agenda is based on determined needs and volunteer requests (October is mandatory Resident Rights)
- Large group sessions include all volunteers in regions
- Volunteers can attend in-service in any region if they cannot attend session in their own region

# Formal Volunteer Meetings (continued)

## In-services

- Volunteer Coordinators conduct sessions with Regional Ombudsmen (& may include guest presenters)
  - Networking opportunity between the volunteers
  - Face to face problem solving with Regional Ombudsmen and board on Aging Supervisors
  - Valuable information is shared and discussed throughout the session, evaluating potential risks to program.
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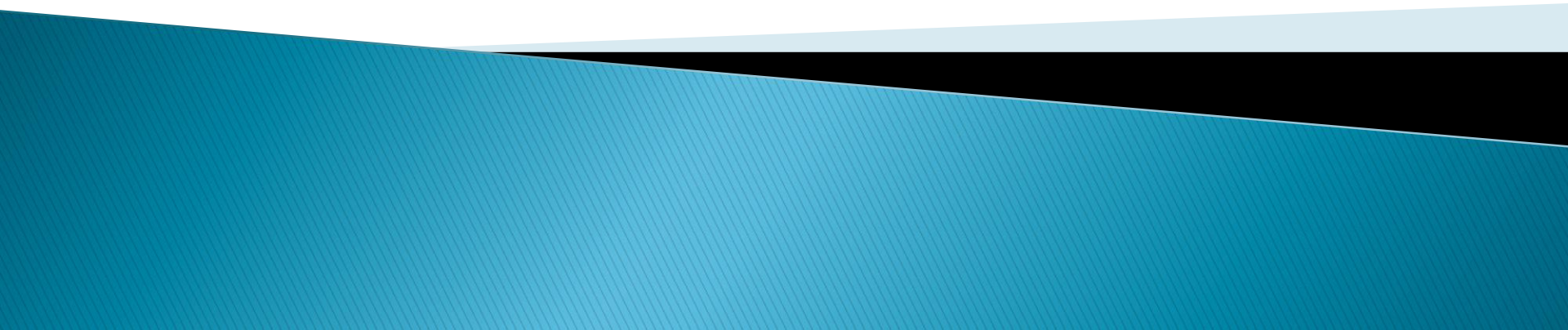
## **Board on Aging & Long Term Care 1-800 Line**

Volunteers are provided education on the use of the 1-800 line during the mandatory training and receive a copy of the hand-out in their training manual. A special laminated card is provided in their supply packet at the time of facility placement. The card is designed to:

1. Clarify what and when volunteers are to report from their facility visits.
2. Volunteers are able to provide timely critical resident information with more detail to the ombudsmen/BOALTC staff.



## **Board on Aging & Long Term Care 1-800 Line (cont'd)**

3. The calls to the 1-800 line decrease the number of messages left for the Coordinator and BOALTC staff.
  4. Avoid Ombudsmen and Coordinators missing calls due to extended out of office time.
  5. All calls to the 1-800 line are answered several times a day by the intake coordinator and triaged to appropriate staff and documented in Ombudsmanager.
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# Questions?

Please visit our web-site  
[longtermcare.wi.gov](http://longtermcare.wi.gov)

Hand-outs provided

\*800-line card

\* Denial / Termination letters to volunteers