

People.

Trust.

Experience.



Lead with Looping

Whitney Larkin, MPH, CAVS
Director Volunteer Services

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Building Relationships

- Get to know something about someone, I guarantee you will care more about them

We Care - Volunteers

Name: _____ Date: _____

☐ Do you know of any safety issues? _____

☐ What is working well? _____

☐ Who's doing a great job? _____

☐ Is there anything we could do better? _____

We Care - Volunteers

☐ Do you have the basic tools and equipment you need to be effective? _____

☐ Is there anything I can help you with right now? _____

Follow up notes: _____

“Looping” is the first tool in the We Care model and is focused on consistent communication between you and your leader (i.e. your Volunteer Services leader(s)). We will be rounding and asking questions designed to foster two-way communication and provide opportunities to address concerns, issues, or sing praises, which the leader will follow up with you on. Some of the questions will be “Do you know of any safety issues?”, “Who is doing a good job?”, “Do you have the tools you need to do your job?”, and “What is working well or what could we do better?”

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Loop Follow Up Tracking

Department _____

Date _____



	Issue	Team Member	Action/Intervention	Date Completed
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				



Monthly Loop Report

Your Dept Volunteers - 01956

Your Name Whitney Larkin



	Loops Completed	Thumbs Up	Thumbs Down	Safety issues identified and how they were resolved.	List at least two success stories that show a great culture.	Did you improve operations based on Loop feedback?	What equipment, supplies, training or education were acquired because of Looping?	List a tough question you encountered this month.
17-Jan-17	4	4		There have been several complaints and issues with the elevators. From doors failing to stop when they are closing on people entering/exiting to making unscheduled stops, passing floors that they should have stopped on, etc. - Engineering was notified of each of these concerns.	1) Feedback from 2 of our volunteers this past month reflected that they felt like everyone they encountered was working together better than they have seen in the past. 2) A personal experience showed me that our focus on helping people is improving. I had an armful of bags and was attempting to talk to a volunteer at the main information desk when a transporter who was using the front desk phone to report in and whom I did not know noticed and offered to help me take them to my destination. The feeling that team members around me legitimately care about others is growing.	n/a	New chairs for FW volunteers - hydraulics were old and chairs would not stay up.	A volunteer patient ambassador asked why "they" do not think it is important to replace a clerical position that alleviates stress and the "office" type duties for the staff and ensures phones are answered, call lights are answered, etc. when other team members are helping in patient rooms or on the unit.

Department & Leadership Credibility

- Closing the loop = more credibility
- Repetition makes basic questions easier = more focus on individual vols.
- Noting personal touches on loop cards = following up on those things too
- All follow ups do not have to be resolutions
- Connecting and getting to know each other = better relationships/communication

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EMPOWERMENT



ENGAGEMENT



STRONGER
SENSE OF VALUE

FEELING
VALUED



VALUING
JOB/DUTIES
MORE

WE CARE



THEY
CARE

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Department Leverage within the Organization

- Concrete tracking
- Requires interaction with other departments
- Data when raising concerns and making requests
- Demonstrates a proactive approach and taking ownership

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Closing the Loop

- LEAD with LOOPING
 - Metaphorically
 - Reputable and effective leaders
 - Culture transformation
 - Literally
 - Begin our day
 - Improve our rounding process

Closing the Loop

LOOPING

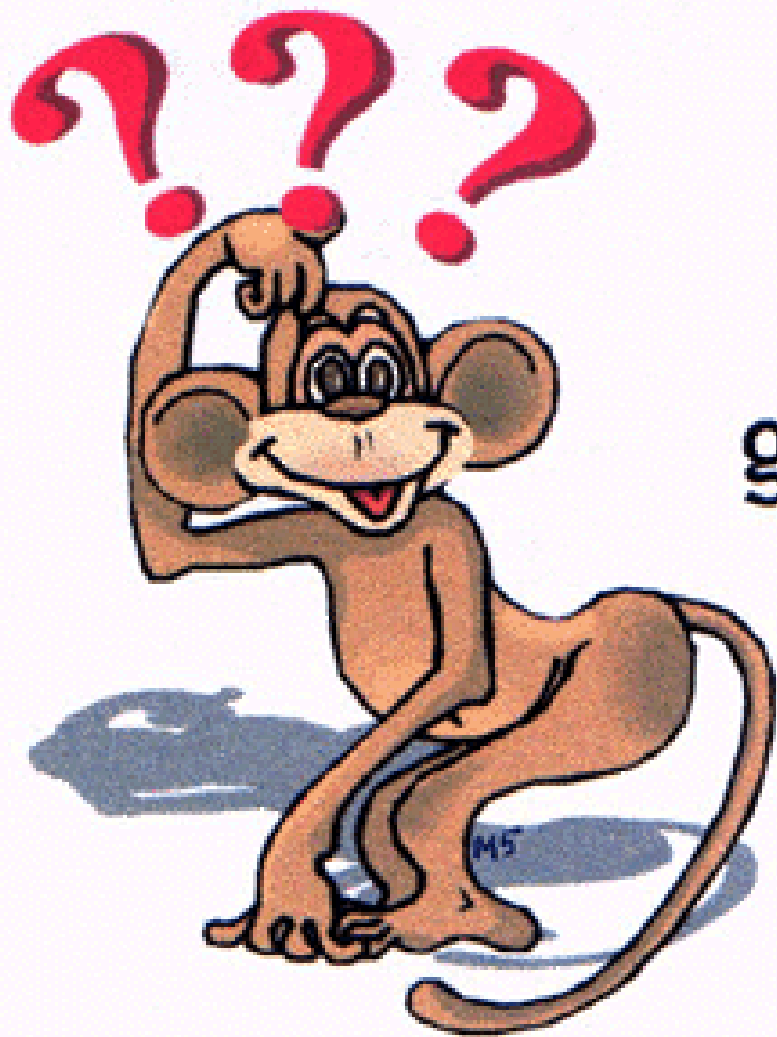


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graph TD; A((LOOPING)) --- B((Build relationships with volunteers)); A --- C((Enhance our volunteer department within the organization)); A --- D((Increase department credibility))
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Build
relationships
with volunteers

Enhance our
volunteer
department
within the
organization

Increase
department
credibility



Questions
are
guaranteed in
life;
Answers
aren't.

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