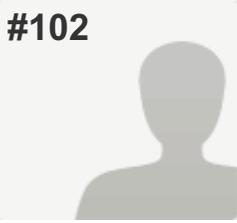


#102



**COMPLETE**

**Collector:** Web Link (Web Link)

**Started:** Friday, September 26, 2014 12:23:09 PM

**Last Modified:** Friday, September 26, 2014 12:32:36 PM

**Time Spent:** 00:09:27

**IP Address:** 144.92.16.161

PAGE 2

**Q1: Has the program been in existence for at least one year (since September 1, 2013)?** Yes

PAGE 3

**Q2: Staff person submitting this nomination.**

Name:	Michael Rosenblum
Title:	Volunteer Services Manager
Hospital/System:	University of Wisconsin Hospital and Clinics
Address:	600 Highland Avenue, Room E5/730
City:	Madison
State:	WI
ZIP Code:	53792-7676
Email Address:	mrosenblum@uwhealth.org
Telephone Number:	(608) 263-0920

**Q3: Name of Volunteer Program you are nominating.** STaR Volunteer Program

**Q4: Program Category: Select one of the four program categories.** Community Service – programs that assisted a health care organization in the design and delivery of services or programs of measurable impact to the wellbeing of individuals and/or the community.

PAGE 4

**Q5: Provide a brief description of the program, including its goals and outcomes. (600 words max)**

The STaR (Singing, Talking and Reminiscing) program works with elderly patients suffering from dementia or memory loss to provide them with companionship in order to decrease the level of anxiety associated with hospitalization. This program helps with socialization and stimulation for older adult patients, and helps to increase patient satisfaction within this population. The letters in the name stand for: S (Singing), T (Talking), and R (Reminiscing). The singing aspect does not have to be actual singing (although we do have some talented volunteers with wonderful voices), but rather encompasses musicality in general. We know that many patients connect strongly with music and that it has a great comforting effect. The talking component is designed to provide a personal touch while giving the patient an opportunity for positive stimulation and the chance to share things through social interactions. The reminiscing then flows from the conversations that develop and the memories that are stirred.

The volunteers in this program work closely with two staff members who are extremely knowledgeable in the specialized care of older hospitalized patients. Clinical Nurse Specialists Suzanne Purvis and Shelly VanDenbergh provide the training and support for the volunteers in this program. They educate the volunteers in how to converse with patients that have memory loss or dementia.

A clinical care provider can request for a patient to participate in this program through Health Link, our electronic medical recording system. The request can be for companionship or music. We then work to connect the patient with a volunteer based on their interests. We use the strengths and diversity of the volunteers in the program to help with this matching. Volunteers range in age from college students to septuagenarians and they bring a variety of talents and skills to the role.

Here is some further information regarding the program's goals and outcomes put together by Suzanne Purvis, Clinical Nurse Specialist with our Nursing Practice Innovation department:

Step #1 Before Program began: A baseline survey was conducted of 38 nurses on three pilot medical units prior to program implementation.

Findings included:

- 63% of nurses believed that older adults would benefit from spending additional time with volunteers
- 55% of nurses disagreed that older adults have their needs for companionship and socialization met
- 97% of nurses believed that older adults will have improved mental health and feeling of well-being if their social and companionship needs are met while hospitalized

The STaR Program pilot began on September 26, 2011. Volunteers were scheduled to visit patients on Monday, Wednesday, and Friday afternoons.

Step #2: During the first year of the STaR Program, 248 visits were completed with 176 STaR patient participants. 57 patients with diagnosed dementia and 25 with diagnosed delirium have participated in the program. The average age of STaR patient participants was 81 years old.

Step #3: Three months post-program implementation, survey results demonstrated that nurses were satisfied with the program and reported increased job satisfaction.

Nurses perceived that the STaR program:

- decreased patients' anxiety & increased alertness & stimulation (66% of nurses surveyed)

After three months STaR Volunteers indicated that they felt adequately prepared and supported within their role in the program. In addition, volunteers expressed satisfaction and would recommend being a STaR Volunteer to their friends. All original volunteers initially trained in the STaR program remain active in their volunteer roles.

Step #4: As of January, 2014, STaR Program volunteers had visited 509 different patients. 33% of those had dementia or delirium. 49% were 80 years old or older.

PAGE 5: Details of Nominated Program

**Q6: Describe the role of volunteers in planning, developing, implementing and maintaining the program. (400 words max)**

Volunteers have been a key part of the STaR program since its inception. As we initially examined bringing this type of program to the hospital, we looked at similar roles (volunteers conversing and interacting with inpatients) already here and spoke with the volunteers in these roles in order to find out about best practices that could make for a successful outcome. The staff in our Volunteer Services department worked on creating this new position with staff from Nursing Practice Innovation, our ACE team (Acute Care for Elders), and the Nursing Education and Development department. The volunteers used in the pilot were all volunteers who had experience volunteering in our organization previously. We wanted experienced volunteers who could provide us with feedback as the program got off the ground.

