

International Conference on
Community End-of-Life Care
Sustainable Development and New Frontier
June 17-18, 2021



Volunteer-partnered End-of-Life Care in the Community – From Capacity Building to Sustainable Development

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June 18 2021

策劃及捐助 Initiated and Funded by:



香港賽馬會慈善信託基金
The Hong Kong Jockey Club Charities Trust
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Agenda

1

Significance of volunteers in EoLC

2

Volunteer-partnered EoLC under JCECC

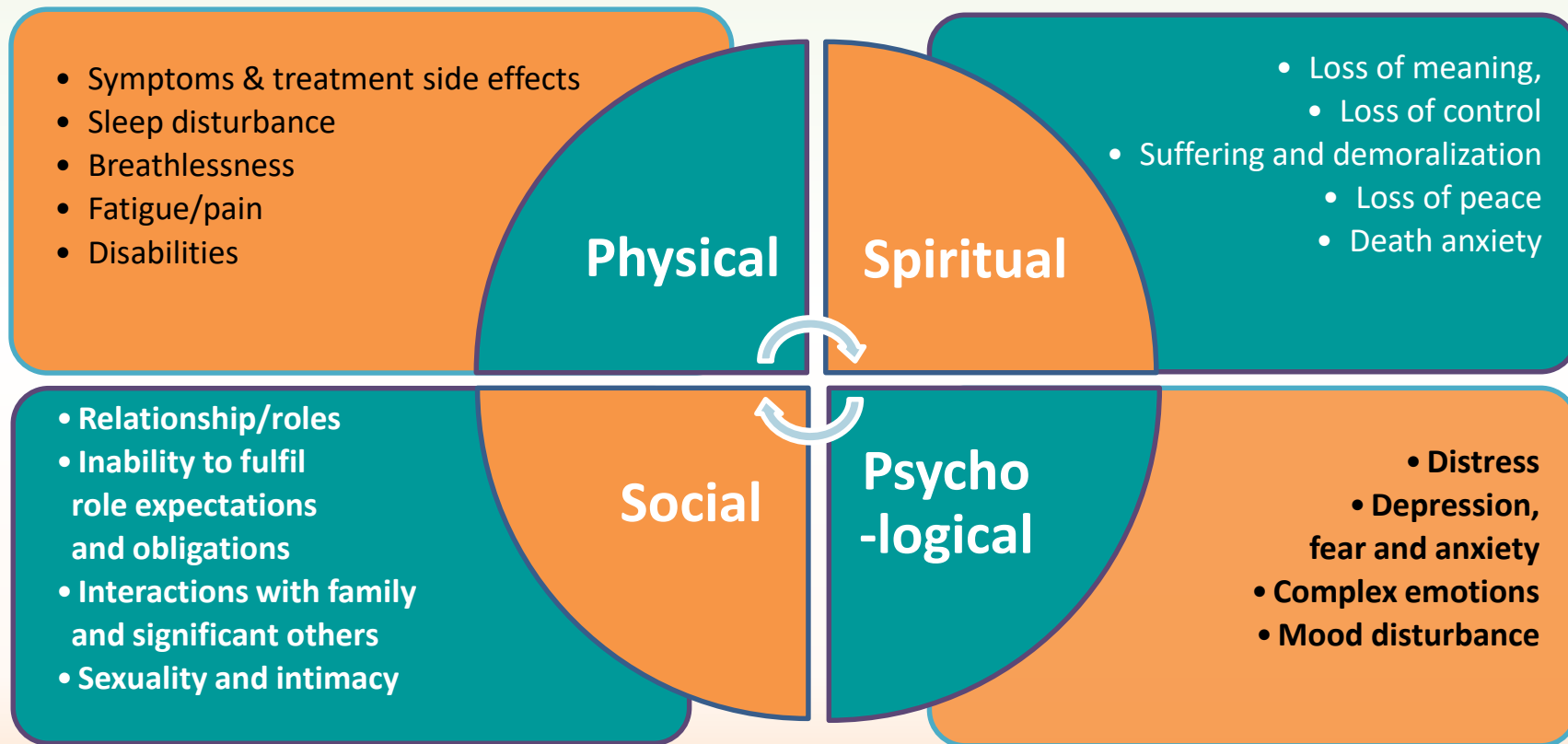
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Impacts and sustainability



