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賽馬會安寧頌

JCECC

Jockey Club End-of-Life Community Care Project

How Could Volunteer be a Vital Role in Advocating Compassionate Community: Stories from the Hong Kong Community

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合作夥伴:




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01 WHY?

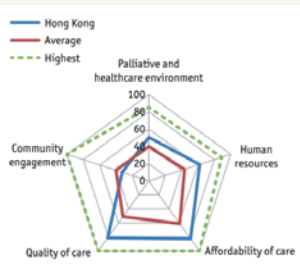
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Quality of Death in Hong Kong (2015)

Hong Kong	Score/100	Rank/80
Overall score	66.6	22
Palliative and healthcare environment	50.4	28
Human resources	62.1	20
Affordability	82.5	18
Quality of care	81.3	20
Community engagement	32.5	38



Hong Kong: Community engagement is comparatively below average, and this is the main motivation for us to initiate and advocate **volunteerism** as the vital part to build a sustainable compassionate community.

Source: Economist Intelligence Unit, (2015). The 2015 Quality of Death Index: Ranking palliative care across the world. <http://www.eiu.com/report/2015/2015QualityofDeathIndexReport.pdf>

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02 WHAT?

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Compassionate communities

Communities which play a much **stronger** role in the care of people at end of life and their families and carers through illness, dying, death and bereavement.

Compassionate communities: networks of support in neighbourhoods and communities, surrounding those experience death, dying, caregiving, loss and bereavement

Publicly **encourages, facilitates, supports** and **celebrates** care for one another during life's most testing moments and experiences, especially those pertaining to life-threatening and life-limiting illness, chronic disability, frail ageing and dementia, grief and bereavement, and the trials and burdens of long-term care.

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JCECC project objectives

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Enable alternative choice of care

Extend services to wider patient population

Strengthen medical-social collaboration

Enhance end-of-life care competence

Assess project impact and cost implication

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JCECC Six pillars of compassionate community

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Care & Support

Community Development

Community Partnerships

Awareness Raising

Community Activation

Advocacy & Policy

Integrated Community End-of-Life Care Support Teams (ICEST)

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03 HOW?

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Five key steps for implementation

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Step 1: Identify needs of individuals and local communities

Step 2: Confirm purpose and desired outcomes

Step 3: Design and plan

Step 4: Implement

Step 5: Understand and improve

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Step 1: Identify needs

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Need-stratifying indicators (assessment)

High needs

Targeted interventions for people with high needs

Low needs

Targeted interventions for people with low needs

Need-stratifying indicators (evaluations)

Assess

Low needs

No indicated needs

Patients: 1st and 3rd month

Carers: 3rd month

Need-based targeted interventions

Targeted outcomes

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Step 2: Confirm purpose and outcomes

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Practical concerns

Caregiver strain

Physical symptoms

Information needs

Anxiety

Depressive symptoms

Family relation

Patients

Carers

EOL care decisions

Psychosocial-Spiritual needs

Anxiety

Depressive symptoms

Grief

Psychosocial-Spiritual needs

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Step 3: Design and plan

Need-based care planning



Assessment platform

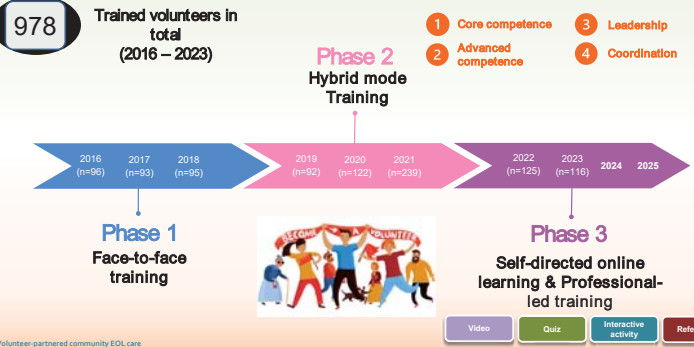
	第一次評估		第二次評估		建議介入
	PTD	Staff T1	PT1	Staff T1	
患者身體症狀		H	H		建議介入
患者情緒情緒		HQ	HC		建議介入
患者心理痛苦		HQ	HC		建議介入
患者社會支持		/	/	/	建議介入
患者社交支持		/	/	/	建議介入

Real-time assessment



Target intervention recommendations

Step 3: Capacity building



Step 3: Theoretical framework

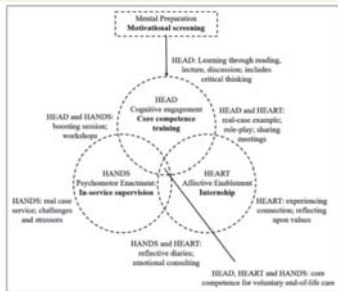
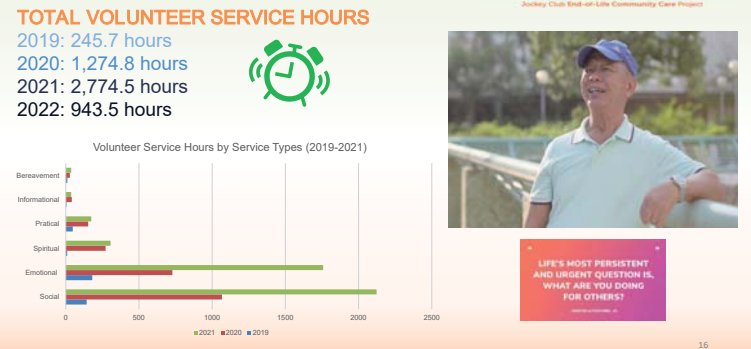


