



Meritus Care Call Training
Updated 11/29/2021

About the Program

About the project:

Meritus has received a grant to eradicate loneliness. As part of this grant, we have joined a Learning and Action Network (LAN) sponsored by IHI and Pfizer to support the journey of health care organizations seeking to integrate social care into health care delivery in pursuit of improved health, well-being, and equity for their populations

Why Loneliness

Why Loneliness:

Loneliness was chosen by Meritus as “lack of companionship” is one of the most prevalent answers to our SDOH questions.

- With 1 year of data, we have over 1,000 patients who have indicated they lack companionship

Who are we helping?

- **Population of focus:** MMG patients who answer they feel they lack companionship
- **Goal:** 50% of enrollees in the program will report they are less lonely within 4 months of engagement with program intervention

The Power of Your Work

What does it feel like to be lonely?

<https://www.youtube.com/watch?v=g9i2V3RrXVo>

https://www.youtube.com/watch?v=V5EsxU84ay4&ab_channel=Channel4News

https://www.youtube.com/watch?v=n3Xv_g3g-mA

Meritus Care Caller Program

Goal:

To support adults with reducing isolation, coping, and depression.

How do we reach our goal?

By matching adults with a Meritus Care Caller who check on their partner 1-2 times a week to determine if they need food, if they are still engaging in their interests, if they need assistance with other basic needs, and to learn more about the adults likes, wishes, and dreams for the future.

Meritus Care Caller Program

- **Volunteer Requirements**

- Be age 18 or older
- Appreciates and enjoys working with those who are homebound, often lonely, and may have multiple communication challenges (e.g. hard of hearing, limited English, etc.)
- Is responsible and reliable to ensure that calls are made as scheduled in order to ensure the safety of senior(s)
- Able to maintain relationship and ethical boundaries as prescribed by program
- Able to maintain confidentiality of the clients' situation

Meritus Care Caller Program

- **Expectation of volunteers (continued)**
 - Able to communicate positively, consistently projecting an open, warm and caring posture
 - Is friendly, patient, a great listener, and has a good sense of humor
 - Demonstrates sensitivity and flexibility, and non-judgmental attitude
 - Able to work with minimal supervision and exercise sound judgment and discretion when working with others
 - Bilingual ability helpful but not required.

Meritus Care Caller Program

- **Volunteer Duties**

- Complete training program
- Call assigned partners 1-2 times per week for 10-15 minutes
- During call, provide social support and wellness check
- Report your calls using the “Post Call Form” to Program Manager
- Attend volunteer meetings and trainings as needed

Meritus Care Caller Program

- **Expectation of volunteers**
 - Call 1-2 partners 1-2 times per week for 10-15 minutes
 - Report your calls using the “Post Call Form”
- **Process**
 - Assignment comes from program manager, Lynnae Messner
 - Volunteer works with client to set a date and time for calls
 - If there is a need, the program manager will work with resources to help
- **Reporting Calls**
 - Submit each call individually by e-mailing Lynnae.Messner@meritushealth.com

Overall Process



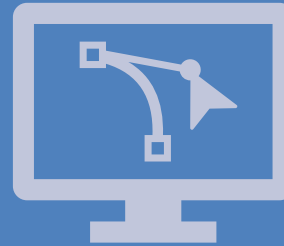
Client Assignment

- Meritus will assign 1-2 clients to a Meritus Care Caller
- The Meritus Care Caller talks to the same clients week after week



Meritus Care Caller Calls

- Calls assigned client(s) 1-2 week



Reporting Calls With adults

- After calls with client(s) report each call individually on the "Post Call Form"



Meritus

- Review "Post Call Form"
- Internally distributes assignment for adults in need of food, assistance with shopping, prescription pick-up and errands
- Coordinates deliveries to client



Process

Buddy Assignments

- Meritus will assign 1-2 clients to a Meritus Care Caller
- The Meritus Care Caller talks to the same clients week after week

Meritus Care Caller Receives:

- Name and phone number of clients
- Client number associated for each client
- Link to report calls with clients