1 Significance of Volunteers in EoLC

Patients multi-dimentional needs



Multi-benefits from EoLC voluntary service

To patients and carers

- Volunteers help **reduce feelings of isolation, promote emotional health, and enhance social support of patients.** (Claxton-Oldfield, 2015; Walshe et al., 2016)
- A study suggested that hospice volunteers **increase how long terminally ill patients survive** (~3 months longer) (Herbst-Damm & Kulik, 2005)
- Greater use of volunteers was associated with **higher levels of service satisfaction** as rated by bereaved family et al., 2010)



To organization & community

- Volunteers also **bridge the gaps between hospice, community, and patients/caregivers.** (Nalylor, Mundle, Weeks, & Buck, 2013)

To volunteers

- **Volunteers** gain health and social benefits and have personal growth from their voluntary services. (Nalylor, Mundle, Weeks, & Buck, 2013)

Volunteer



2 Volunteer-partnered EoLC under JCECC

Volunteer-partnered model development

A critical review of state of arts in literature



Revisit existing services in HK



Partnered with four NGOs



Pilot testing and validation

The changing face of EoLC volunteer services

A multidisciplinary approach has been increasingly identified as an important aspect of EoLC. **Volunteers are members of the team and may need to work with multiple professionals; and face with multi-sector stakeholders.**



Hospital Authority – recognizes volunteers

Hong Kong



EoLC services mainly provided by PC units in hospitals or stand-alone hospice facilities. Volunteers are trained by the hospitals/hospice to provide support mainly for in-patients.



Key Members in Service Delivery

The provision of palliative care services in HA adopts a multi-disciplinary team to address the multi-faceted needs of patients and their families/carers. Doctors, nurses, social workers, clinical psychologists, physiotherapists, occupational therapists, AH professionals, spiritual workers and **volunteers** work as a team to provide holistic care. In May 2016, there were over 40 doctors, 300 nurses and 60 AH full-time equivalents providing specialist palliative care services in HA. This includes seven Nurse Consultants responsible for ensuring the nursing standards and protocols in palliative care in the 18 Clusters.

In Hospitals/Hospice

Up to 2015, around **300 volunteers** were serving in the **Bradbury hospice** (Bradbury hospice, 2017).

Since 2007, Hospital Authority and the Li Ka Shing Foundation have launched the “Heart of Gold” Hong Kong Hospice Services Programme. Hospice centres were opened in public hospitals. Up to 2016, **800 “hospice service ambassadors”** were trained by HA to provide volunteer services in the hospice centres. (HKSAR, 2016)

7)

Emerging development in community settings

Hong Kong



In Community

Society for the Promotion of Hospice Care has been a pioneering advocate in hospice care, raising awareness and offering a range of PC services and bereavement support as well as training. (SPHC, 2017)



Comfort Care Concern group has been training volunteers to provide a range of support services: support for in-patients, comfort calls to the terminally ill or bereaved families, bereavement support, and to lesser extent home visits to patients. (The Comfort Care Concern Group, 2015)



Under the **JCECC Project (2015-2021)**, EoLC volunteers have been recruited and trained by the Project partners to provide support to patients and families in the community. Up to Feb 2018, 278 volunteers had been trained by JCECC and 4 NGOs.

GAPs & Solutions

WHO?

No standard / potential risks

@EoLC volunteer risk screening protocol



Competent?

Diversified in training

Competence training model & curriculum



Talent?

?

Leadership / coordination training

@EoLC Volunteer risk screening protocol

Stage	Contents
Beginning	<ul style="list-style-type: none"> Welcome and explain the purpose of interview
Middle	<ul style="list-style-type: none"> Information Exchange <ul style="list-style-type: none"> Detailed information about the work of the programme Sensitive nature of work Particular stress Available jobs and required skills/knowledge
	<ul style="list-style-type: none"> Assessment of volunteers <ul style="list-style-type: none"> Get the volunteers to talk about themselves, e.g. interests, skills, motivation How would they approach the job Explore the training needed Communication skills, level of enthusiasm and commitment, types of questions they ask about the offer and preferences in work, level of self-confidence, flexibility and reliability
End	Clear details of the next stage of the process with time scales and expectations

1. 過去 2 年內有沒有親屬離世? ☐ 沒有 ☐ 有

2. 您的親屬或朋友中有沒有人正患有末期病患? ☐ 沒有 (跳至問題 5) ☐ 有 (繼續問題 3)

3. 承問題 2, 該患者與您的關係是? (我是患者的...)