Figure 1. A four-stage capacity-building program for end-of-life care (EOLC) volunteers in community settings. This figure shows the theoretical framework for community-based EOLC volunteer training, which includes four stages: motivational screening, core competence training, internship, and in-service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

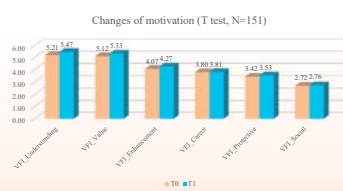
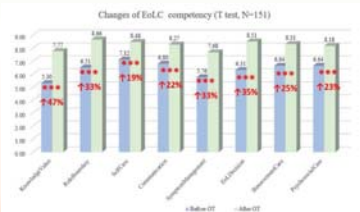
Step 4: Implementation



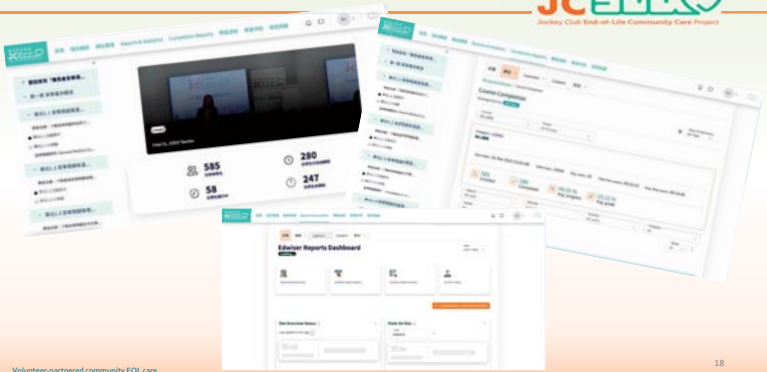
Step 5: Success Public volunteers

Online self-learning platform (2023)

- 583 registrations in total
- 277 completed core training
- 240 registered for trainer-led training



Step 5: Success Online self-learning

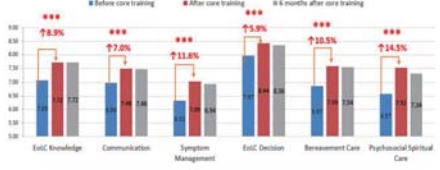


Step 4: NGO attached volunteers

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Changes in EoLC competencies in three time points up to 31 Dec, 2021 (Repeated factor analysis, N=138)



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Step 4: Success Volunteer leaders

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Changes of Volunteer Leaders Competence (N=24)



- ✓ Reflection group enables volunteer leaders to share and open themselves to each other
- ✓ Training enhance their competence of being bridge between community and EoL care service



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Step 4: Success Volunteer coordinators

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- S** Stimulate a shared value
- E** Enable a collective act
- N** Nurture an integrated team
- S** Sustain a compassionate community



Integration of practice and theory will enrich coordinators understanding of volunteer's role in EoLC service.



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Step 4: Success Volunteer change makers

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- Lecture
- Discussion
- Practice
- Observation



- Organisational goal actualisation**
 - Facilitators and trainers for end-of-life care volunteer trainings
 - Coordinators for life and death education program to students in the community

- Personal goal actualisation**
 - Change agents in their community (e.g. workplace, church and neighborhood)

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Step 5: Improve

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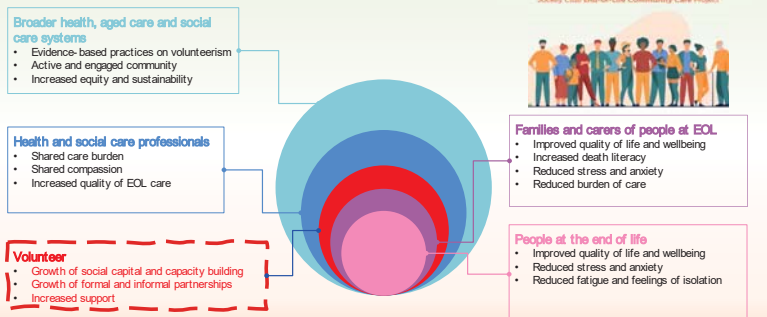
- Become an organic part of the team
- Integrate as a core part with sustainability
- Differentiate roles and responsibilities

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Take Home Message

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社區安寧全人照顧課程

基礎·進階及高階單元現已全部推出!



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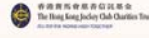
詳情及登記
www.jcecc.hk/onlinelearning

Acknowledgement



Heartfelt
THANKS
TO OUR VOLUNTEERS!

感謝志願者 (Informed and Funded By)



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Thanks!

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