

# VSys Voices Guest Series



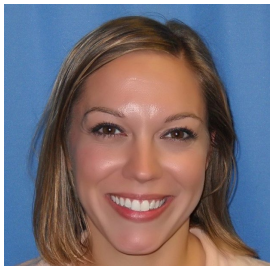


# VSys Voices Presenters



**Jake Nitzkin, RN.** Hello, my name is Jake Nitzkin. I am a Registered Nurse and the Coordinator of the Healing Beats Volunteer Program at UnityPoint-Health Meriter Hospital in Madison, WI. I am also the Founder of Healing Beats Volunteers, a nonprofit organization.

**Brianne Hurford, UnityPoint Health.** We started Healing Beats with a pilot program in 2019, resumed post COVID suspension in 2021, and have doubled our shifts in the past year. In 2022, 17 Healing Beats volunteers logged 927 hours on 336 occasions. Thanks to this program an average of 36 patients a week benefited from music, conversation and connection.



**Christina Trivett, Henry Ford Health.** Hello, My name is Christina Trivett and I work at Henry Ford West Bloomfield Hospital in Michigan as the Manager of Volunteer Services. We learned about Healing Beats from Jake in July of last year and we were just able to kick it off in January of this year!





# Why Healing Beats?





What do patients  
experience in the  
hospital?





- Fear and anxiety
- A loss of autonomy
- Loneliness and isolation
- A subdued sense of self

# What is Healing Beats?





# Our Method

Healing Beats Volunteers share patient-selected music to create humanizing experiences for patients.

1. Healing Beats Volunteers use music to provide patients with **companionship**.
2. Volunteers provide patients with a **sense of autonomy**.
3. Volunteers distract patients from the stresses of the hospital and **remind them that they're more than a sick person**.





# Patient Interaction

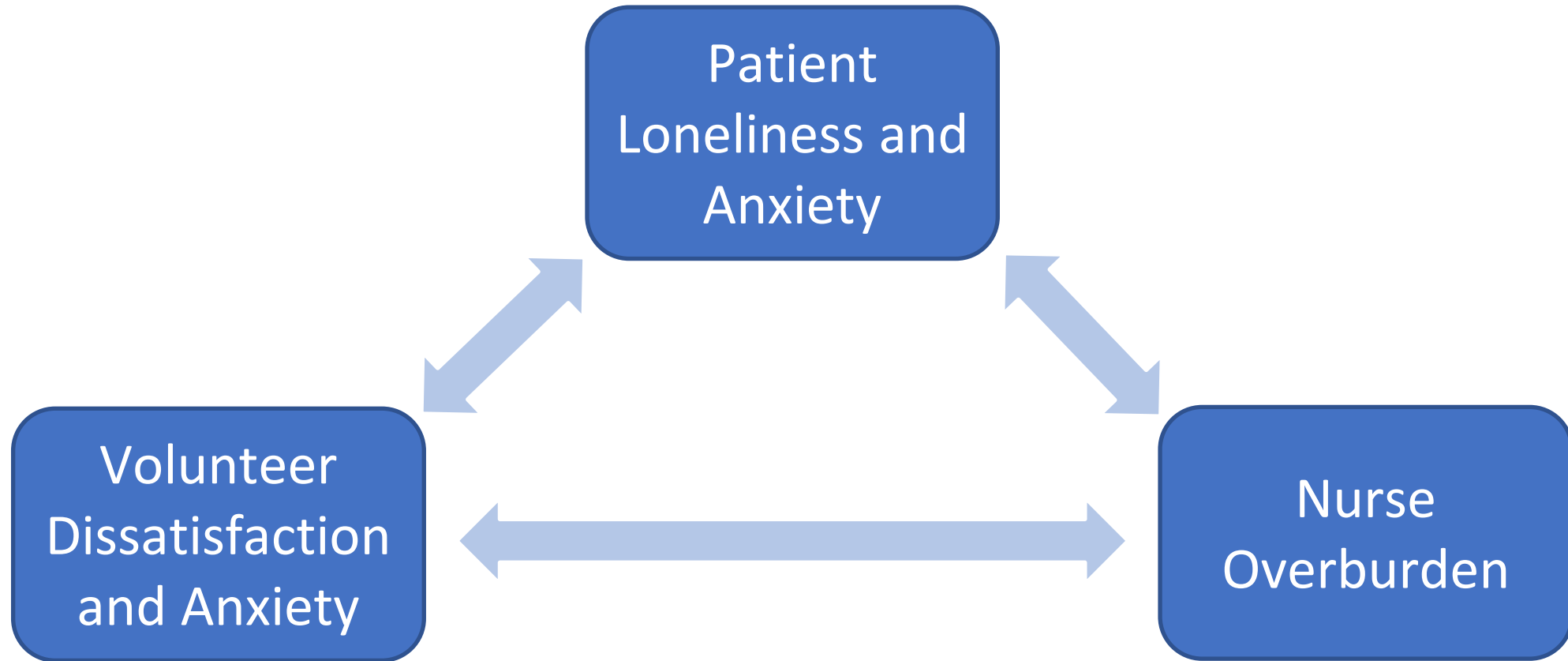
1. Knock on the patient's door and identify yourself as a volunteer from the doorway
  - >> Ask the patient for their permission to enter the room
2. Introduce yourself and the service
  - >> Ask the patient if they would like to listen to music
3. Play up to three songs via a smartphone and Bluetooth speaker
  - >> Ask the patient for their permission to sit with them
4. Engage the patient in conversation
  - >> Honor the patient's music requests
5. Wish them a great day





# Our Impact

***Healing Beats Volunteers simultaneously address:***





# Look, it's a video!



# How is Healing Beats working so far?



Christina Trivett

**HENRY FORD HEALTH**



Brianne Hurford

 **UnityPoint Health**





# Volunteer Training Plan

*The training process has three components: hear it, see it, do it:*

- **Hear it:** Participate in a training seminar.
- **See it:** Shadow an existing Healing Beats Volunteer at least once.
- **Do it:** Have a Healing Beats Volunteer shadow you and verify your ability to serve patients competently and confidently at least once.

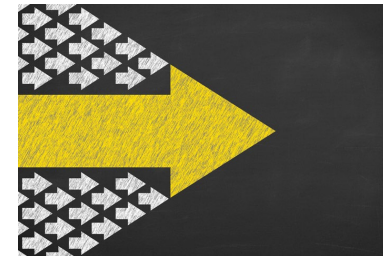


# Aligning With PX & Metrics



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- Patients, volunteers, and healthcare professionals love the program (anecdotally)
- Goal – establish HBV as an EBP via QI studies:
  - Decreased pain/anxiety levels
  - Decreased pain/anxiety “as needed” medication usage
  - Enhanced PX, reflected through HCAHPS and other surveys
- Plan – launch the program in new hospitals
- Action – waive the start-up fee for new hospitals that join through this webinar





# How To Start







# How to Start

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- Introductory orientation with Jake via Zoom – 2-3 hours
- (Optional) Your first experiences using the service model with patients, 2-3 hours per shift
- First volunteer seminar (via Zoom), 90 min.
- Volunteer training follow-up with Jake, 30-60 min.







# Materials & Fees

## ***Materials needed:***

- All training, promotional, and organizational materials provided by Healing Beats Volunteers, branded to your facility
- 1-2 Bluetooth speakers (< \$100 total)
- Time

## ***Fees (estimated, TBD):***

- Start-up fee: \$500-750
- Annual renewal fee: \$300-500



# How VSys Can Help



# Questions?



To contact Jake Nitzkin:  
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# Thank-you For Joining Us!

