

The LOVRNET Inquirer

Biannual Newsletter of the LOVRNET Patient Interview Task Force
Spring 2016 Issue

Introduction

Welcome to the first issue of *The LOVRNET Inquirer*, a new biannual e-newsletter presenting information on the LOVRNET Patient Interview Task Force.

As you can see in the chart at the bottom of this page, we currently have a total of just 63 certified patient interviewers throughout the Multiple District. Many more than 63 have volunteered at various functions where volunteers have been solicited, but only about 50% of those volunteering have followed through and taken the courses required for certification.

As many of you know, there are two courses required for certification. One is on HIPAA, which stands for the Health Insurance Portability and Accountability Act of 1996, a set of rules followed by doctors, hospitals and other health care providers to ensure that all medical records, billing and patient accounts meet consistent standards with regard to documentation, handling and privacy. The course is taken on one's home computer, is narrated by LOVRNET Project Manager Jim Deremeik of the Lions Low Vision Center at the Wilmer Eye Institute, takes about 30 minutes, and is followed by a quiz consisting of fewer than 20 multiple choice questions. You must score 70% or higher to pass. If you don't achieve 70% on the first attempt, you may take the quiz until you pass.

The second course is entitled, "Interviewing Low Vision Patients for Lions LOVRNET." This course provides detailed information on the types of questions one will ask the low vision patient during the telephone interview. The course is narrated by Dr. Robert "Bob" Massof, takes about 1 hour, and is also followed by a brief multiple choice quiz. Once again, you must score at least 70% on the quiz, but if you don't do that the first time, take it again - until you pass.

Once these two courses are successfully completed, you are certified, and will be called on to interview low vision patients, with the exception of those from Johns Hopkins Hospital. To access the courses, contact LOVRNET Project Administrator Tanesha Vasquez at 410-737-2671, tvasquez@lovrnet.org. Tanesha will provide you with the necessary information to acquire the courses on your computer.

There is one more step that will allow you to interview patients from Johns Hopkins Hospital. That is to complete the application that appears on page 4, and also complete the background investigation forms on pages 5 and 6. Mail the completed forms to Tanesha Vasquez, LOVRNET Project Administrator, 3345 Washington Boulevard, Baltimore, MD 21227. Many of the patients to be interviewed are from Johns Hopkins Hospital, and your taking the steps to be a Johns Hopkins volunteer will be deeply appreciated.

This issue is dedicated to the 63 volunteers who have stepped forward to become certified interviewers.

District Totals of Certified LOVRNET Interviewers

District 22-A	24 Certified
District 22-B	5 Certified
District 22-C	9 Certified
District 22-D	12 Certified
District 22-W	11 Certified
Non Lion	1 Certified
Professional	<u>1 Certified</u>
TOTAL	63 Certified



Certified Volunteer
lapel pin

Of 63 Certified LOVRNET Patient Interviewers in MD-22, 42 have submitted volunteer applications to Johns Hopkins Hospital, allowing them to interview Johns Hopkins patients.

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Why be a LOVRNET Patient Interviewer?

The direct answer to the question posed in the title could be, "Because I want to help people with low vision." That's a good answer. By conducting an interview, one gathers lots of information regarding a person's overall health, vision problems, state of mind, and alertness. Shortly thereafter, the patient will see an eye doctor who will use results of the interview. The patient may then receive rehabilitative help, partly provided by volunteer Lions in the LOVRNET Direct Service Task Force. Later on, the interviewer will be asked to contact the patient again to conduct an abbreviated "after action" interview. The results hopefully will show improvements in ability to cope with low vision. That's why we are interviewers.

Doctor Assessments

Dr. Judith Goldstein, Director of the Lions Low Vision Clinic, Wilmer Eye Institute



"The patient interviews provided by the Lions are invaluable. The goal of the rehab team is to address a patient's ability to manage everyday activities that depend on vision, and the interview results identify these very specific activities that are unique to the person. As a LOVRNET

physician, I have had the opportunity to receive and review dozens of reports in advance of ever seeing the patient. Before I see the patient, I am informed about their visual concerns as well as their physical, emotional and cognitive health status – all of which are essential to developing an individualized vision rehab plan and estimating rehab potential. I wish all of my new patients could be interviewed – they like it and so do I! I am grateful to the Lions for providing this all-important resource to our patients and our service."

Dr. Ashley Deemer
Lions Low Vision Fellow
Lions Low Vision Center, Wilmer Eye Institute



"Patients often comment on how pleasant the interviewers are and how much they enjoyed talking with them. Although the interviews can take a few hours, the patients seem to understand the value in providing us with such a thorough database of information. I also

find that those who have completed the phone interview seem to have a better understanding of what low vision services and rehab can offer."

