VOLUNTEER

A minimum dataset for volunteering in hospice & palliative care

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Introduction

Background: Despite the regular routine collection and reporting of national generic volunteering data, few hospice and palliative care (HPC) umbrella organisations in European countries collect HPC volunteering data annually. This data is vital for service planning and to understand trends, activities and inform the further development of HPC volunteering nationally. A minimum dataset of figures collected for each European country would sup-would support the further development of HPC volunteering.

This poster describes the process and outcomes of developing a proposed national minimum dataset on HPC volunteering. It contributes to implementing a key element of the EAPC Madrid Charter on Volunteering.
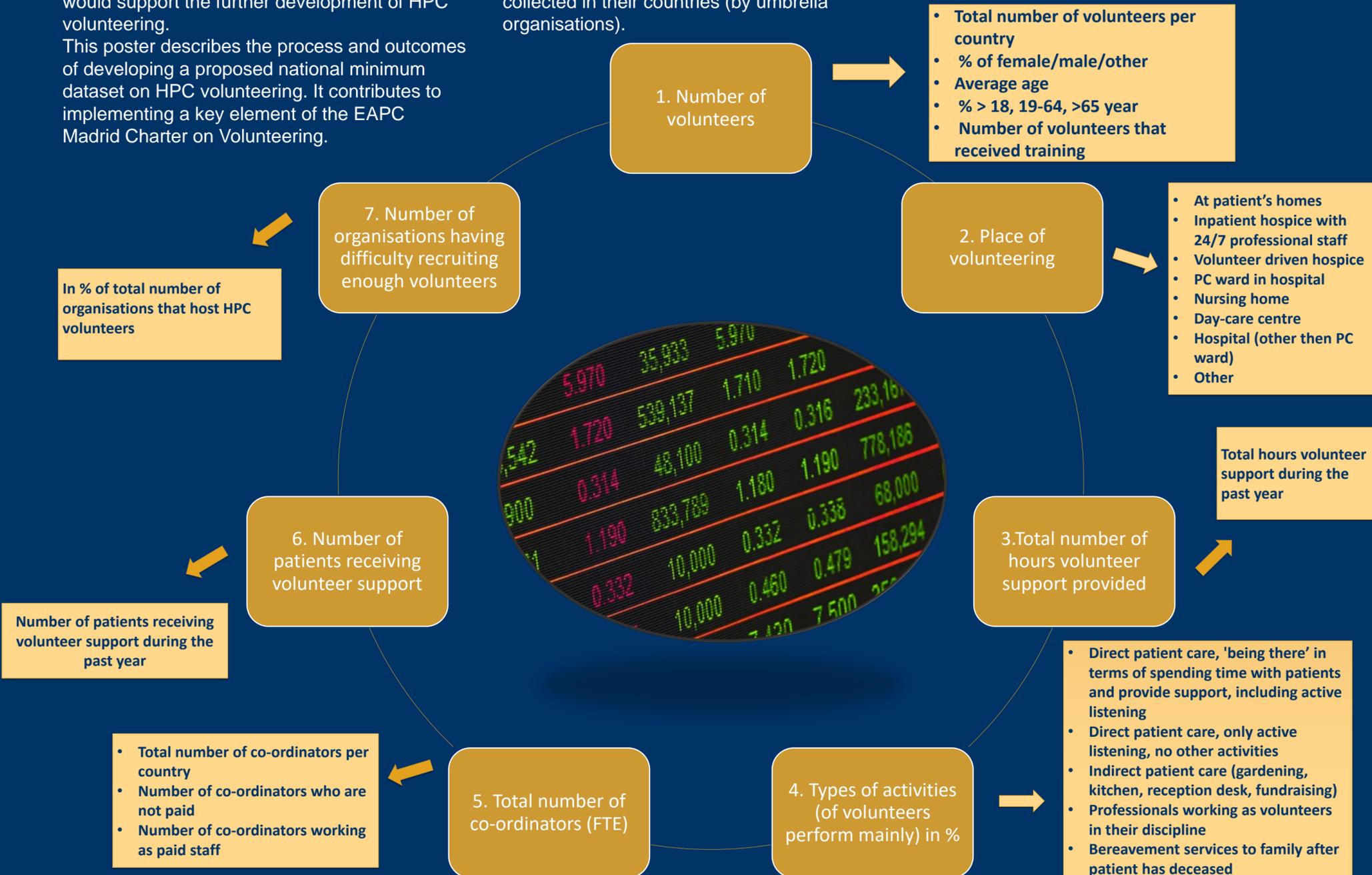
Aim:

a) to develop a set of items that may serve as a guideline for creating a European datasets on HPC volunteering,
b) reflection on content of and possibilities for a minimum dataset on HPC volunteering in Europe.

Methods: Three country experts (Austria, United Kingdom, Netherlands) were involved in a development meeting to suggest the items for the proposed minimum dataset based on figures collected in their countries (by umbrella organisations).

Conversations with the wider expert group (Belgium, France, Poland, Serbia) were held until consensus about the dataset had been reached.

Discussions already revealed possibilities to synchronize figures from different countries with respect to :
- framing the volunteer activities (being there vs active listening)
- and registration of places where volunteers work.

1. Number of volunteers

- Total number of volunteers per country
- % of female/male/other
- Average age
- % > 18, 19-64, >65 year
- Number of volunteers that received training

7. Number of organisations having difficulty recruiting enough volunteers

In % of total number of organisations that host HPC volunteers

2. Place of volunteering

- At patient's homes
- Inpatient hospice with 24/7 professional staff
- Volunteer driven hospice
- PC ward in hospital
- Nursing home
- Day-care centre
- Hospital (other then PC ward)
- Other

3. Total number of hours volunteer support provided

Total hours volunteer support during the past year

6. Number of patients receiving volunteer support

Number of patients receiving volunteer support during the past year

4. Types of activities (of volunteers perform mainly) in %

- Direct patient care, 'being there' in terms of spending time with patients and provide support, including active listening
- Direct patient care, only active listening, no other activities
- Indirect patient care (gardening, kitchen, reception desk, fundraising)
- Professionals working as volunteers in their discipline
- Bereavement services to family after patient has deceased

5. Total number of co-ordinators (FTE)

- Total number of co-ordinators per country
- Number of co-ordinators who are not paid
- Number of co-ordinators working as paid staff

- With this proposed European minimum dataset for HPC volunteering we aim to encourage the collection of national data on Hospice and Palliative Care Volunteering in European countries. Participating and other European countries will be invited to present information on these items next year.
- The collected data in this proposed minimum dataset will create comparative information for participating countries at the national level. The differences found will encourage benchmarking within and between countries which might enable the development and improvement of practice.
- This dataset might help policymakers to evaluate policy relating to Hospice and Palliative Care volunteers and see opportunities for development and change.
- At organizational level the information might help to clarify trends that could pose a risk to services that depend upon volunteers for support.

Participating countries (experts):
- Austria (Leena Pelttari, Anna Pissarek)
- Belgium/Flanders (Steven Vanderstichelen)
- France (Agnès Furet)
- The Netherlands (Anne Goossensen)
- Poland (Leszek Pawłowski)
- Serbia (Mijodrag Bogicevic)
- United Kingdom (Ros Scott)

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