

HOSPITAL SUPPORT PROGRAM HANDOUT

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**THE HOSPITAL SUPPORT PROGRAM
FOR ALL MEMBERS OF THE NOTRE DAME FAMILY
& ALL ALUMNI CLUBS
*A Three Level Support Program***

The purpose of this program is to provide support to members of the Notre Dame family during their stay in local hospitals, military hospitals or Veteran's hospitals whether the hospitalization is planned in advance or is a result of an accident or illness while traveling through the club's area. We consider the Notre Dame family to include alumni, students, spouses, children, siblings, parents, in-laws, relatives, faculty members and subway alumni (friends of ND).

All will want to know about this program because they or a family member may want or need the support it provides. In addition, this Program provides the framework to extend support to all in need and compliments the University's motto of God – Country – Notre Dame.

LEVEL 1 SUPPORT: Designed for clubs that have an extended-stay medical facility in their area

- Primarily supports caregivers who come from a distance location to be with patient who will be hospitalized for an extended period of time.
- Essentially volunteers visit the patient and caregiver and free the caregiver to leave the hospital to relax and perhaps get some needed rest.

LEVEL 2 SUPPORT: Designed for all clubs

- The objective of this level is to provide assistance to Notre Dame alumni traveling through a club's area who are hospitalized for an emergency situation.
- This level will require very little time commitment. Volunteers are on stand-by in the event an emergency occurs. If no emergency then no time expended. This is a **Notre Dame National Medical HelpLine**. We need every club to participate to make this *truly* a **ND National Medical HelpLine**.

LEVEL 3 SUPPORT: Individual Clubs determine how they want to implement this level

- The objective of this level is to support Notre Dame alumni in local hospitals and to expand this volunteer effort as Club member's desire. Medical facilities such as local hospitals, Military hospitals, Veteran Administration Hospitals, Disabled Veterans Organizations, Assisted Living Facilities and charitable organizations have tremendous needs for volunteer help. We have a long list of the various types of assistance these organizations need that are both patient and non-patient oriented.

BACKGROUND

- Clubs in Region 15 (GA-NC-SC) are starting this program. You can visit the Eastern North Carolina club's site at http://alumni.nd.edu/~ndc_enc and learn more about this program.
- Guidelines & Suggestions To Implement the Program at all levels are available as well as a sample Manual of Operations for Level 1 Support. Contact Pete Campbell at pcampbell12@nc.rr.com for additional information.

This is a Senior-Alumni initiative that involves club members of all ages.

DETERMINE AT WHAT SUPPORT LEVEL YOUR CLUB FITS

The answer to this one simple question determines the proper level for your club. Is there a medical facility in your club's area to which out-of-town patients come for extended stays?

If the answer is **YES**, your club fits Levels 1, 2, and 3 Support and all pages, except 10 & 11, of this HANDOUT are applicable to your club.

If the answer is **NO**, your club fits Levels 2 & 3 Support and pages 9 through 12, of this HANDOUT, are applicable to your club. Go to page 9.

Suggestion of how Club Presidents and/or Senior Alumni Coordinators may want to introduce this Plan for Clubs Level 1 Support

Newsletter - Email – Announcement Material

- Club officers recommend that our club adopt this program in its entirety. We know that the medical facilities of hospital X or Y or the Veterans hospital attract out of town patients. The trauma center or burn center or the cardiac center or the organ/bone marrow transplant center) at hospital X _____ is well known.
- Individuals may volunteers to join any or all three of the support levels of this program.
- We do not know how often we will be called upon to help because it will depend upon how many patients come to our area and what kind of Level 3 Support programs we decide to initiate. We may not see patients for months or even longer but we need to have volunteers in place to make the plan work.
- I would greatly appreciate it if interested club members would contact me and let me know of their interest. My phone number is _____ and my Email address is _____. Thank you. I look forward to hearing from many of you.

