

2016

# Stand By You: An Interprofessional Compassionate Service

Rose Allen

*Baptist Hospital of Miami*, [rosea@baptisthealth.net](mailto:rosea@baptisthealth.net)

Renato Santos

*Baptist Health South Florida*, [renatos@baptisthealth.net](mailto:renatos@baptisthealth.net)

Arlenna Williams

*Baptist Hospital of Miami*, [arlennaw@baptisthealth.net](mailto:arlennaw@baptisthealth.net)

Sarita Khanal

*West Kendall Baptist Hospital*, [saritak@baptisthealth.net](mailto:saritak@baptisthealth.net)

Follow this and additional works at: <https://scholarlycommons.baptisthealth.net/se-all-publications>

Part of the [Bioethics and Medical Ethics Commons](#), and the [Palliative Care Commons](#)

---

## Citation

*Journal of Palliative Medicine* (2016) 19(5):A5 (Abstract 11)

This Conference Poster -- Open Access is brought to you for free and open access by Scholarly Commons @ Baptist Health South Florida. It has been accepted for inclusion in All Publications by an authorized administrator of Scholarly Commons @ Baptist Health South Florida. For more information, please contact [Carrief@baptisthealth.net](mailto:Carrief@baptisthealth.net).

**Baptist Health South Florida**

6855 Red Road, Coral Gables, FL 33143

**Contact Person:**

Rose Allen, DNP, MSM/HM, RN, CHPN

**Project Team Members:**

Rose Allen, DNP, MSM/HM, RN, CHPN

Chloe Edinger, BS, MS3

Renato Santos, MDiv., BCC, LMHC

Arlenna Williams, MSW, MBA

Sarita Khanal, ARNP, RN

Carol Slinger-Howell, MSN, RN, CNML

## Palliative Care Delivery

Collaboration between Florida International University (FIU) Herbert Wertheim College of Medicine and Baptist Health South Florida (BHSF) resulted in the development of an interprofessional compassionate volunteer service for patients at the end of life. The *Stand By You (SBY)* Volunteer Service was developed in 2012 and is based on the *No One Dies Alone (NODA)* program started by Sandra Clarke, CCRN in 2001, with the goal to provide companionship and support for dying individuals, so they don't die alone.

In 2012 the *SBY* Volunteer unique service was provided by first and second year medical students. By 2014 the program expanded to include hospital volunteers: nurses, social workers, board members, and other community volunteers. To date, 99 volunteers have been trained: 53 medical students, 22 hospital employees, and 24 community volunteers. A total of 17 patients have received SBY Services.

