

HOSPICE BEREAVEMENT AND VOLUNTEER TRAINING MANUAL

May 2023

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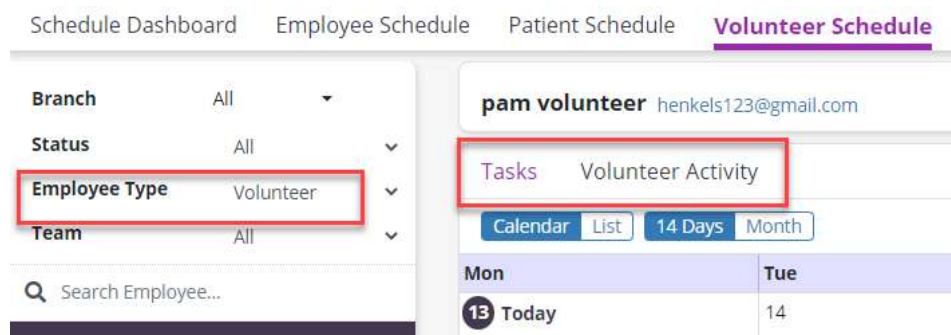
VOLUNTEER CENTER

The Volunteer Center streamlines operations and facilitates compliance by giving users an easy way to track and monitor volunteers and their scheduled tasks. To view, add and edit volunteers, users must have permission to view, add and edit users in Axxess Hospice.

When adding a volunteer in Axxess Hospice, select volunteer from the employment type menu on the **Information** tab. When **Volunteer** is selected as a user's employment type, the employee payroll ID and payroll cycle group fields will not populate for the user. No payroll information can be entered when **Volunteer** is selected as the user's employment type.



To access the Volunteer Center, navigate to the **People** tab and select **Volunteer Center**. The Volunteer Center will populate a list of all active users with an employment type of Volunteer, as well as their tasks and activities.



When viewing a volunteer's schedule, click **View Volunteer Center** to navigate directly to the volunteer's profile in the Volunteer Center.

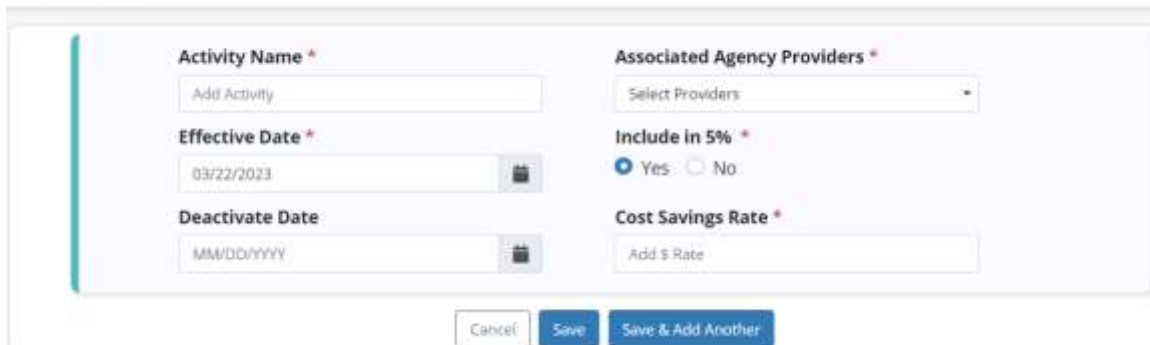


VOLUNTEER ACTIVITIES

Add Activity

To give a user permission to create and manage custom volunteer activities, edit the user's profile and navigate to the **Permissions** tab. In the **Administration** section, select **View**, **Add**, **Edit** and **Delete** next to the **Volunteer Activities** permission. To create a custom volunteer activity, navigate to the add menu in the top-right corner of the screen and select **Volunteer Activity**. Complete the fields in the **Add Activity** window and click **Save**.

Add Activity



The 'Add Activity' form includes the following fields and options:

- Activity Name ***: Text input field with placeholder 'Add Activity'.
- Effective Date ***: Date picker showing '03/22/2023'.
- Deactivate Date**: Date picker with placeholder 'MM/DD/YYYY'.
- Associated Agency Providers ***: Dropdown menu with 'Select Providers'.
- Include in 5% ***: Radio buttons for 'Yes' (selected) and 'No'.
- Cost Savings Rate ***: Text input field with placeholder 'Add \$ Rate'.

Buttons at the bottom: Cancel, Save, Save & Add Another.

Once all required fields have been saved, the activity will appear in the **Volunteer Activities** list and will be available for scheduling. To access the **Volunteer Activities** list, navigate to the list menu and select **Volunteer Activities**.