IMPLEMENTING THE HOSPITAL SUPPORT PROGRAM AT LEVEL 1 SUPPORT

- **At Level 1 Support the club provides assistance, comfort, friendship and fellowship to Notre Dame family members (alumni, spouses, children, parents, siblings, in-laws, relatives, students, faculty members and subway alum) when one of them is a patient in a local, military or Veterans hospital. Support will vary depending upon the needs and circumstances of the patient.**

STEP 1 of 6: Initial Action

1. It is recommended that when implementing the Plan for Level 1 Support, you have a minimum of 3 to 4 people as Program Leaders. You need this number to provide desired backup. The lead team of the Eastern North Carolina Club grew to five (5) couples because of the interest generated and because their hospitals are located in three major cities. Consider multiple Program Leader groups if your club covers multi-cities or has hospitals spread over a large metropolitan area.
2. Float the idea to club members via announcements, newsletters, discussions and meetings and seek volunteers. See sample of club announcement in STEP 3 below.
3. Inform all Notre Dame people about this Program because if they or family members are hospitalized they could benefit from it.

STEP 2 OF 6: Obtain a copy of the Manual of Operations

Contact Senior Alumni Liaison Tom Monaghan '88 at monaghan.1@nd.edu to obtain a copy of a Manual of Operations. This manual contains a wealth of information and a complete set of forms.

STEP 3 OF 6: Call for volunteers

Below is an effective announcement /recruitment article distributed by the Notre Dame Club of Central North Carolina.

To: All Club Members, Alumni and Friends of Notre Dame (sample memo of a Central North Carolina)

Re: Notre Dame - New Hospital Support Program

Have you ever gone to a distant city for long-term medical treatments? Ever been to a strange city and have something serious happen to you? If you experienced either of these situations you probably wished that there were someone in that city you could call upon for advice or assistance.

Notre Dame is launching a Hospital Support Program to address these needs. Basically it is a volunteer program to assist members of the Notre Dame family (including alumni, spouses, children, siblings, parents, in-laws, relatives, students, faculty members and subway alumni) when one is hospitalized away from home. The hospitalization could be planned in advance or a result of an accident or illness while traveling through the club's area.

Your Board of Directors believes this is an ideal program for our Club and would like to hear from you on this topic. This is a three-level support program and we will need volunteers.

Level 1 Support is designed to assist the caregivers as much if not more than the patient. Essentially volunteers will visit the hospital to allow the caregivers to leave the hospital and perhaps get some much-needed rest. Volunteers may be asked to run simple errands, provide information about the area or contact a lay minister or priest as appropriate. Volunteers may want to bring a homemade salad or sandwich to the

caregivers to break the monotony of eating hospital food. In other words, we can make their visit to the hospital a lot more pleasant.

Level 2 Support basically establishes a Notre Dame National Medical HelpLine for individuals who experience an emergency situation while traveling through the club's area.

Level 3 Support will include programs that club members want to implement.

It is our hope that we will have a sufficient number of club members and non-club members to volunteer to support this Program at all levels to cover Greensboro, High Point, and Winston Salem. Gordon Forester, a club member, who is involved in hospital ministry, will gladly discuss the wonderful benefits volunteers can gain from this type of experience.

This is a great opportunity for us to provide a real service to our Notre Dame family. We don't know how often we will be called upon. We may not see a patient for months at a time or even longer but unless we have volunteers signed up and willing to offer their services, the plan won't work. All alumni clubs need to participate in Level 2 to establish a true ND National Medical HelpLine.

Please call me if you have any questions and please consider volunteering. Contact me at (xxx) xxx-xxxx or at Email address _____ .

Thank you for your consideration and support.

STEP 4 OF 6: Collect information and Organize

Once you have volunteers you will want to:

1. Determine which Catholic churches cover which hospitals, on what days and what kind of services each church provides. Secure names and phone numbers of key contacts at each church. See APPENDIX "D" in the Manual of Operations.
2. Once you have obtained the names of the volunteers, select those who will be the Leaders/Coordinators and those who will make up the support teams. It is very helpful to gather the following information on each volunteer. Below is an Email one club sent to members to gather pertinent information.