☐ 父母 ☐ 子女 ☐ 孫子女 ☐ 父母

☐ 兄弟姊妹

☐ 非常親密

的天數	近乎每天
2	<input type="checkbox"/> 3
3	<input type="checkbox"/> 3

有所描述的感受和想
立的題目作答。 最適
估計。

時	經常	十分經常
2	<input type="checkbox"/> 2	<input type="checkbox"/> 6
2	<input type="checkbox"/> 2	<input type="checkbox"/> 6
2	<input type="checkbox"/> 2	<input type="checkbox"/> 6
2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
2	<input type="checkbox"/> 2	<input type="checkbox"/> 6
2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
2	<input type="checkbox"/> 2	<input type="checkbox"/> 6
2	<input type="checkbox"/> 1	<input type="checkbox"/> 0

0.14 您有親朋好友, 均有許多困難而不能克服?

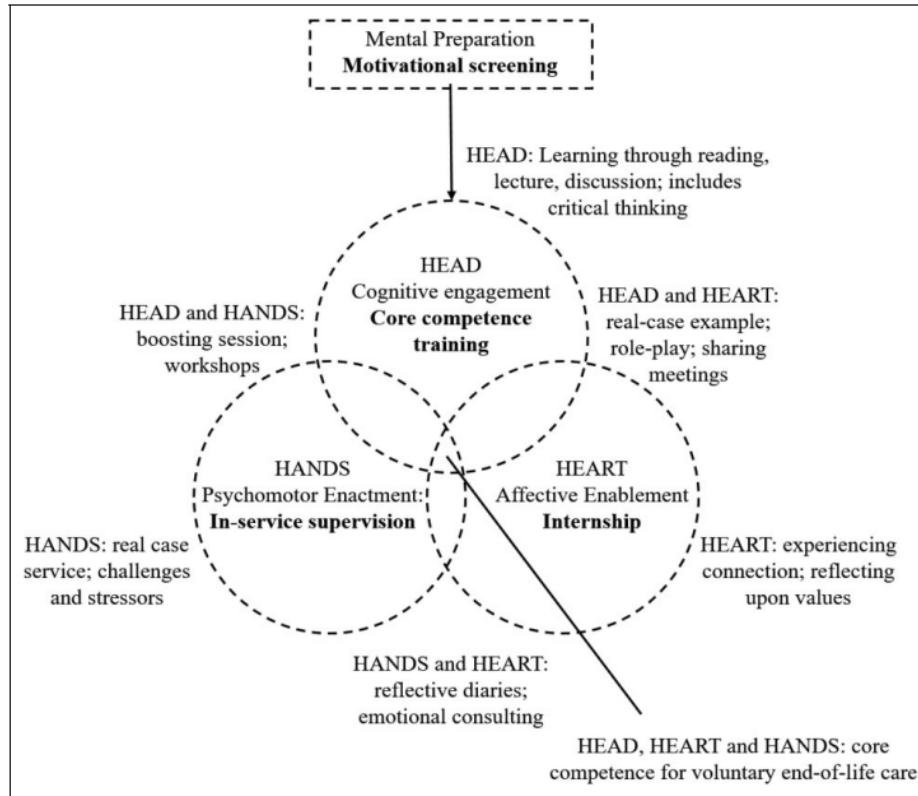
6.15 您有幾經常因擔心身邊的人或事情而令到自己的情緒受困擾?

☐ 0 ☐ 1 ☐ 2 ☐ 3 ☐ 4

7. 根據您上個月的經驗, 跟想法和您不同的人相處, 有多令您不自在?

☐ 非常不自在 ☐ 不自在 ☐ 沒有自在或不自在 ☐ 自在 ☐ 非常自在

JCECC Volunteer Capacity Building Framework



Effectiveness of a Holistic Capacity-Building Program for Volunteers in Community-Based End-of-Life Care


Qianrong Wang¹, Iris K. W. Chan¹, and Vivian W. Q. Lou^{1,2} 

Figure 1. A four-step capacity-building program for end-of-life care (EoLC) volunteers in community settings. This figure shows the theoretical framework for community-based EoLC volunteer training, which includes four steps: motivational screening, core competence training, internship, and in-service supervision. Adapted from transformative sustainability learning framework by Sipos et al. (2008).