Lions LOVRNET Organization

Co-Chairpersons

Ken Chew
Charlene Travers

Executive Committee

Rowe Haywood
Joe Gaffigan
Ted Ladd
Susan Timmons

Steering Committee

Dick Bloomquist
John Lawrence
Dave Studley
Gary Burdette
Ted Reiver
Bob Bullock
Richard Merriwether
Rodney Timmons (Chair, LVRF)

Project Manager

Jim Deremeik

Project Administrator

Tanesha Vasquez

Business Manager

Clare Newcomer

Advisor

Dr. Robert Massof
Professor of Ophthalmology & Neuroscience
Johns Hopkins University School of Medicine
Director, Lions Low Vision Center
Wilmer Eye Institute

Advisor

Clement Kusiak
Past International President
Lions Clubs International

Dr. Tiffany Chan
Lions Low Vision Center
Wilmer Eye Institute



"The information we (the Low Vision doctors and therapists) receive from the telephone interview is very comprehensive and has been quite helpful with streamlining the exam and directing the low vision rehabilitation plan toward the tasks that matter to the patient."

WHY BE AN INTERVIEWER?

continues on page 3

WHY BE AN INTERVIEWER

continued from page 2

Interviewer Comments

Each paragraph is from a different interviewer

“Aside from helping LOVRNET providers gather time consuming data from patients before their low vision exams, interviewing a patient over the phone can provide comforting time with the patient. Some live alone and look forward to speaking with someone over the telephone. For example, I’ve had a patient who lost her husband a few months prior to the call; she was about 85 years old and saddened at the fact she now lives alone. The patient told me stories about how she used to spend time with her husband, while we were answering questions and insuring to stay on task, I could tell speaking to me was the highlight of her day. The rewarding and fulfilling sense of gratification is one reason why I continue to interview patients.”

“I have been doing phone interviews of low vision patients for LVRF for almost a year now. I have found it to be an easy way to assist others without having to leave home. Talking with these patients and completing the pre-visit questionnaire helps the Doctor to be assessed of the patient’s abilities and needs, thus saving valuable office time. It is very interesting to hear the various situations and stories from people of all ages, and satisfying to be of assistance. With each interview, I feel like a bond has been formed with a new friend.”

“I must say whenever I open my email and see the name of my person to interview I am excited. This opportunity given to the Lions Club to assist in this worthwhile phone survey is wonderful and one I accept as a honor. I believe in many cases it is an opportunity for our interviewed person to interact with another and in some cases, explain their lifestyle and have someone listen. I love this interaction.”

“I’ve conducted three patient interviews, all with interesting people I enjoyed talking with. The seminar with Dr. Massof helped a lot because when others made the same comments, he made it clear he understood what we were saying but there was a reason for it and we really needed to trust him and just let the client’s answers guide the interview. So I took him at his word, relaxed and the next two interviews went fine. Both took about an hour. In other words, don’t fight the interview questions or how they flow. Just ask the questions as they come up and keep moving. And don’t fret about that long section that never seems to end. It does.”

“Overwhelmingly the interviews feel like a positive experience. Even the patients that are reluctant or impatient usually become appreciative of the effort by the end of the interview. Other interviewers spoke of the bond of friendship that is felt, even though there is a task to be accomplished, and I agree. It’s a rewarding experience.”

“I have completed about 20 interviews. At first, I looked upon them as work. I would become involved in conversation with the patient, extend the time of the interview, and would continue the interview the next day. I became known as “marathon man” to the LOVRNET staff. But with experience in interviewing, things improved greatly, and the time involved was drastically reduced. What once was considered work became pleasure. The people I have interviewed include a Vietnam Veteran & Green Beret, a young lady who walked miles on a treadmill during the entire interview, and several people actively involved in business pursuits. As I write this, I have two patients in my queue, and I look forward to talking with each of them. I can’t think of a better way for me, as a Lion, to be involved in helping others who happen to have low vision.”

“I have found the interviews to be very rewarding for myself and the patient. Many patients thank me for spending the time to complete the interview. Most of them seemed very grateful that Lions are doing this service for the blind. I personally enjoy speaking with patients, listening to their stories about how they lost their vision. It seems that they are glad that someone is really interested in them. Our personal involvement paves the way for professional care that they will receive from Wilmer.”

If you haven’t done so already, and are interested, take the steps to get certified as a LOVRNET low vision patient interviewer.

Contact LOVRNET Project Administrator, Tanesha Vasquez, at tvasquez@lovrnet.org. Tanesha will provide you with all the information you need to join the team.