Greetings:

I am sending this Email to you because you either have expressed an interest in participating in the club's Hospital Support Program or someone has told me that you may be interested in doing so. Visit to another club's website at http://alumni.nd.edu/~ndc_enc to learn more about the program.

Listed below are:

1. A reminder about the program's Mission.
2. A questionnaire we would like you to complete and return to us.

I thank you in advance for your interest in the program and for your support.

Call me, _____ or email me _____ if you have any questions.

Regards,

MISSION

The Hospital Support Program is a three-level support program designed to:

- Insure our Club provides assistance, comfort, friendship and fellowship to Notre Dame family members (alumni, spouses, children, parents, siblings, in-laws, relatives, students, faculty members and subway alums) when one of them is a patient in a local hospital. Our support will vary depending upon the needs and circumstances of the patient.
- Be part of a Notre Dame National Medical HelpLine to assist Notre Dame travelers who become hospitalized while traveling through a club's area.

- To provide assistance to all patients in local medical facilities (Hospitals –Veteran Hospitals – Disabled Veterans Groups - Assisted Living Homes-Charitable Organizations).

We need three categories of volunteers:

1. Leaders and First Line Supporters to assist caregivers in a hospital (Level 1 Support)
2. On-call volunteers to help travelers in need (Level 2 Support)
3. Individuals who would like to be active in or are already active in local hospital or charitable organizations activities. If already active, let us know if club members would be welcomed to join you. (Level 3 Support)

Level 1 Support: First Line Supporters are volunteers (club members and non-club members) who function similar to members of an emergency response team. Once we have your name we know we can call upon you for assistance. We also realize, since we have no idea when we may need help, that you may not always be available when we call you. First Line Supporters are essential to our program and individuals should not be reluctant to volunteer because they may not always be available. Typically, First Line Supporters will visit the patient and free the caregivers so they can leave the hospital to get a break or perhaps a much-needed rest.

Some volunteers are Professionally employed at the hospitals. We ask them to consider making brief and unannounced visits to say “hello” We do not expect the Professionals to free up the caregivers but rather to just convey their thoughts and support them.

Level 2 Support: On-call volunteers will receive a call from a Team Coordinator telling him/her of an emergency situation near their location. The volunteer would typically go to the medical facility and provide assistance until a family member or friend arrives.

Level 3 Support: activities yet to be determined. .

QUESTIONNAIRE:

This information will provide us with contact info and may suggest an affinity you have with the patient.

- a. Your name
- b. Phone numbers
- c. Email address
- d. Home address
- e. If Domer give class years
- f. College
- g. Please indicate if Subway Alum, parent, relative, etc.
- h. If Grad student, please indicate year & school
- i. If professional in hospital list hospital(s)
- j. Please let us know the Levels of Support for which you want to volunteer, 1, 2, or 3
. This is a smorgasbord; select any or all.
- k. Let us know if you want your name removed from this list.
- l. Level 1 Support VOLUNTEERS ONLY: Provide profile information:
 1. List hospital(s) you are willing to visit
 2. Preference of days and times you prefer to make visits **or** tell us my schedule is unpredictable so call me to check
 3. Let us know if you are a Eucharistic Minister?
 4. Are you a parent of young children, cancer or major operation survivor, have experience with burn victims, experience in hospital support work or any other hospital related work?

Level 3 Support : The club has not yet decided how it wants to implement this level but will do so once we learn who and how many have volunteered.

STEP 4 (continued) Get Organized

See pages 6 & 7 of the Manual of Operations for tips to get organized.

STEP 5 of 6: Prepare your Website

1. Modify or establish your Club Web pages to draw attention to your Hospital Support Program.
2. Consider highlighting a message on your Home Page such as:
IF YOU ARE GOING TO BE A PATIENT IN ONE OF OUR LOCAL HOSPITALS, PARTICULARLY IF YOU ARE FROM OUT OF TOWN, TO LEARN HOW OUR CLUB IS PREPARED TO ASSIST YOU WHILE YOU ARE HERE. [CLICK HERE.](#)
3. You may pick up some ideas by visiting the Eastern NC Club's Web site at:
http://alumni.nd.edu/~ndc_enc/
Complete your web site content as appropriate.
2. On Page 5 of the Manual of Operation Manual there is an **On-Line** form that you will need to have on your website for the patient to complete prior to coming to your locality. Once you have this form available on your website and have the names, phone numbers and email addresses of your Team Leaders, contact Tom Monaghan '88, Senior Alumni Liaison at monaghan.1@nd.edu and give him this information. Peter will register your club with the ND Web Master. **The Web Master will establish a link between your Club's site and the University's system** so that when a patient completes the On-Line form it will be routed directly to your Team Leaders.