JCECC Volunteer capacity building curriculum

- Core Competence Engager

Enhanced Competence Topics

- 16-18 hours of community service

生活打氣娛樂家

家居安全知多少

Me Me 摩摩溝通易

- Internship

- Main service delivery

宗教生死面面觀

生前身後法律事

殯儀知識小學堂

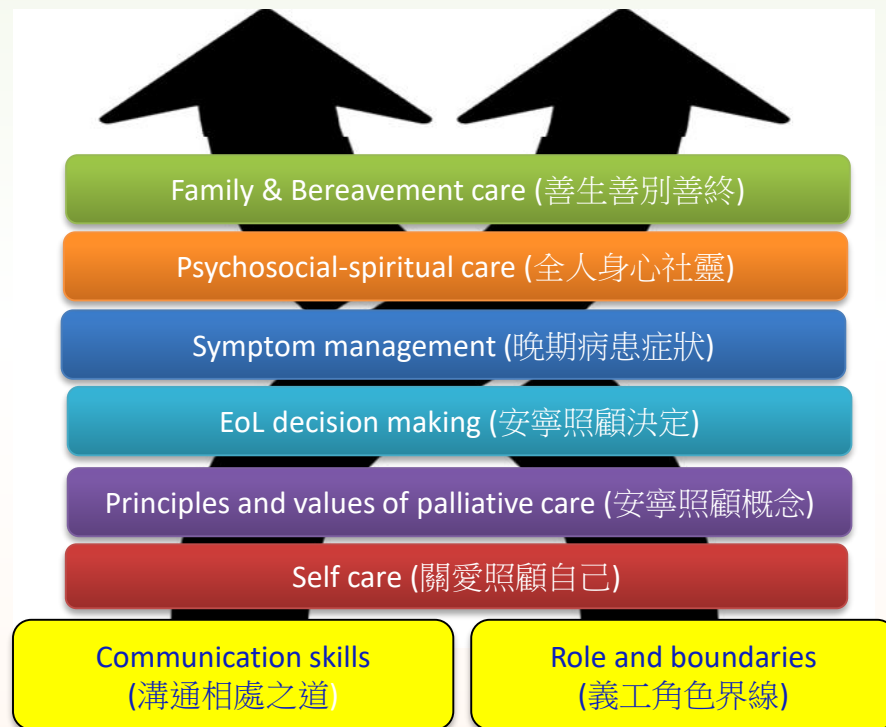
生命回顧多面睇

- At least 20 hours of delivering EOLC services

哀傷支援經驗談

心靈連結一日營

and



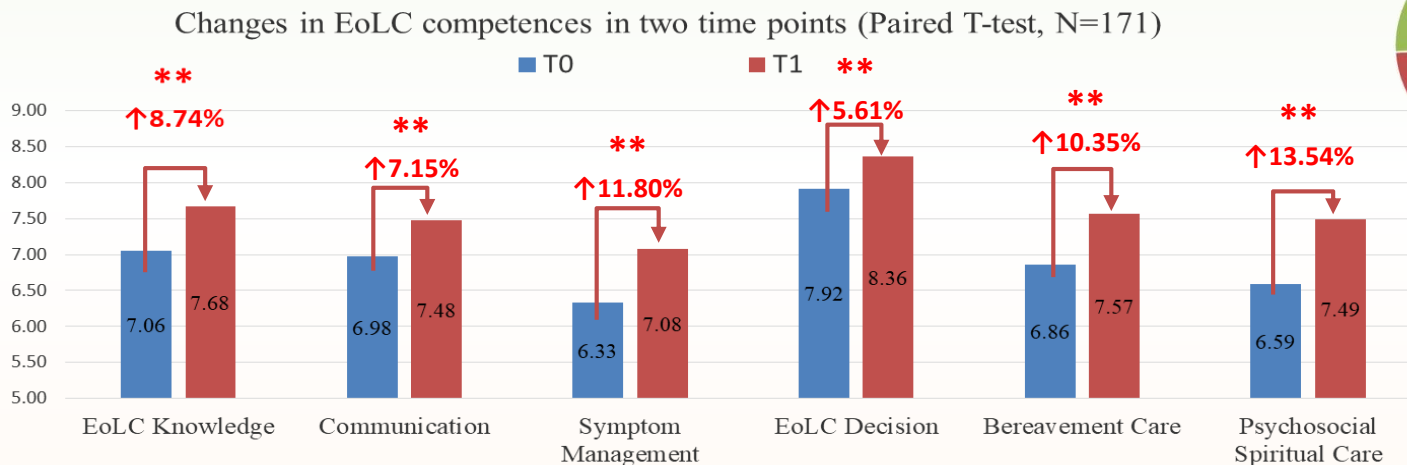
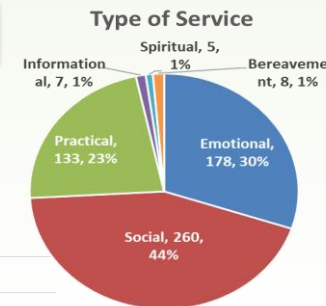


