

# Expanding Cardiopulmonary Rehabilitation Staff/Services with Volunteers and Students

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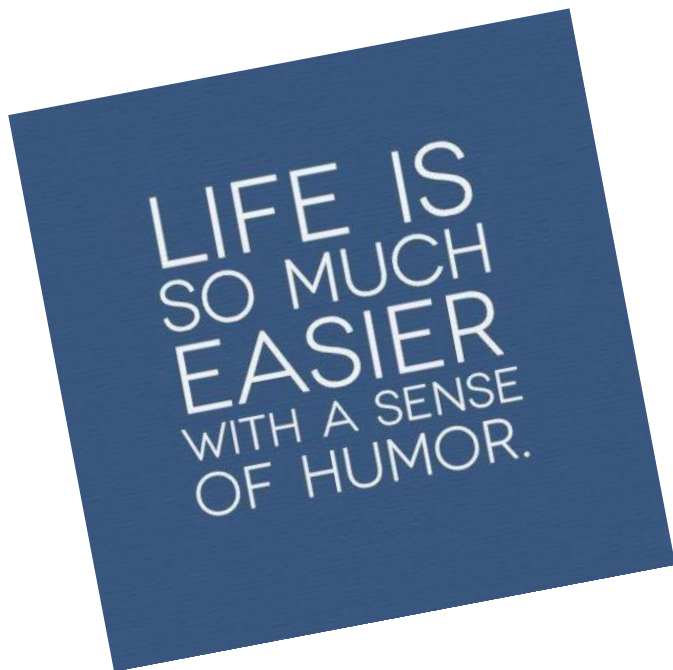
IU Health Ball, Blackford, & Jay  
Hospitals



Indiana University Health

# Disclosures:

I have no actual or potential conflicts of interest in relation to this program/presentation



# Ball Memorial Hospital 1976-2009



**Keeping You In Harmony**



**Pulmonary Rehab**  
BALL MEMORIAL HOSPITAL  
50 HOURS



# IU Health Ball Facility 2009-Present



# Goals of Utilizing Volunteers and Students Into Cardiopulmonary Rehabilitation

- Learn why to welcome adult volunteers and students into your services
- Review orientation and competencies needed for quality interactions and purpose for volunteer and student positions.
- Provide the opportunities to apply the knowledge and skills obtained in the classroom to actual clinical situations and experiences
- At completion of the internship, students should be prepared to enter the profession (in your program).



## Adult Volunteers & Student Positions in Cardiopulmonary Rehabilitation- Why is this Value Added?

- Both add dimension to your work family through **compassionate** smiles, extra hands, and optimism.
- Volunteers who are patients add real grit to your team and are your best advocates!
- They have wonderful **purpose** in serving others and compliment your **patient experience**.
- They assist in **recognition** and celebration with grateful hearts!
- As a lower cost option to employed positions, they are **budget** friendly enhancer to the team
- They support your **quality** by helping recruit friends and families to services in your hospital

# What are Volunteers looking for ?

- A way to give back to humanity
- Social Interaction with others
- Purpose through projects/work
- To support others and thrive with younger generations.