FOR CLUBS WITHOUT A WEBSITE

Website templates are available at <http://alumni.nd.edu/clubs/webpages.html> and can easily be tailored to your Club.

STEP 6 of 6: Provide information

Since some volunteers may not be called upon to help for months, years or possibly never, because of a low number of patient visits, it is essential to keep them informed of developments in the Program. The following communications are recommended:

Monthly:

- Provide update information to editor of local club newsletter

Quarterly:

- Email to all volunteers informing them of local as well as national activities involving the Hospital Support Program. No patient names will be mentioned.

When Appropriate:

- Send Post-Hospitalization Visit Report to all volunteers.

A Hospital Support Program Leader should be assigned to manage the communications.

**This Page is the Table of Contents of the Manual of Operations to
Implement and Maintain Level 1 Support
This manual is currently in use by the Eastern North Carolina
Club that started the Program several months ago.**

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**The manual is available from Thomas Monaghan '88, Senior Alumni Liaison, at
monaghan.1@nd.edu**

IMPLEMENTING THE HOSPITAL SUPPORT PROGRAM AT LEVELS 2

Suggestion of how Club Presidents and/or Senior Alumni Coordinators not involved in Level 1 Support may want to introduce this Plan

Newsletter - Email – Announcement Material

- Club officers realize that there are no long-term medical care facilities in our area to which patients come from distant locations for treatments. That being the case our club does not fit into Level 1 Support of this Program.
- Our club is, however, well suited to implement Levels 2 and 3 Support efforts.
- Individuals may volunteers to join either or both of these Levels of Support.
- We do not know how often we will be called upon to help because it will depend upon how many patients come to our area and what kind of Level 3 Support programs we decide to initiate. We may not see patients for months or even longer but we need to have volunteers in place to make the plan work.
- I would greatly appreciate it if interested club members would contact me and let me know of their interest. My phone number is _____ and my Email address is _____. Thank you. I look forward to hearing from many of you.

At LEVEL 2 Support the club becomes part of the Notre Dame National Medical HelpLine to assist Notre Dame Travelers who become hospitalized while traveling through a club's area.

All clubs need to support the Program at this level so there will be a true
Notre Dame National Medical HelpLine

STEP 1 OF 5: Initial Action

1. To implement the Plan at this level of support the club will need a minimum of 2 to 3 people who are willing to be Program Leaders. This number is necessary to provide backup.
2. Float the idea to club members via announcements, newsletters, discussions and meetings and seek volunteers. See sample of an announcement in STEP 2 below.
3. Inform all Notre Dame people about this Program because if they or a family member is hospitalized they could benefit from it.

STEP 2 of 5: Call for volunteers and organize to implement Plan

Suggested Email

Greetings:

I am sending this Email to you because you either have expressed an interest in participating in the club's Hospital Support Program or someone has told me that you may be interested in doing so.

Listed below are:

1. A reminder about the program's Mission as it pertains to our Club
2. A questionnaire we would like you to complete and return to us.

I thank you in advance for your interest in the program and for your support.

Call me, _____ or email me _____ if you have any questions.

Regards,

MISSION

The Hospital Support Program is a Three-Level Support Program and here are the two levels pertaining to our club.

