



Care  
Compassion  
Understanding

**“Feel good  
factor – I feel  
I am really  
contributing.”**

## An innovative approach

# Volunteers working with patients: engaging in outcome measurements in a hospice

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### Background

Patient-reported outcome measurements are gaining increasing importance in both health and palliative care, providing patients with an opportunity to assess the quality of their care and broaden clinician's knowledge of often overlooked patient concerns.

St Catherine's Hospice adopted the validated quality measurement tool SKIPP (St Christopher's Index of Patient Priorities). Data from the survey questionnaire will be used to enable us to adapt and improve our services, thus increasing our accountability.

### Benefits of using volunteers

- Already valued and established members of the hospice team
- Extended their role, recognising a broader skill set
- Resulted in limited nurse bias and gate keeping
- Less daunting for patients (volunteers were not in uniform)
- Had a positive impact on an already stretched nurse resource

### Outcomes

- 100% retention of pilot volunteers
- 82% return of questionnaires
- Widened scope of volunteer role

### What made it successful?

- We identified a clinical project lead
- Recruitment was through invitation sent to existing clinical volunteers
- A risk assessment was undertaken
- We gave training and support on how to complete the questionnaire
- Boundaries were clear
- We held regular supervision meetings with the project lead
- We listened to the views and challenges expressed by the volunteers

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