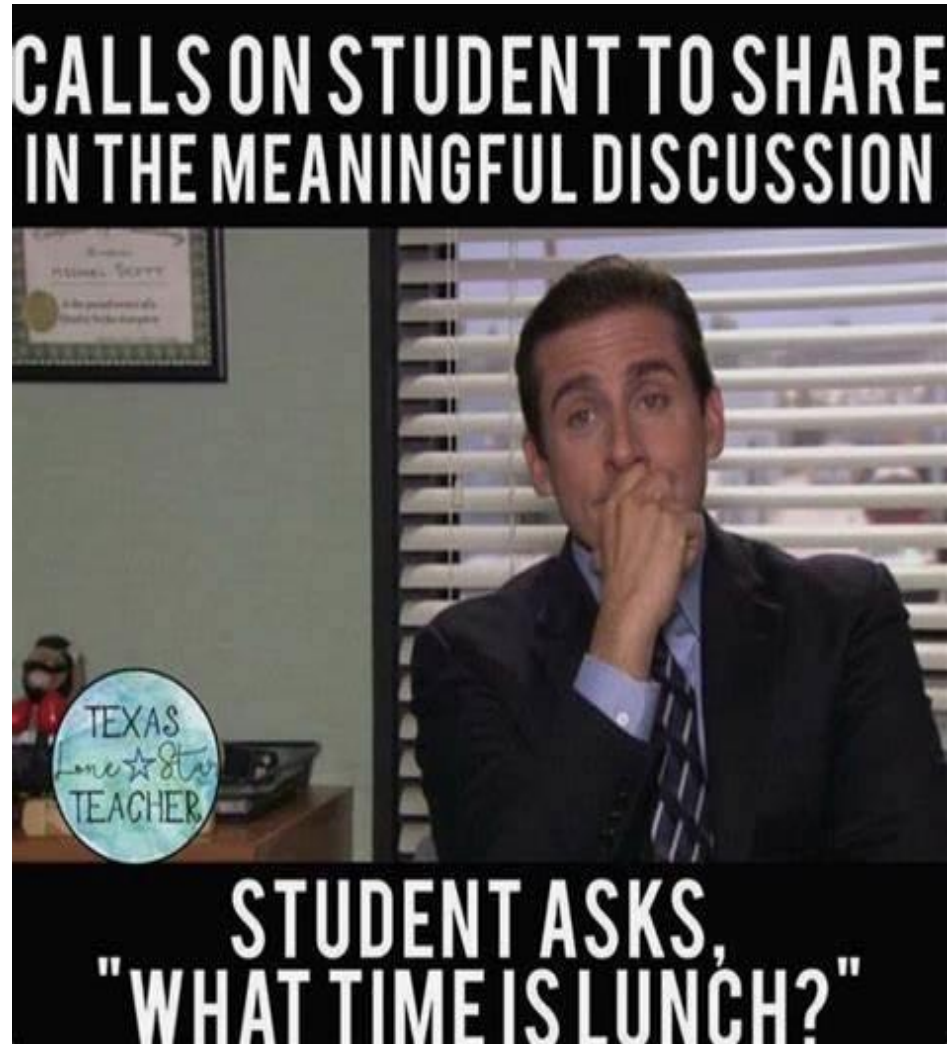


VOLUNTEER



# What are the students looking for ?

- Test Drive-Hands on and engaging patient care
- Innovative and creative experiences
- Challenging assignments/projects
- Supportive leadership & supervision
- Course Credit





# Student Recruitment Presentation of Duties:

- *Measure vital signs including blood pressure, oxygen saturation, heart rate, rate of perceived exertion (RPE), and rate of perceived dyspnea (RPD) at rest, exercise, and recovery.*
- *Guide and instruct patients through their exercise prescription on various modes*
- *Clean equipment and facility as directed per infection control department*
- *Chart patient data into Scottcare for transition to EMR*
- *Assist the manager with various clerical tasks such as scanning, gathering and transferring patient data to appropriate records, format PowerPoint presentations*
- *Update Phase III patient exercise prescriptions/ folders*
- *Attend meetings regarding staffing, scheduling, budget, payroll, and communication with other units of the hospital*
- *Observe multiple procedures and positions throughout the services.*
- *Make phone calls to patients regarding their absences*
- *Take inventory of supplies and other tasks as assigned*



# Getting Starting

- Assess your organizations needs and abilities.
  - Affiliate Agreements
  - Budget Considerations
- Create an appealing internship description
  - Student Job Description/Competency
  - Brochure
  - Guest lecture at partner school
- Develop recruitment plan
  - Establish School Advisors Network
  - Semester/Academic Schedules
  - Strategy with operational volumes/tasks

**YOU DON'T THINK YOU  
HAVE TO FOLLOW THE  
DRESS CODE?**



**FASCINATING.**



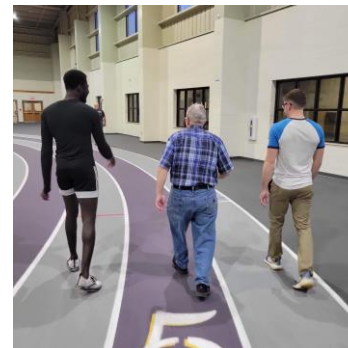
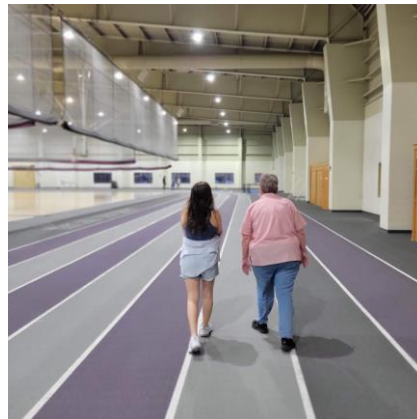
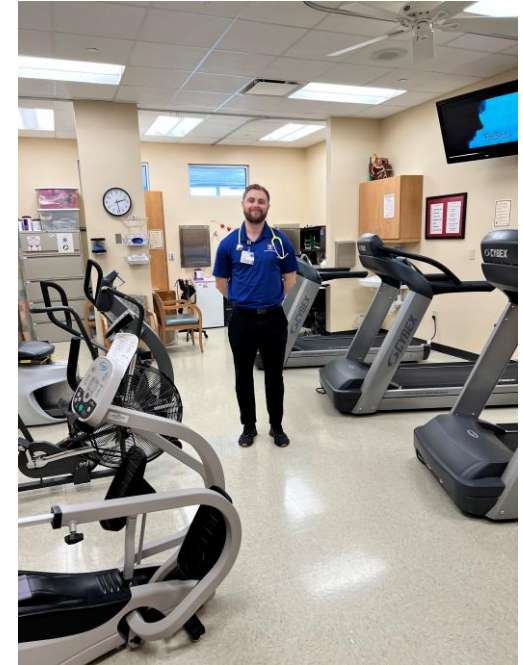
# Preliminary Expectations

- Have an onboarding process plan:
  - Designate an initial student contact
  - Identify a “welcome” packet that outlines initial expectations/requirements of the site and team
    - Application
    - Confidentiality Agreement
    - Immunizations
    - Dress Code
    - Schedule ideas to support the student's requested hours.