- Be part of a Notre Dame National Medical HelpLine to assist Notre Dame Travelers who become hospitalized while traveling through our club's area. (Level 2 Support)
- To provide assistance to all patients in local medical facilities (Hospitals –Military Hospitals, Veteran Hospitals – Disabled Veterans Groups – Assisted Living Homes- Charitable Organizations). (Level 3 Support)

We need two categories of volunteers:

1. On-call volunteers to help travelers in need (Level 2 Support)
2. Individuals who would like to be active in or are already active in local hospitals or charitable organization activities. If already active, let us know if club members would be welcomed to join you. (Level 3 Support)

Level 2 Support: On-call volunteers will receive a call from a Team Coordinator telling him/her of an emergency situation near their location. The volunteer would typically go to the medical facility and provide assistance until a family member or friend arrives. As you see, volunteering at this level will not involve much time but is essential in order to have a National HelpLine..

Level 3 Support: activities yet to be determined by club members.

QUESTIONNAIRE:

This information will provide us with necessary contact information:

- a. Your name
- b. Phone numbers
- c. Email address
- d. Home address
- e. If Domer give class years
- f. College
- g. Please indicate if Subway Alum, parent, relative, faculty member, etc.
- h. Names and distances to the nearest hospitals from your home
- i. Provide additional info to know where you live if it would be helpful ie. X miles from exit Y of Rt. Z, or x miles south of (name town) on Route xyz.
- j. If professional in hospital list hospital(s)
- k. Please let us know for which Levels for you want to volunteer, level 2 or 3 or both.
- l. Let us know if you want your name removed from this list.

STEP 3 of 5: Organization

The club will need to develop a Database with the volunteer information. Each of the Team Leaders will need to have access to a central Database at all times or, if not practical, each will have to maintain a copy of the Database. When an emergency occurs the Plan is for someone involved in the incident to check the Home Page of the club in whose territory the incident occurred, call a Team Leader and give him/her the details. The Team Leader then refers to the Database, determines if there is a volunteer in the vicinity and calls that person.

Once there are a sufficient number of clubs supporting this effort and the concept is known well throughout the Notre Dame family, there can be more efficient ways to implement this phase.

STEP 4 of 5: Prepare your Web Site documentation, post it and register

1. Highlight on the club's Home Page that **"THIS CLUB IS PART OF THE ND NATIONAL MEDICAL HELPLINE"**.
2. A separate page should list the territory boundaries of the club, some of the cities and the names, phone numbers and cities of the Team Leaders. For privacy reasons the names of the other volunteers are not listed. A notation should be made that there is no guarantee that a volunteer will be able to give assistance but that we will do the best we can to help.
3. Once you have established your site you should register by letting your Senior Alumni Director and Thomas Monaghan '88, Senior Alumni Liaison, at monaghan.1@nd.edu, know that you are in the ready mode.

FOR CLUBS WITHOUT A WEBSITE

Website templates are available at <http://alumni.nd.edu/clubs/webpages.html> and can easily be tailored to your Club.

STEP 5 of 5: Provide information to all volunteers on a scheduled basis

Since some volunteers may not be called upon for months, years or possibly never, it is essential to keep them informed of developments in the Program. The following communications are recommended:

Monthly:

- Provide update information to editor of local club newsletter

Quarterly:

- Email to all volunteers informing them of local as well as national activities involving the Hospital Support Program. No patient names will be mentioned.

A Team Leader should be assigned to manage communications.

IMPLEMENTING THE HOSPITAL SUPPORT PROGRAM AT LEVELS 3

LEVEL 3 Support : Club members determines what they want to do

At Level 3 Support club members determine how and what they want to do. No specific guidelines exist. It is recommended that each club develop projects that are most meaningful to club members. It is hoped all clubs, at a minimum, will want to assist local Notre Dame people while they are in local hospitals.

Clubs should consider expanding their support beyond the Notre Dame family to include anyone who can use our support. This may include helping various medical organizations such as local Hospitals, VA and Military Hospitals, Disabled Veterans Groups and Assistant Living Facilities. All Hospital Administrators are eager to have volunteers assist them. Call your local Hospital Administrators or Community Service Directors and you will be surprised at how welcomed your inquiry will be. Some hospitals would love to have volunteers to simply cuddle, rock, hold and feed babies. Other jobs include transporting patients within the hospital, staffing the visitor's desk, working gift shops, etc. You can find the local hospital needs by visiting their website or contacting their Community Service Director.