Meritus Care Caller Calls Client

- Scheduled time and date of calls
- Calls are to be short (10-15 minutes) once or twice a week

Meritus Care Caller Reports Calls

- Report calls using “Post Call Form”
- Use client number associated for each client

Process: Meritus Care Caller Reporting Calls

1. Meritus Care Caller calls clients and have a conversation

2. Report call. Complete the Post Call Form

- Answer questions
- E-mail completed forms to Lynnae.Messner@meritushealth.com

3. Repeat for every call with each client

Data Points to Report on Call

1. Client Number *
2. Volunteer Name *
3. First Name of client *
4. Date of Call *
5. Topics Covered in Call *
 - Errands
 - Food Needed
 - Hobbies
 - Interests
 - Physical Health
 - Prescription Pick-up
 - Shopping Assistance
 - Well-being
6. Meritus must follow-up *
 - Yes
 - No
7. Comments

Data Points to Report on Call

Meritus Care Call Post Call Form

Thank you for being a Care Caller. Please enter each call separately.

Client Number: This number was provided to you when your client was assigned. Please enter the number. This number helps us identify your client for our reporting requirements.		The Client Number was given to you by Meritus. You will need the client number to report the call.
First Name of client:		Only provide the first name of the client.
Volunteer Name:		Enter your name.
Date of Call:		Enter the date you called the client(s)

Data Points to Report on Call

Topics Covered in Call:

Check all that apply

- Check all the topics covered in the call with the client.
- If the clients needs assistance with basic needs such as getting food, running errands, prescription pick up, or shopping assistance make sure you check those topics.

- Errands
- Food Needed
- Hobbies
- Interests
- Physical Health
- Prescription Pick-up
- Shopping Assistance
- Well-being

Data Points to Report on Call

Meritus must follow-up: Does the older adult need to be contacted by Meritus to arrange assistance getting food, assistance with shopping, prescription pick-up, errands or another urgent issue?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Comments: Provides us with any details if Meritus needs to follow up with the client	

