

Suppl.1 The Volunteer-Patient Contact Form

The Volunteer-Patient Contact Form

Patient's name	Volunteer's name

<p>Is the risk factor present? Yes=1, No=0</p> <p>If yes, have we managed to modify that factor? Yes=(+), No=(-)</p>
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Date										Intervention examples
Risk factors										
Immobility										A short walk with the patient, simple exercises in bed.
Dehydration										Making sure that the patient has enough liquids at hand, supplying some if there are not any. Paying attention to whether the patient is able to drink by him/herself. If needed, assisting with drinking, e.g., by passing a straw.
Disorientation										Providing information about current time and place, daily routine on the ward, meals and doctors' rounds schedule. Explaining to the patient how to operate a bed remote control and a buzzer summoning a nurse.

Hearing problems								Speaking loudly and making sure that the patient can hear well. If the patient is using a hearing aid, checking whether it is turned on and has working batteries.
Vision problems								Checking if the patient needs glasses and has them with him/her. Asking patient's family to bring the glasses if they were left at home. Offering a magnifying glass for reading.
Lack of cognitive stimulation								Chatting about the patient's interests and current affairs. Bringing a newspaper.
Sleep deprivation								In case noise is the issue, advising family on bringing earplugs for the night. Taking care of the patient's circadian rhythm – encouraging the patient to avoid sleeping during the day, so that he/she can sleep better at night (within reason).
Malnutrition								Checking whether the patient uses dentures and has them with him/her – if not, intervening to provide them. Passing any information about patient's difficulties with food intake to the hospital personnel. Assisting the patient with eating, e.g., visit during meal times.
Concealed ailments								Encouraging the patient to share his/her ailments with the personnel.
Family involvement								Tactfully encouraging the patient's family to implement the above interventions as well.

Post-visit impressions (e.g., course of the meeting, assessment of the patient, self-evaluation)