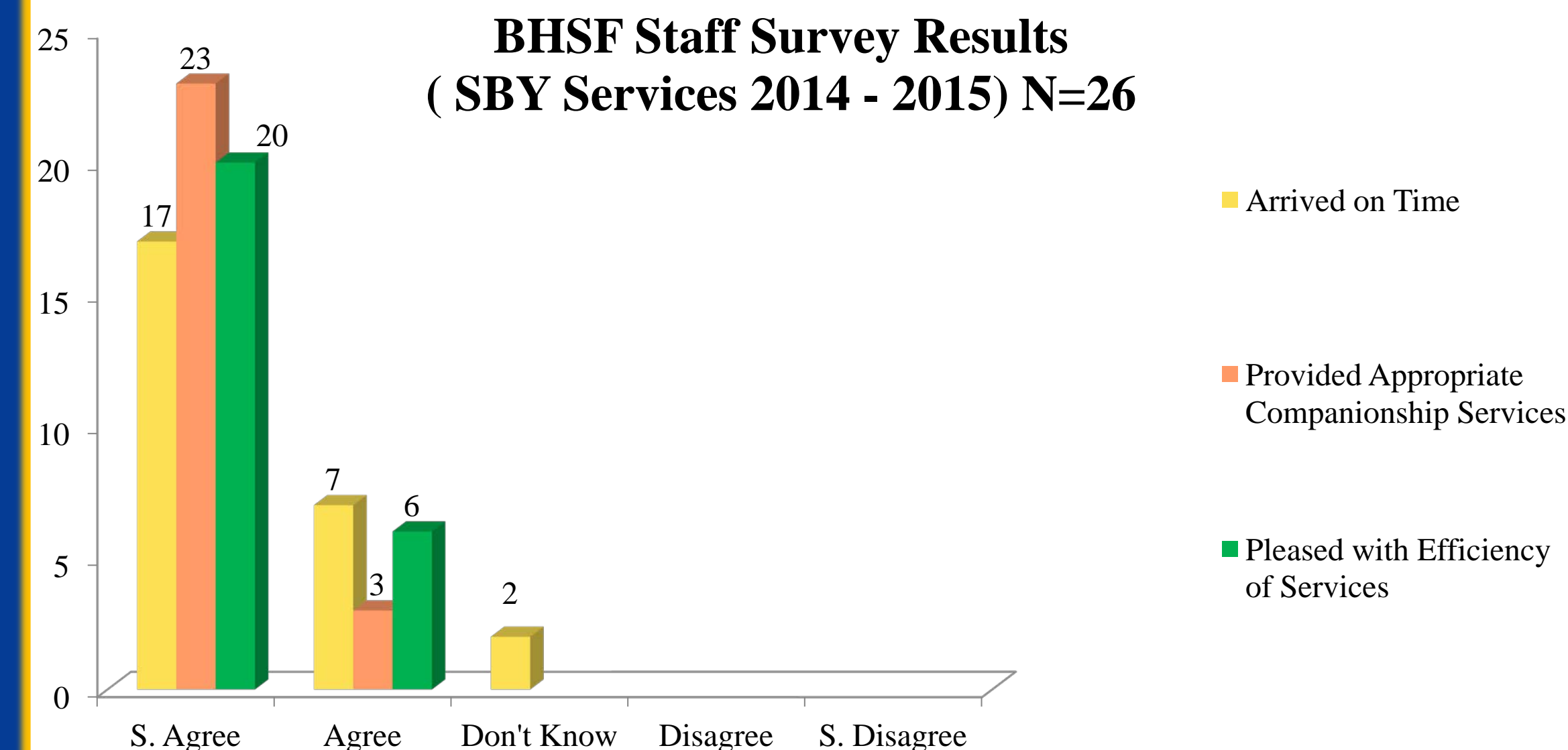
## Plan

- 2012 FIU Medical Student Capstone Project (1 hospital WKBH)
- Administrative support & policy development
- Patient/Family Brochure – Informed Consent
- **Referral Criteria:**
  - Patient CMO/Hospice
  - Imminently dying (within a few days)
  - Patient alone without family/friend
- **Volunteer responsibilities:**
  - No patient care- companionship only
  - Read, listen to patient, play songs etc.
  - Report signs/symptoms of pain/distress to nurse.
- Goal of providing 24/7 services

## Do

- Staff education of SBY policy and referral process
- SBY Volunteer -3-hour blended learning training
  - Spiritual diversity
  - Boundary etiquette
  - Importance of presence
  - Physiological stages of dying

## Check



Hospital	# patients
WKBH (2012)	2
BHM (2014-2015)	13
DH (2015)	2
<b>TOTAL</b>	<b>17</b>




**Stand by YOU**

"Stand By You" is a Baptist Health South Florida program designed to provide a compassionate companion to patients in their final days.

Community volunteers and volunteer medical students sit with patients who are expected to pass on in the next few days and do not have family or friends. This service is also provided to patients in the final phase of life whose friends or family members need a respite or are uncomfortable facing their loved one's impending death alone.

Volunteers do not provide any medical care, but are a supportive, comforting presence.

It takes a team of committed volunteers to provide this invaluable service, and more volunteers are needed. A few hours of your time to help someone will provide you with a wonderful sense of fulfillment. Please come and volunteer! We welcome the opportunity to provide you with additional information on the program. If interested, please contact:

**Baptist Hospital of Miami**  
Sonny Hoche, RN, Coordinator, Stand By You  
Phone: 786-590-6123  
Email: Sonny.Hoche@baptisthealth.net

**West Kendall Baptist Hospital**  
Zoe McKenna, Manager, Volunteer Services  
Phone: 786-407-2141  
Email: WKBHVolunteers@baptisthealth.net

**Doctors Hospital**  
Julia Wilson, Manager, Volunteer Services  
Phone: 786-308-3565  
Email: Julia.W@baptisthealth.net

**Baptist Health South Florida**

## Act

- 2013- only 2 patients served at 1 hospital, WKBH
- 2014 – services expanded to BHM, DH
- **Referral criteria expanded:**
  - Patients CMO/Hospice
  - Imminently dying
  - Patient alone without family/friend
  - Patient's family leaving for >3 hours
- Included hospital staff volunteers to achieve 24/7 coverage

## Lessons Learned/Next Step

- Medical students limited availability during school vacation
- Increase # trained volunteers to provide round the clock coverage for program sustainability
- Developed recruitment brochure
- Annually recruit new medical students
- Expand SBY services to other BHSF hospitals