The volunteers in this program have helped define changes and tweaks to the role as they have become more experienced with it. As this was a new program to the hospital, our volunteers who were in the pilot group helped us to understand what would work best and what might need to be reexamined. The ongoing volunteers and the volunteers who have joined the program more recently have contributed greatly to the success by providing daily feedback about the visits to the coordinators and by sharing insights regarding the overall nature of the program.

As the program has continued, it is clear that the communication between the volunteers and the staff involved has been a key to the progress of this effort. At the beginning of a shift, the volunteer receives a list of the patients to visit that day. Staff gets the consent of the patients in the morning and makes sure that they are appropriate for the program. The volunteers meet with one of the program coordinators at the end of their shift to check in and inform them how the visits went. The volunteers for this effort are chosen based on their interpersonal skills and their ability to connect effectively with others. The interaction of the volunteers with the patients and families has proven to be extremely effective and has been very well received by those involved.

**Q7: Describe how this program is unique and/or innovative.(400 words max)**

This program is unique and innovative in that it has addressed the need of a specific patient population (elderly with memory loss or dementia) and provided a variety of ways to reduce the stress and anxiety associated with hospitalization. The training provided to the volunteers gives them the confidence to interact with this population and each volunteer finds distinctive ways to connect with the patients utilizing their own skillset. The volunteers work to make conversations flow easily and get a patient talking by using talk, music, or other routes.

Each volunteer brings their own unique skills and backgrounds to the role. These skills have included the expertise acquired as physicians, social workers, and psychologists along with a capella singing and guitar playing. The diversity in the ages of our volunteers has also proven to be a benefit. Some patients seem to connect better with volunteers near their age and others are thrilled to have a younger, college aged volunteer. The ability to have these multiple skills and ages has greatly benefitted the effectiveness of the program to connect with each patient based on their unique needs.

Additionally, the use of the electronic medical record to request this type of volunteer has been innovative. As the program has grown, we have seen more staff learning about it and looking to engage the volunteers with their patients. We have expanded to units throughout the facility.

**Q8: Describe how the program benefits the service recipients, the health care organization and/or the community. (400 words max)**

The STaR program has benefitted the recipients and the organization in many ways, some already addressed earlier in these answers. Overall, the lessening of the anxiety of a patient with dementia or memory loss has been a great benefit to the patient, their families and friends, and our staff who work with them. We have patients, families, and care providers requesting the volunteers once they have had an initial interaction with a STaR volunteer. The simple act of taking time to connect through music, conversation, and reminiscing has proven to be a wonderful model. Staff members have been especially appreciative and have noted that they have seen how effective this program has been in keeping the patients in this population calmer. They have seen less agitation and a marked relaxation after visits from the STaR volunteers.

All of the volunteers in the program have also expressed what a benefit this program has been for them. They have had the opportunity to share some very special experiences with patients and families that many other volunteer roles might not provide. The chance to spend significant time with one patient who really needs the attention has been a great satisfier. Our volunteers are often fascinated with the stories they hear from our patients about their lives, family, and the incredible experiences they have had. I heard from one retired physician who spent several hours with a patient as he recalled his experiences during World War II including storming the beach at Normandy. Another volunteer who is a college student has often expressed how much he has learned about history in such a personal manner.

**PAGE 6: Contacts**

**Q9: Chief Executive Officer of the nominated hospital/system.**

Name	Ron Sliwinski
Title	President and CEO
Email Address	RSliwinski@uwhealth.org
Telephone Number	(608) 263-8025

**Q10: CEO Support.**  Checked box confirms that your CEO supports the submission of the nominated program.

**Q11: Administrative Assistant to the CEO.**

Name	Jane Pettit
Title	Senior Executive Assistant
Email Address	jpettit@uwhealth.org
Telephone Number	(608) 263-7750

**PAGE 7**

**Q12: Name of the volunteer or auxilian who will be representing the program at the AHA Annual Meeting, May 4, 2015.**

Name	Suzanne Purvis
Title	Clinical Nurse Specialist
Home Address	University of Wisconsin Hospital and Clinics
City	Madison
State	WI
ZIP Code	53792-8340
Email Address	spurvis@uwhealth.org
Telephone Number	(608) 890-7989

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**Q13: Volunteer Service Professional/Manager.**

Name	Michael Rosenblum
Title	Volunteer Services Manager
Email	mrosenblum@uwhealth.org
Telephone	(608) 263-0920

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**Q14: In submitting this application, we give the American Hospital Association permission to use and disseminate the information herein.**

Agree