Contact the Veterans Hospital organization via their web page, www.va.gov/volunteer. They have a long list of both patient and non-patient related projects on which they need help. See attached sample. You can identify the VA hospitals located in your club's territory via their website. This organization is very well organized to work with volunteers and last year more than 140,000 volunteers donated over 13 million hours.

Visit the Disabled Veterans sites at <http://www.woundedwarriors.org/> and <http://www.soldiersangels.org/> and www.parade.com to see all the possibilities you could consider doing. These injured brave men and women have given of themselves for our country. Some of their plights are very disconcerting and there is ample help one can give to them.

There are no better ways to support our God – Country – Notre Dame ideals than to help Veterans and soldiers in Military hospitals and the families of these brave individuals.

It is up to club members to decide what projects they want to work on and in what manner they would like to get involved.

By Accessing the VA website www.va.gov/volunteer one can download Open Volunteer Positions pertinent to the VA Hospital in your area.

Here is a sample of positions open in a particular VA Center as of the week of our inquiry.

POSITIONS ARE AVAILABLE FROM 8 AM TO 4:30 PM, MONDAY to FRIDAY, EXCEPT IF NOTED. There is a minimum of four hours per week and a six-month commitment.

AMMS SERVICE: CLERICAL SUPPORT FOR SUPPLY AND DISTRIBUTION AREA. ASSIST WITH FILING TYPING, PHYSICAL INVENTORY OF STORAGE AREAS.

CHAPLAIN SERVICE: ESCORT WHEELCHAIR PATIENTS TO AND FROM SUNDAY MORNING SERVICES. DISTRIBUTE CHAPLAIN BULLETINS. (SUNDAY 8:45AM-10:30AM)

CHIEF OF STAFF/PROCESS & SYSTEMS IMPROVEMENT: ASSISTING WITH COPYING, SHREDDING AND DELIVERY OF MEDICAL AND OFFICE DOCUMENTATION. ASSIST WITH SCANNING INFORMATION FOR QUALITY CONTROL. MUST HAVE COMPUTER SKILLS.

PERFORMANCE AND SYSTEMS IMPROVEMENT: PULSE DATA COLLECTION ASSIST WITH PERFORMING THE PULSE (PATIENT SATISFACTION SURVEY) AND COLLECTION OF DATA BOTH INPATIENT AND OUTPATIENT.

EMERGENCY CARE AREA: SIT WITH PATIENTS WAITING TO BE SEEN IN THE ER AND OTHER DUTIES ASSIGNED.

EXERCISE GROUP ASSISTANT: HELP TRANSPORT PATIENTS TO AND FROM EXERCISE CLASS WITH PHYSICAL THERAPY ASSISTANT. PARTICIPATE IN CLASS WITH PATIENTS. TUESDAY AND THURSDAY 1:00-2:30PM.

HUMAN RESOURCES MANAGEMENT SERVICE: FILING, COPYING, SORTING OF INFORMATION; MAILING FOR PROCESSING AND RECORDS SECTION

INFORMATION DESK VOLUNTEERS: PROVIDE INFORMATION FOR VISITORS AND PATIENTS AT THE INFORMATION DESK. VARIOUS HOURS. WEEKDAY, EVENING AND WEEKENDS. Openings available Monday, Wednesday-Fridays 4:00p.m.-7:00p.m

INFECTIOUS DISEASE: CLERICAL/SECRETARIAL NEEDS IN CLINIC AREA, ANSWERING PHONES, MESSAGE TAKING AND OTHER RECEPTION DUTIES. RESTOCK EDUCATION MATERIALS. ERRANDS, COPYING. ASSIST IN MAINTAINING THE EDUCATIONAL PAMPHLETS AND REPLENISHING.

NEURODIAGNOSTIC CENTER/SLEEP APNEA CLINIC: COPYING AND OTHER OFFICE TASKS, DATA ENTRY, AND EXCEL KNOWLEDGE ETC.