Volunteer Activities



The 'Volunteer Activities' list includes the following data:

Provider	Task	Include in 5%	Cost Savings Rate	Start Date	End Date	Actions
Testing Home Health Agency, Inc.	admin time	Yes	\$100	04/07/2022	Not Available	 
Testing Home Health Agency, Inc.	bingo activity	Yes	\$10	04/07/2022	Not Available	 
Testing Home Health Agency, Inc.	Community Event	No	Not Available	04/07/2022	Not Available	 
Testing Home Health Agency, Inc.	dog walk	Yes	\$25	04/07/2022	Not Available	 
Testing Home Health Agency, Inc.	filing	Yes	\$10	12/06/2022	Not Available	 
Testing Home Health Agency, Inc.	Hammer Time	Yes	\$23	04/07/2022	Not Available	 
Testing Home Health Agency, Inc.	letsBeCool	Yes	\$23	04/07/2022	Not Available	 
Testing Home Health Agency, Inc.	office time	Yes	\$25	07/13/2022	Not Available	 
Testing Home Health Agency, Inc.	earline insurance	Yes	\$25	04/07/2022	Not Available	 

Users can edit, deactivate and reactivate volunteer activities as needed. Activities can be deactivated and reactivated for the current date or future dates.

Schedule

To schedule a volunteer activity for an employee, the employee's user profile must include the volunteer employment type. To schedule a volunteer activity, navigate to the employee's schedule and click **Add Activity**. Complete the fields in the **Add Activity** window and click **Save Activity**.

Tasks Volunteer Activity

Add Activity

Repeat Does not repeat	Agency Branch * A-MED HEALTH INC WEST
Date * 03/22/2022	Activity * Office time
Shift Length Select Shift Length	Shift Start Time Enter Shift Start Time

[Save Activity](#) [Save Activity & Add Another](#) [Cancel](#)

Once the activity is scheduled to a volunteer, they can document the following information:

Volunteer Activity

Date * 03/22/2022	Time In * Enter Time	Time Out * Enter Time	
Travel Time In Enter Time	Travel Time Out Enter Time	Associated Mileage Enter Mileage	Surcharge Enter Amount

Narrative

Search for Template

Enter Narrative Note

You have 2000 remaining characters.

[Cancel](#) [Save](#) [Complete](#)

The Volunteer Activity note includes time validations that prevent users from entering overlapping visit and travel times. The note can also be downloaded or printed and does not flow to the QA Center, Pending Co-Signature screen or

payroll. Volunteer activities flow to the new Volunteer Services Report in the Report Center.

Report

Reports/Report Center/Statistical Reports/Volunteer Services Report

The Volunteer Services report is a comprehensive tracking report of all volunteer services that have been documented in Axxess Hospice. This report enables organizations to view the percentage of total patient care hours provided by volunteers.

The report displays a list of all activities provided by volunteers for a given date range. The summary at the top of the report displays the total number of volunteer hours, total patient care hours, percentage of volunteer hours, cost savings rate and number of volunteer hours over/under the 5% threshold.



The report includes the following columns and can be exported to Excel:

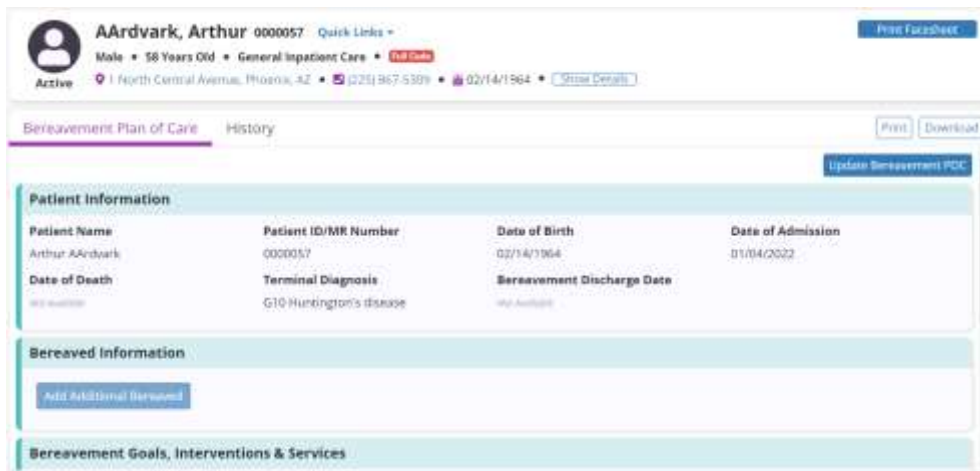
Activity Summary

Total Volunteer Hours 8.5 hours	Total Patient Care Hours 0 hours	Percentage of Volunteer Hours 0%	Hours Over/Under Required Threshold 0 hours
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Provider	Team	Patient Name	Task	Task Status	Date	Assigned To	Min Time In	Min Time Out	Total Work Time	Included in 5%	Cost Savings Rate	Travel Time In	Travel Time Out	Total Travel Time	Associated Billing
Tracy Home Health Agency, Inc.	Yes	Applicable	Not Applicable	Volunteer Activity	Completed	03/01/2022	08:00 AM	08:30 AM	4.25 Hours	Yes	\$10			0.00 Hours	

BEREAVEMENT

Bereavement Plan of Care enables users to document goals, interventions and services related to bereavement before and after a patient's death. Users must have permission to view and manage the Bereavement Plan of Care. To access a patient's Bereavement Plan of Care (POC), navigate to the patient's chart and select **Bereavement** from the **Quick Links** menu.



Aardvark, Arthur 000057 [Quick Links](#) [Print FaceSheet](#)

Male • 58 Years Old • General Inpatient Care • [Full Care](#)

Active • 1 North Central Avenue, Phoenix, AZ • (325) 867-5399 • 02/14/1964 • [Other Details](#)

Bereavement Plan of Care [History](#) [Print](#) [Download](#) [Update Bereavement POC](#)

Patient Information

Patient Name	Patient ID/MR Number	Date of Birth	Date of Admission
Arthur Aardvark	000057	02/14/1964	01/04/2022
Date of Death	Terminal Diagnosis	Bereavement Discharge Date	
No Records	G10 Huntington's disease	No Records	

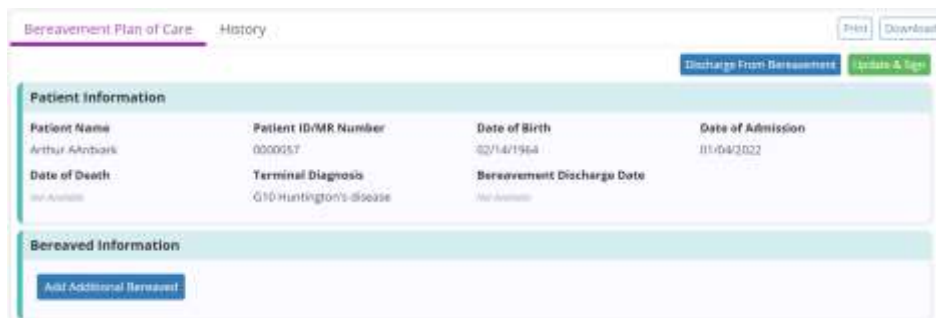
Bereaved Information

[Add Additional Bereaved](#)

Bereavement Goals, Interventions & Services

To print or download a copy of the Bereavement POC, select **Print** or **Download** in the top-right corner of the screen. To view a record of changes made to the Bereavement POC, navigate to the **History** tab.

The Bereavement POC can be updated regardless of the patient's status. To update the POC, select **Update Bereavement POC** to activate all action buttons on the **Bereavement Plan of Care** tab. The **Patient Information** section will pre-populate with the patient's demographic info. To update this information, navigate to the patient's chart under the **Patients** tab and update the information as needed. The bereavement discharge date field under **Patient Information** will auto-populate when the patient is discharged from bereavement.



Bereavement Plan of Care [History](#) [Print](#) [Download](#) [Discharge From Bereavement](#) [Update & Sign](#)


Patient Information

Patient Name	Patient ID/MR Number	Date of Birth	Date of Admission
Arthur Aardvark	000057	02/14/1964	01/04/2022
Date of Death	Terminal Diagnosis	Bereavement Discharge Date	
No Records	G10 Huntington's disease	No Records	

Bereaved Information

[Add Additional Bereaved](#)

