



Kansas City Hospice

& PALLIATIVE CARE

2023 Volunteer Impact Report

About Kansas City Hospice & Palliative Care Volunteers

Formal Volunteer Program Summary

In 2023, 351 volunteers from Kansas City Hospice demonstrated exceptional dedication, collectively contributing thousands of hours to provide critical support to hospice patients, their families, and the organization.

Home hospice volunteers undertook a range of responsibilities, including companionship, caregiver respite, yard work, household chores, and errands. The Compassionate Presence volunteer team expanded its commitment to bedside vigil for patients nearing the end of life. The patient tuck-in volunteer program, managed by a small but mighty group of four, ensured nightly phone calls to newly admitted hospice patients. A music therapy intern collaborated with the team to enhance services.

Volunteers at Kansas City Hospice House and NorthCare Hospice House played vital roles in welcoming visitors, giving tours, maintaining common spaces, delivering meal trays, arranging flowers, and providing essential emotional support to patients and their families. Pet therapy teams further enriched the environment at both locations, and guitar at the bedside was offered weekly at the Kansas City Hospice House.

Behind the scenes, the administrative volunteer team supported various departments with tasks such as data entry, reports, mailings, filing, deliveries, and correspondence. The development team welcomed a student intern who collaborated across departments to begin establishing a teen/young adult volunteer program and the associated grant funding.

Grief Support Services benefited from the support of two student interns who contributed to activities at both Solace House and Camp Erin. Volunteer facilitators conducted grief support group nights for children and adults, with greeters creating a welcoming space each night. A dedicated hospice grief support specialist maintained vital phone calls to the bereaved, while a few other volunteers provided bereavement support by writing cards to grieving family members. Sixteen volunteers played a crucial role in the success of Camp Erin held in July and September.

A fully staffed Story Boutique saw a group of skilled volunteers enhancing the store's operations, from organizing to customer service, and beyond. Heart & Soul Store achieved remarkable success in the past year. In the fall the invaluable group of volunteers associated with Heart & Soul was more formally integrated into the Kansas City Hospice volunteer department. This strategic move not only guarantees their continued recognition but also amplifies their ongoing success within our organization.

In essence, this summary captures just a glimpse of the remarkable care and support offered by Kansas City Hospice & Palliative Care volunteers in 2023. The volunteers, showcasing excellence beyond what can be reflected here, contributed in countless ways, impacting every individual under the care of Kansas City Hospice throughout the year.

Formal Volunteer Program Hours

Volunteers engaged in 2023:

Board Members: 33

Hospice (home hospice, hospice house, administrative, grief support): 278

Story Boutique: 26

Heart & Soul: 14

Total: 351

Volunteers onboarded in 2023:

Hospice: 39

Interns: 3 (2 Solace House, 1 Hospice)

Solace House: 9

Story Boutique: 13

Total: 64

General Administrative Volunteer Hours:

Administrative: 1,043

Total: 1,043

Solace House Volunteer Hours:

Solace House Group Nights: 484

Solace House Interns: 700

Camp Erin: 83

Total: 1,267

Hospice Volunteer Hours:

Home Hospice: 2,278

Hospice Intern: 667

Kansas City Hospice House: 3,349

NorthCare Hospice House: 1,595

Total: 7,889

Total Volunteer Hours for Medicare Condition of Participation:

Hours included per CMS Guidelines: Hospice, Grief Support Services, and Administrative

General administrative: 1,043

Grief Support: 1,267

Home Hospice and Hospice House: 7,889

Total: 10,199

Annual Volunteer Percentage for Medicare Condition of Participation

Total Volunteer Hours / Total Staff Hours = Annual %

10,199 / 93,128 = .1095

Total: 11%

Development Volunteer Hours

Story Boutique: 2,767

Heart & Soul: 4,756

Sunday Night Live Committee: 276

Total: 7,799

Board Volunteer Hours

Board of Directors: 396

Foundation Board: 130

Total: 526

Formal Volunteer Program - Total Hours For Calculating Cost Savings

Administrative: 1,043

Board: 526

Development: 7,799

Hospice: 7,889

Solace House/Grief Support: 1,267

Total: 18,524

Formal Volunteer Program - Cost Savings

The most recent value of volunteer time for the state of Missouri as provided by The Independent Sector for 2022 is \$28.66/hr.

Number of volunteer hours * cost savings value = total cost savings

18,524* \$28.66=\$530,898

Total cost savings: \$530,898

About Kansas City Hospice Community Volunteers

Community Volunteer Summary

Community volunteer activities rebounded to levels similar to those of pre-pandemic years. People have been very excited to come out and get involved. Most of our regular groups are serving their meals again, some new families and groups have begun serving, and the families and staff have been grateful for the food and camaraderie. Both the NorthCare Hospice House and Kansas City Hospice House even had meals served on Thanksgiving, Christmas and New Year's Eve.

Community volunteers continue to make items at home, including Message Books, Memory Keeper envelopes, Kid Activity Bags, Memorial Hearts, and door decorations for patients' rooms. We continue to be grateful to those who donate packaged snacks and baked goods, as those are extremely helpful for all of the families who come through the hospice houses.

The majority of our community volunteer time came from dozens of area quilters, knitters, and crocheters who provided almost 900 quilts and afghans for hospice house patients and families, including almost 200 specifically for military veteran patients. For the first time, Kansas City Hospice staffed a donated table at a national quilt festival held in Kansas City, and we were able to meet many quilters to let them know of this important, ongoing need. Sewists have also made many veterans heart pillows and positioning pillows, nice hospital gowns.

Our most unique donations this year have been several beautiful Angel Gowns and stockings made from repurposed wedding gowns and other materials by the Angel Gown Ministry of the Midwest in Omaha, NE.

A mother/daughter duo continue to play violin and keyboard at the Kansas City Hospice House on Friday evenings. Another high school student has played traditional Indian violin music several times. The Kansas City Hospice House continued its partnership with the UMKC Conservatory, with performances by a string quartet and a piano duo.

Our participation in the North Kansas City Snake Saturday Parade continued in 2023 with volunteer leadership. We earned a fourth-place finish and received a donation from the Northland Festivals. Circle of Lights at Mill Creek Park was a success with the help of dozens of community volunteers from civic groups and corporations. Several corporate groups made casseroles at Culinary Center of Kansas City and donated them for Kansas City Hospice patients and families. In 2023, the NorthCare Hospice House hosted another special program highlighting Jewish traditions by Rabbi Jonathan Rudnick.

The Stuff-a-Stocking for Seniors program and Holiday Adoption Program were as strong as ever, thanks to both our hospice volunteers and community volunteers.

Something new and notable in 2023 is an increase in corporate partnerships. Both hospice houses and Solace House have benefited from the hands-on involvement of several business groups, from serving meals, to making Memorial Hearts onsite, to writing Christmas cards for grieving families. We look forward to furthering those activities in 2024.

Community Volunteer Service Hours

This represents the documented hours, with the understanding that annually, thousands more hours are contributed by individuals who choose to keep their community volunteerism anonymous.

Circle of Lights: 96

Holiday Adoption Program: 118

Stuff a Stocking Program: 32

Administrative: 56

Kansas City Hospice House: 9,438

NorthCare Hospice House (including quilters): 33,761

Total: 43,501

This report was prepared by Melissa Basgall, Director of Volunteer Services. Thanks to, Kym Camacho, Jeannie Carlson, Sydne Dickinson, Lane Foster, Ashley Gardner, Jane Kilcoyne, Bonnie Krause, Debbie McWatters, and Gay Raney, for their careful detail and attention to collecting and reporting volunteer time in 2023.