

Adopting an Integrated Model to Train Community-based Health Volunteers

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Background

Ageing population & growing prevalence of chronic illnesses

Avocation of “Ageing in Place”

Increasing demand on community care

Effort is needed to strengthen the community support to the elders and people with chronic illnesses.

To enable them to enjoy better health and quality of life in the community.

Community-based Health Resources



Health volunteers:

- perform health care tasks on a voluntary basis;
- booster the effort of the paid workforce;
- are valuable resources to enhance provision of community care

Deliver health messages



Show caring concerns



Assist performing health-promotion activities



To maximize the contribution from health volunteers, proper training should be provided to them.....

However, most training activities for health volunteers are:

- fragmented in content & delivery
- not specific for health volunteers
- with limited professional involvement
- lack of collaboration between training organization and volunteer association



Jockey Club Home Health Watch Programme

- A formal training programme for health volunteers in Hong Kong
- Annual presentation: since 2014
- Free-of-charge
- Features:
 - with professional input
 - comprehensive in content
 - tailored-made for health volunteers
 - adopt an integrated model



Through an integrated model, this programme aims to:

1. train community-based health volunteers and equip them with health-related knowledge and caring skills.
2. support the health volunteers to provide community-based supportive care to elders, persons with chronic illnesses or disabilities.

The Integrated Model

University



Volunteer associations



Health ambassadors



Health volunteers



Roles of the University

1. Co-ordinate the programme
2. Recruit & support volunteer associations
3. Recruit & support health ambassadors
4. Develop training resources



Roles of the University (cont'd)

5. Co-ordinate & arrange training activities



Roles of the Volunteer Associations

1. Recruit & manage health volunteers
2. Identify the needy clients in the community
3. Arrange the health volunteers to provide services
4. Forward the abnormal cases to health professionals for follow up



Roles of the Health Ambassadors

1. Integrate the effort of the university and volunteer associations
2. Provide on-site professional support to the volunteer associations and the health volunteers



Roles of the Health Volunteers

- As targets of the training programme
- Deliver voluntary services to the needy clients
- Report abnormal cases to their own associations for follow up



Figures (2014-2018)

- Collaborated with 43 volunteer associations
- Recruited 100 health ambassadors
- Trained 1162 health volunteers



Evaluation (Preliminary)

- Subjects: 270 health volunteers
- Format: Survey (questionnaire with 22 items)
- Content: programme design, learning package, learning activities, results
- Rating: 5-point Likert scale (1 = strongly disagree; 5 = strongly agree)

Selected items	Score
1. The programme enables me to gain knowledge.	4.35
2. The programme increases my confidence in carrying out voluntary work.	4.26
3. The programme enhances me to be more devoted in voluntary work.	4.24
4. The programme is useful to me.	4.26
5. The programme is useful to my clients.	4.22
6. The programme contributes to empower the community as a whole in addressing the health needs of its population.	4.23
7. Overall, I like studying this programme.	4.32

The Next Step.....

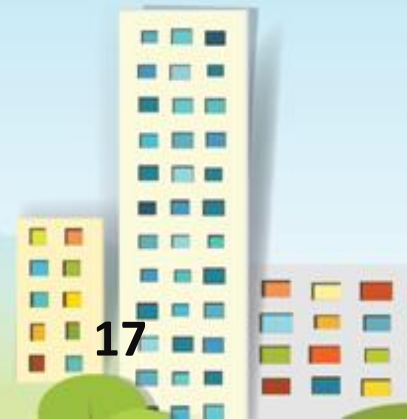
To evaluate the effectiveness of the integrated model:

- assess the feedback from all the involved parties
- consider various indicators
 - degree of learning
 - impact to the 4 involved parties
 - impact to the clients



Summary

- **The programme:**
 - integrates the resources and effort of various parties
 - brings positive learning experience to health volunteers
 - facilitates health volunteers to learn health-related knowledge and skills, and provide service to community-based clients
 - provides better support community-based volunteer associations
- **It has the potential to:**
 - bring benefits to the 4 involved parties and the clients





Empowering the Community through Neighborhood Health Watch

「鄰舍健康齊守望，社區自強樂相助」



Programme webpage
<http://hhw.ouhk.edu.hk/>



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