# Supervisor and Intern Communication

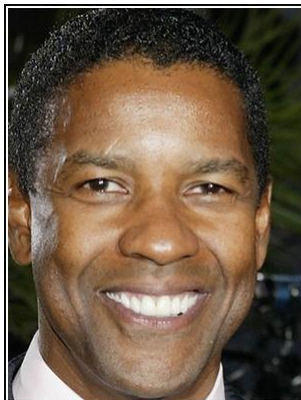
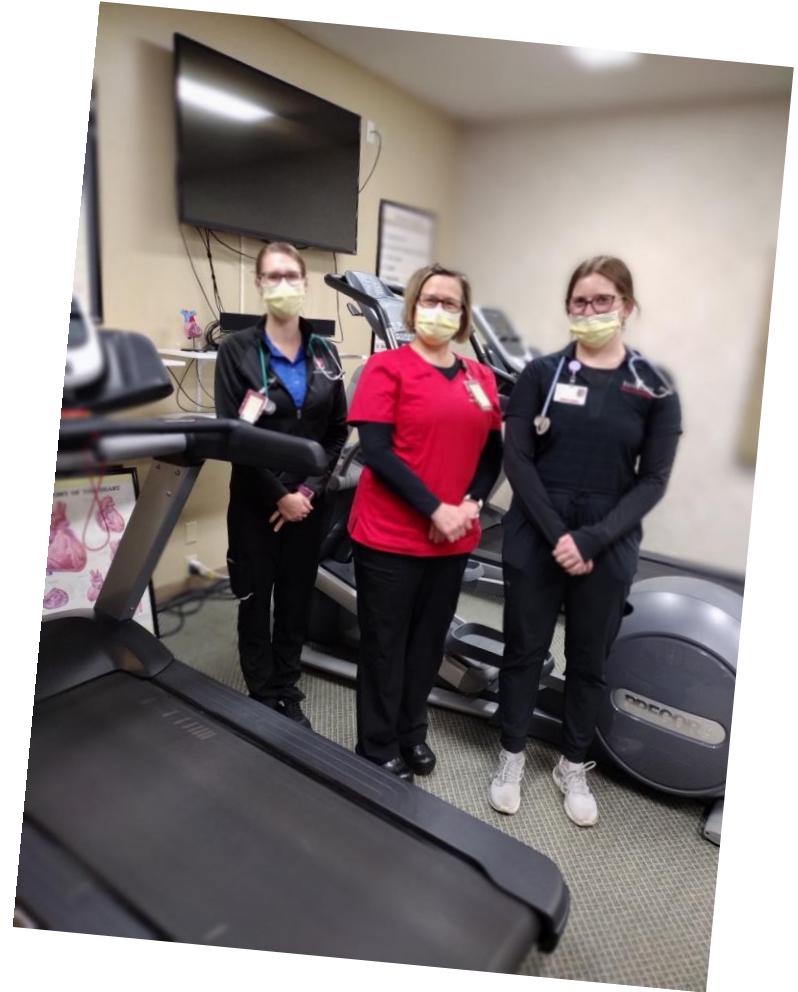
- Student should have done welcome packet and schedule a time to present to the unit.
- Sit down on the 1st day and discuss mutual expectations
- At a minimum do a mid-term and final evaluation; openly discussed and signed by both parties
- Don't be afraid to talk and confront issues immediately!



# Criteria to Evaluate/Discuss

## Behaviors

- Attitude
- Dependability/punctuality
- Flexible/team player
- Shows initiative
- Awareness
- Professional Dress/Presentation
- Overall Quality of Work
- Accepts Criticism



I think a role model is a mentor -  
someone you see on a daily basis,  
and you learn from them.

— Denzel Washington —

AZ QUOTES



# Criteria to Evaluate/Discuss

## Knowledge

- Applied clinical exercise physiology
- Applied cardiovascular physiology
- Clinical Diagnostics Observations
- Exercise prescription
- Pharmacology
- Electrocardiography
- Behavior change
- ITPs
- Monitoring systems
- Risk factors and patient education



# Criteria to Evaluate/Discuss

## Skills

- Written and oral communication
- Patient monitoring (e.g., taking BPs, rhythm recognition, abnormal S & S)
- Exercise prescription
- Exercise leadership
- Counseling
- Presentation abilities
- Computer competencies

**MY FACE AFTER I GIVE INSTRUCTIONS**



**SOMEONE ASKS WHAT DO TO....**

***Change  
is inevitable.***

***Growth  
is optional.***



**THIS IS THE END OF THE PRESENTATION**

**ANY QUESTIONS? IF NOT JUST CLAP**