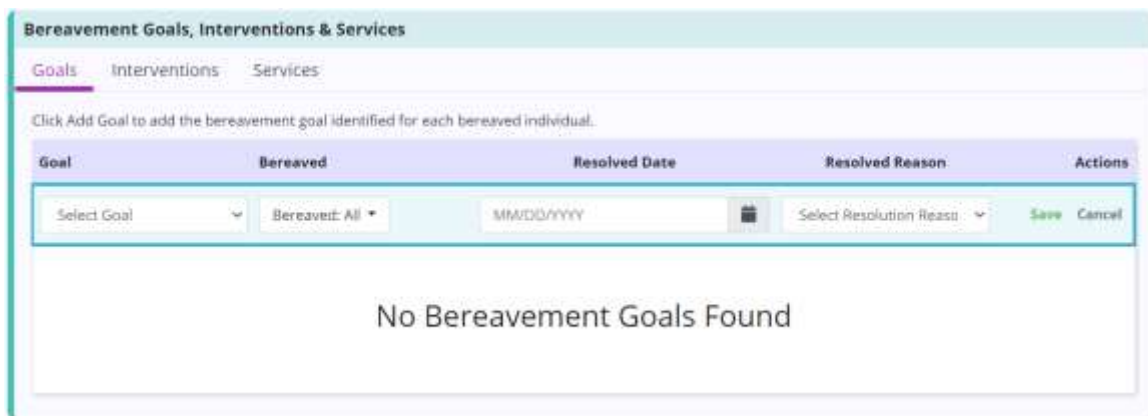
To add bereaved contacts to the Bereavement POC, select **Add Additional Bereaved** under **Bereaved Information**. Up to 10 bereavement contacts can be added per patient. The auto-fill box under **Add Additional Bereaved** can be used to add one of the patient's existing authorized contacts. Selecting a contact from this list will automatically populate the contact's information from the patient's chart. If the bereaved contact needs to be added as an authorized contact for the patient, select **Add Contact** to open the patient's chart and add the contact.



If the bereaved contact is not one of the patient's authorized contacts, manually enter the contact's information to the Bereavement POC and select **Save Contact**.

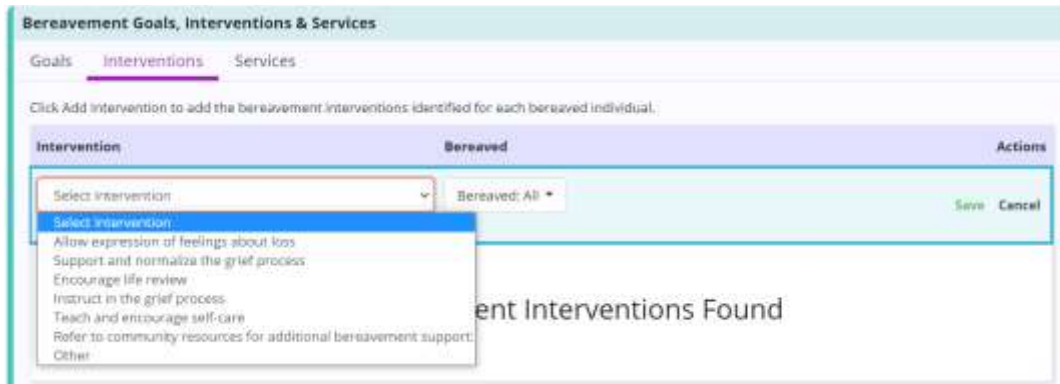
Add Bereavement Goals, Interventions and Services

Navigate to the **Goals** tab under **Bereavement Goals, Interventions & Services**. Select **Add Goal** and select a goal from the **Goal** drop-down menu. Each goal will be assigned to all bereaved contacts unless specific individuals are selected from the **Bereaved** menu. A resolved date and resolved reason can be documented in the resolved date and resolved reason fields as each bereaved individual moves through the bereavement process.



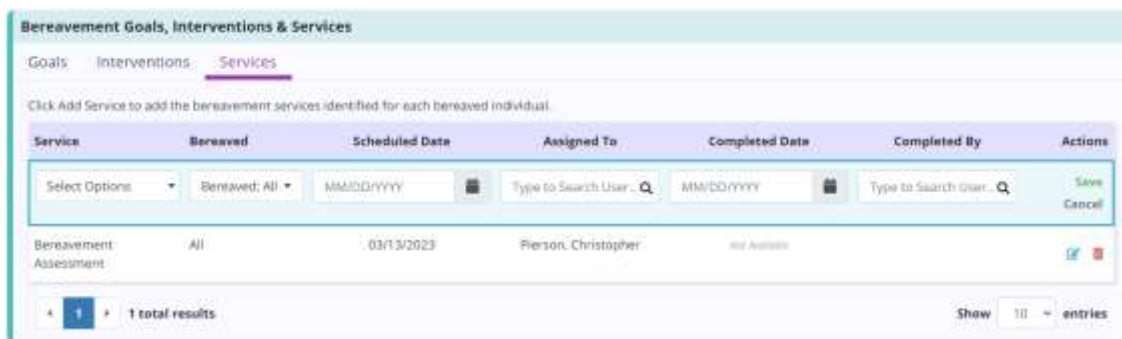
To add an individualized goal, select **Other** from the **Goal** menu and enter the specific goal. Select **Save** to save the goal to the Bereavement POC.

