

# \$5,000 CASH!

Your raffle ticket could win you \$5,000, \$1,000 or \$500 -- just in time for holiday shopping! See details on back page.



NOVEMBER  
2008

Volunteer  
Continuing  
Education

LAKE HAVASU CITY  
10 A.M.

## Paperwork: Why it matters

By Vickey Fielder, Patient Care/Family Assistance & Office Volunteer

One of the main reasons Hospice of Havasu exists is to provide pain relief to our patients, and the way to show we are meeting this goal is through pain assessment tracking.

Clinical pain tracking and research is performed by Hospice of Havasu, as mandated by Medicare, using pain assessment information provided by Patient Care Volunteers. Throughout the year, surveyors, on behalf of Medicare, perform unannounced audits looking specifically at this data. Hospice of Havasu, as a complete

interdisciplinary agency, must provide consistent, precise and complete pain tracking. Pain assessment is accomplished by using the information provided by Patient Care volunteers from the YELLOW and LAVENDER Contact Report forms. Pain assessment information is taken from these forms and entered into Suncoast, Hospice of Havasu's proprietary database program.

Patient Care volunteers must be comfortable with performing pain assessment and in asking the question, "From 0 to 10 with 10 being the worst pain, where is your pain level today?" This

is a vital component for complete patient care and is MANDATORY. If a patient is vague, check N/A and make a notation in Observations, i.e. "Patient would not give a precise answer, he/she indicated pain is somewhere between 2 to 6". If patient refuses to provide pain level, check Assessment Refused and make a notation in Observations as to why assessment was refused, i.e., "Patient didn't want to discuss pain, it made her sad". Or if a patient slept through the visit, check Non-communicative and in Observations, "Patient slept through visit and we

*More on back page*

Monday,  
November 10

1963 McCulloch, #104

Thanksgiving meals  
Final discussion  
and planning

**PARKER**  
11 A.M.

Tuesday,  
November 11  
26668 Mohave Rd.

Thanksgiving meals  
Final discussion  
and planning

**Meditation is each  
Friday at 9 a.m.  
in the Volunteer  
Services Office.**

Have a happy  
and safe  
Thanksgiving!

# Paperwork: Why it matters

From page one

did not speak.” There are two sections pertaining to pain assessment, the first refers to current pain, the second to acceptable pain. BOTH sections must be completed.

As a side note, some volunteers make comments in the margins next to the levels of pain without checking off anything – this is not acceptable. If you cannot obtain a pain assessment number from the patient, check N/A and write your comments in the Observations section.

Keep in mind that the observations and information you include as Patient Care volunteers by means of the Contact Report forms provide valuable insight into a patient’s ongoing mental and physical conditions.

As volunteers, our patients see us as companions and in some cases good friends, sharing information with us that they may not feel comfortable revealing to other team members. We may see or hear something that others on the team may not

have the opportunity to observe.

As both a Patient Care and Office volunteer doing data entry from Contact Report forms, I can see first hand how critical the information volunteers provide is important for the complete care of our patients. Your tireless work and attention to detail are expressly appreciated by the Patient Care teams.

Everything you do, every bit of information you provide is looked at, analyzed and utilized in order to provide the best patient care Hospice of Havasu can provide.

Please contact Janet Baier, Manager of Volunteer Services, with any questions or concerns.

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## November Birthdays

Nov. 1 - Kathy Meehan  
Nov. 8 - Doris Garrison  
Nov. 14 - Doris Aydelotte  
Nov. 18 - Suzanne Meyer  
Nov. 19 - Ray Champaigne  
Nov. 20 - Dennis Hulsey  
Nov. 25 - Marilyn Goar  
Nov. 26 - Judy Rodgers  
Nov. 28 - Donald Ruschman

# HOLIDAY CASH RAFFLE

**Prizes:** FIRST \$5,000 cash;  
SECOND \$1,000 cash;  
THIRD, \$500 cash.

**Tickets are \$20 each,  
or 6 for \$100**

**The winning ticket will be drawn  
Friday, Nov. 28, the day after  
Thanksgiving.  
You do not have to be present to win.**

Tickets are available at the Hospice of Havasu office, or phone 453-2111 and use your credit or debit card

**All proceeds benefit Hospice of Havasu patients and programs**



**FRIENDS OF HOSPICE**

# CRAFT SALE

**FRIDAY Nov 7 9am-1pm**  
**SATURDAY Nov 8 8am-1pm**

**Mount Olive Lutheran Church  
@ Havasupai and Acoma**