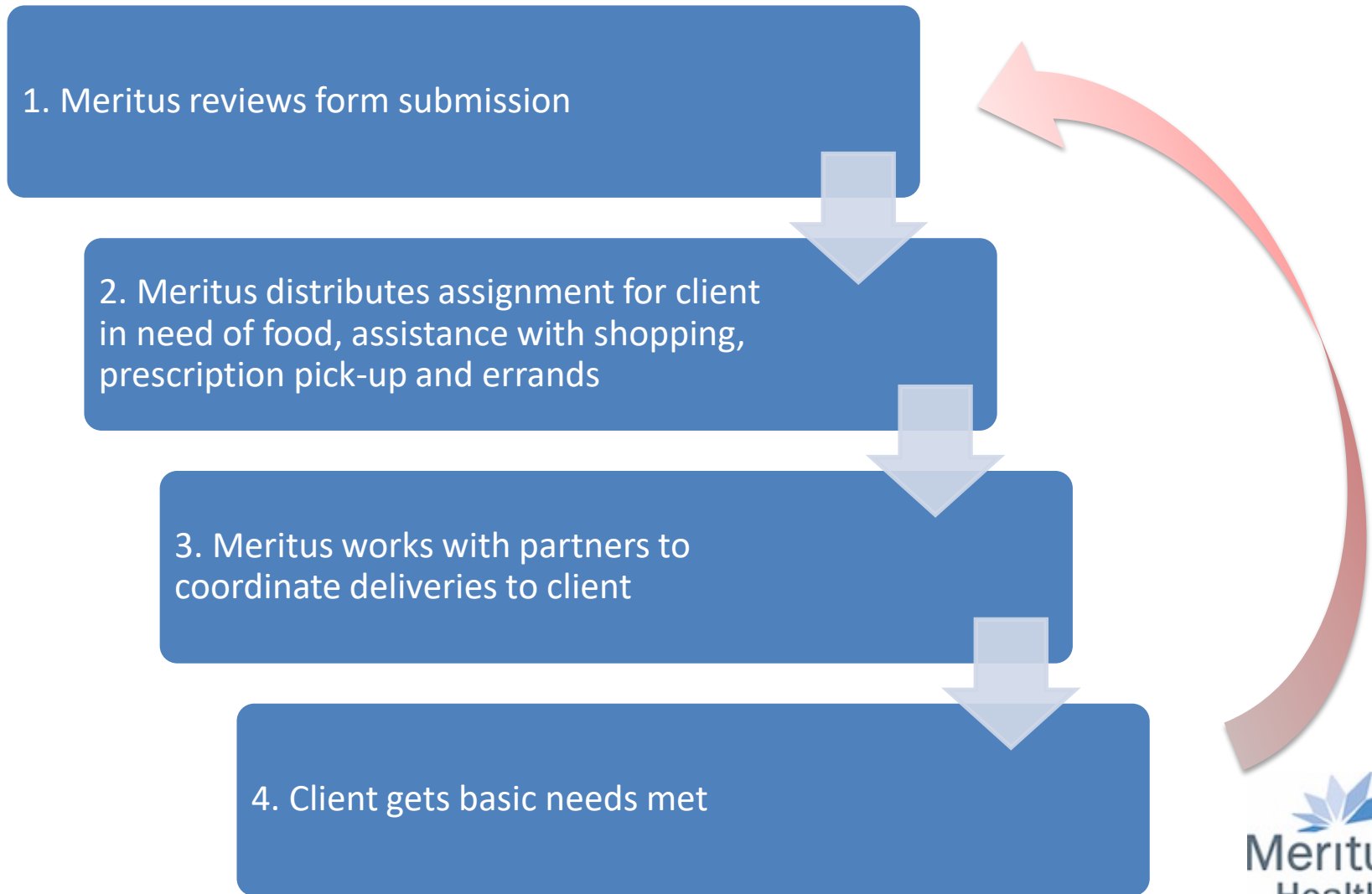
- Check “Yes” if the clients needs assistance with basic needs such as assistance getting food, running errands, prescription pick up, or shopping assistance.
- Check “No” if the client does NOT need assistance.’
- Meritus will use all responses checked “Yes” to follow up and coordinate assistance in those basic need areas.
- Use the Comments section to provide additional information to help Meritus with coordinating assistance with basic needs.
- Leave blank if client does NOT need assistance with basic needs.

Submit completed forms to Lynnae.Messner@meritushealth.com with the word "confidential" in the subject

Clear Form

- Responses need to be e-mailed to Lynnae
- Ensure you have the word “secure” or “confidential” is in the subject. This helps keep patient information safe.

Meritus: Reviewing Forms



Conversation Starters

- What's the best gift you've ever received and why?
- What is the worst advice you have given?
- What is one thing you should never say at a wedding?
- If you could only store one type of food in your pocket, what would you carry?
- If you were a farm animal, which would you be and why?
- If you could ask for a miracle, what would it be?
- What is your favorite guilty pleasure TV show?
- What was your worst “foot in mouth” moment?
- Who would you swap lives with for a day?
- If you could live anywhere in the world, where would it be?

Conversation Starters

- What are three fun facts about yourself?
- What's the best compliment you've ever received?
- Would you rather be invisible or have X-ray vision?
- What is the one food you could eat for the rest of your life?
- What's one movie you could watch over and over?
- If you could have picked your own name, what would it be?
- What time period would you travel to?
- What is one thing you can't live without?
- What is your least favorite chore?
- What is your earliest memory?
- Who are you most thankful for and why?

Conversation Starters

- What would be your ideal day?
- What makes you the happiest?
- If you could spend an entire day with a family member, who would it be and why?
- If you could be any age, what age would you choose?
- What's one thing you've won and how did you win it?
- What did you think was the most challenging part of being a kid?
- When is the last time you laughed so hard that you cried?
- What makes you most proud?
- What three things are you most grateful for?

Thank you for joining us!

Questions?

Contact Lynnae Messner, Administrative Fellow

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