To add an intervention to the Bereavement POC, navigate to the **Interventions** tab. Select **Add Intervention** and select an intervention from the **Intervention** drop-down menu. Each intervention will be assigned to all bereaved contacts unless specific individuals are selected from the **Bereaved** menu.





To add an individualized intervention, select **Other** from the **Intervention** menu and enter the specific intervention. Select **Save** to save the intervention to the Bereavement POC.

To add a service to the Bereavement POC, navigate to the **Services** tab. Select **Add Service** and select a service from the **Service** drop-down menu. Each service will be assigned to all bereaved contacts unless specific individuals are selected from the **Bereaved** menu.



To add an individualized service, select **Other** from the **Service** menu and enter the specific service. Select **Save** to save the service to the Bereavement POC.

Goals, interventions and services can be edited by selecting the  icon or deleted by selecting the  icon.

Once bereavement services are scheduled to a user, the user will see the services that need to be completed on the **Bereavement Services** tab of the **Employee Schedule** screen.

[Employee Schedule](#) Patient Schedule Volunteer Schedule

Wendy Amerson wamerson@axxess.com

Tasks Infection Reports Non-Patient Activity **Bereavement Services**

Calendar List 14 Days Month

Sign or Discharge from Bereavement

Select the green **Update & Sign** button to save changes and update the Bereavement POC. A signed copy will be available in the **History** tab, where it can be printed or downloaded at any time.



Print Download

Discharge From Bereavement **Update & Sign**

IR Number:	Date of Birth	Date of Admission
	02/14/1964	01/04/2022
agnosis	Bereavement Discharge Date	
ton's disease	02/23/2022	

Once a patient's contacts have completed the bereavement program, the patient can be discharged from bereavement. To discharge a patient from bereavement, resolve each goal on the **Bereavement Plan of Care** tab and select **Discharge from Bereavement**. Enter the discharge date and select **Discharge**.

Discharge from Bereavement

Bereavement Discharge Date

02/23/2022

Discharge Cancel

This will end the bereavement period for the patient. Bereavement tasks will not be added to the patient's schedule after the bereavement discharge date. If at any point bereavement services need to be resumed, navigate to the **Bereavement Plan of Care** and select **Resume Bereavement**.

BEREAVEMENT CENTER

Centers/Bereavement Center

The Bereavement Center enables users to manage all bereavement activities, tasks and contacts in one location. Users must have permission to view the Bereavement Center. The panel on the left side of the Bereavement Center enables users to search for a specific bereavement contact or filter the contacts

by branch or status. Under the search bar, a list of bereaved contacts appears in alphabetical order.

Branch All ▾
Status Active ▾
 Search Contact...
 Alima, Danny
 Reason, Life
 MRN: 0000188
 Amerson, Wendy
 Reason, Jimmy
 MRN: 0000335

When a bereaved contact is selected, the associated patient's information will appear at the top of the screen, including the patient's name, MRN, gender, age, birthday and a link to the patient's chart. A list of bereavement contacts associated with the patient will appear under the patient's information. Users can filter the bereavement contacts by status and/or assessment score. If a new bereavement contact needs to be added, select **Add Bereaved**.


Adams, Scarlett LM001 [Quick Links](#) From Dashboard
 Female • 81 Years Old • Routine Home Care • Add Time
 16000 Dallas Pkwy, 700th, Dallas, TX • (263) 232-6532 • 08/11/1940 • [View Patient Chart](#) • [Grow Health](#)
 Deceased

Status: All ▾ Assessment Score: All ▾ MM/DD/YYYY Add Bereaved

Bereaved	Relationship	Bereavement Discharge Date	Months in Bereavement	Assessment Score	Bereaved Contact Status	Plan of Care	Schedule
adams, Sam	Son	11/10/2022	9	Moderate Risk	Active	View	View

Additionally, the **Report Center** includes a Bereavement Census report that displays a list of all bereavement contacts, risk scores and associated patients. Users must have permission to view and export Patient Reports to use the report.

To run it go to *Reports/Report Center/Patient Reports/Bereavement Census Report*.

HELP CENTER

A great resource that is available 24/7 is our Help Center. It is a place to get answers to frequently asked questions or watch videos on all our Axxess products. To access the Help Center, navigate to the **Help** tab and select **Help Center** or go to <https://www.axxess.com/help/>.