3 Impact & Sustainability



Capacity building effectiveness

- Totally 200 volunteers were recruited
- 192 participants completed T₀ assessment
- 180 participants completed T₁ assessment



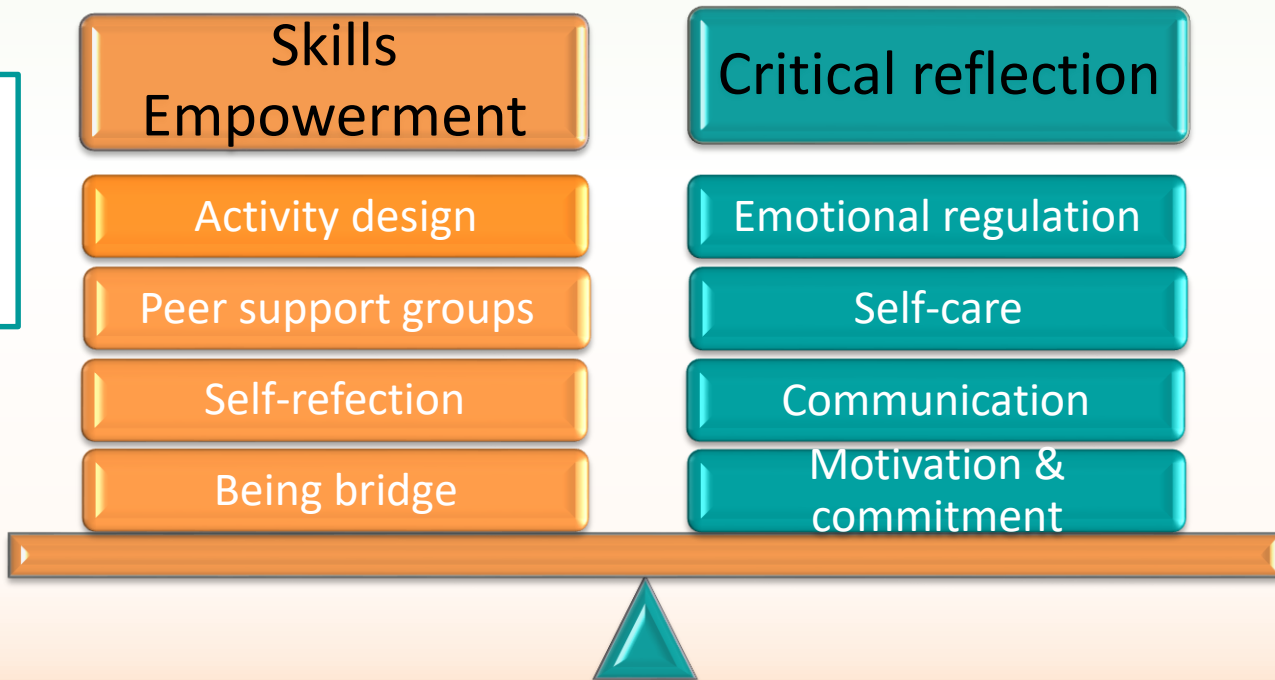
98.8% increased understanding on important terms and services

5.61% to 13.54% improved in various domains after core training

Rational: volunteers are human capital that have potential to achieve greater impacts

2019-21

-40 leaders



Empowering EoLC Volunteer Coordination

Competence set		Session 1 Stimulate a Shared Value	Session 2 Enable a Collective Act	Session 3 Nurture an Integrated Team	Session 4 Sustain a Companionate Community
Organizational Level	Model the Way	*			
	Inspire a Shared Vision	*			
Motivational level	Organizational Culture Building	*			
	Commitment & Motivation	*			
Evaluation	Evaluation				*
Volunteer Management	Recruitment & Selection		*		
	Orientation & Training		*		
	Recognition		*		
	Program Maintenance		*		
Personal Skills	Communication			*	*
	Conflict Resolution			*	
	Critical Thinking			*	
	Change Predict & Management				*

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Thank you very much!

All Families & Volunteers!

Contact:
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