Background Investigation Information and forms (on this & next page)



DISCLOSURE AND AUTHORIZATION
[IMPORTANT – PLEASE READ CAREFULLY BEFORE SIGNING AUTHORIZATION]

DISCLOSURE REGARDING BACKGROUND INVESTIGATION

The Johns Hopkins Hospital Department of Volunteer Services ("The Company") may obtain information about you for employment purposes from a third party consumer reporting agency. Thus, you may be the subject of a "consumer report" and/or an "investigative consumer report" which may include information about your character, general reputation, personal characteristics, and/or mode of living, and which can involve personal interviews with sources such as your neighbors, friends, or associates. These reports may contain information regarding your credit history, criminal history, social security verification, motor vehicle records ("driving records"), verification of your education or employment history, or other background checks. Credit history will only be requested where such information is substantially related to the duties and responsibilities of the position for which you are applying. You have the right, upon written request made within a reasonable time, to request whether a consumer report has been run about you and disclosure of the nature and scope of any investigative consumer report and to request a copy of your report. Please be advised that the nature and scope of the most common form of investigative consumer report obtained with regard to applicants for employment is an investigation into your education and/or employment history conducted by Pinkerton Consulting and Investigations, 11019 McComick Road, Suite 120, Hunt Valley, MD, 800-635-1649, or another outside organization. The scope of this notice and authorization is all-encompassing, however, allowing the Company to obtain from any outside organization all manner of consumer reports and investigative consumer reports now and throughout the course of your employment to the extent permitted by law. As a result, you should carefully consider whether to exercise your right to request disclosure of the nature and scope of any investigative consumer report.

New York and Maine applicants or employees only: You have the right to inspect and receive a copy of any investigative consumer report requested by The Johns Hopkins Hospital Department of Volunteer Services by contacting the consumer reporting agency identified above directly. You may also contact the Company to request the name, address and telephone number of the nearest unit of the consumer reporting agency designated to handle inquiries, which the Company shall provide within 5 days.

New York applicants or employees only: Upon request, you will be informed whether or not a consumer report was requested by The Johns Hopkins Hospital Department of Volunteer Services, and if such report was requested, informed of the name and address of the consumer reporting agency that furnished the report. By signing below, you also acknowledge receipt of Article 23-A of the New York Correction Law.

Oregon applicants or employees only: Information describing your rights under federal and Oregon law regarding consumer identity theft protection, the storage and disposal of your credit information, and remedies available should you suspect or find that the Company has not maintained secured records is available to you upon request.

Washington State applicants or employees only: You also have the right to request from the consumer reporting agency a written summary of your rights and remedies under the Washington Fair Credit Reporting Act.

ACKNOWLEDGMENT AND AUTHORIZATION

I acknowledge receipt of the DISCLOSURE REGARDING BACKGROUND INVESTIGATION and A SUMMARY OF YOUR RIGHTS UNDER THE FAIR CREDIT REPORTING ACT and certify that I have read and understand both of those documents. I hereby authorize the obtaining of "consumer reports" and/or "investigative consumer reports" by the Company at any time after receipt of this authorization and throughout my employment, if applicable. To this end, I hereby authorize, without reservation, any law enforcement agency, administrator, state or federal agency, institution, school or university (public or private), information service bureau, employer, or insurance company to furnish any and all background information requested by Pinkerton Consulting and Investigations, 11019 McComick Road, Suite 120, Hunt Valley, MD, 800-635-1649, another outside organization acting on behalf of the Company, and/or the Company itself. I agree that a facsimile ("fax"), electronic or photographic copy of this Authorization shall be as valid as the original.

New York applicants or employees only: By signing below, you also acknowledge receipt of Article 23-A of the New York Correction Law.

Minnesota and Oklahoma applicants or employees only: Please check this box if you would like to receive a copy of a consumer report if one is obtained by the Company.

California applicants or employees only: By signing below, you also acknowledge receipt of the NOTICE REGARDING BACKGROUND INVESTIGATION PURSUANT TO CALIFORNIA LAW. Please check this box if you would like to receive a copy of an investigative consumer report or consumer credit report at no charge if one is obtained by the Company whenever you have a right to receive such a copy under California law.

Print Name: _____

Signature: _____

Date: _____



Background Information Form

PLEASE PRINT CLEARLY

Last Name	First Name	Middle Name
Maiden/Alias Names		
Date of Birth	Social Security Number	
Address	City/State/Zip	

Addresses for the Previous 10 Years

Street Address	City/County	State	Zip Code	Dates of Residency From - To
				—
				—
				—
				—
				—

NAME OF MOST RECENT EMPLOYER _____ EMPLOYER PHONE _____

EMPLOYER ADDRESS _____

SIGNATURE _____ DATE _____