




Online Volunteer Orientations Yes You Can!

Kathryn Berry Carter, CAVS, CVA
Director, Family, Guest & Volunteer Services
St. Jude Children's Research Hospital



What Stops Us?

- It's not volunteer friendly
 - I'll lose applicants and our volunteer numbers will go down
 - Impersonal
 - Will they learn the material? Retain it?
 - How do I make this happen – time, resources, skills?
- 
- A close-up photograph of two hands, one from the left and one from the right, holding a small, dark, curved object between their fingers. The hands are positioned at the bottom right of the slide, below the list of bullet points. The object appears to be a small piece of wood or a similar material, held in a way that suggests it is being examined or demonstrated.





Why Online?

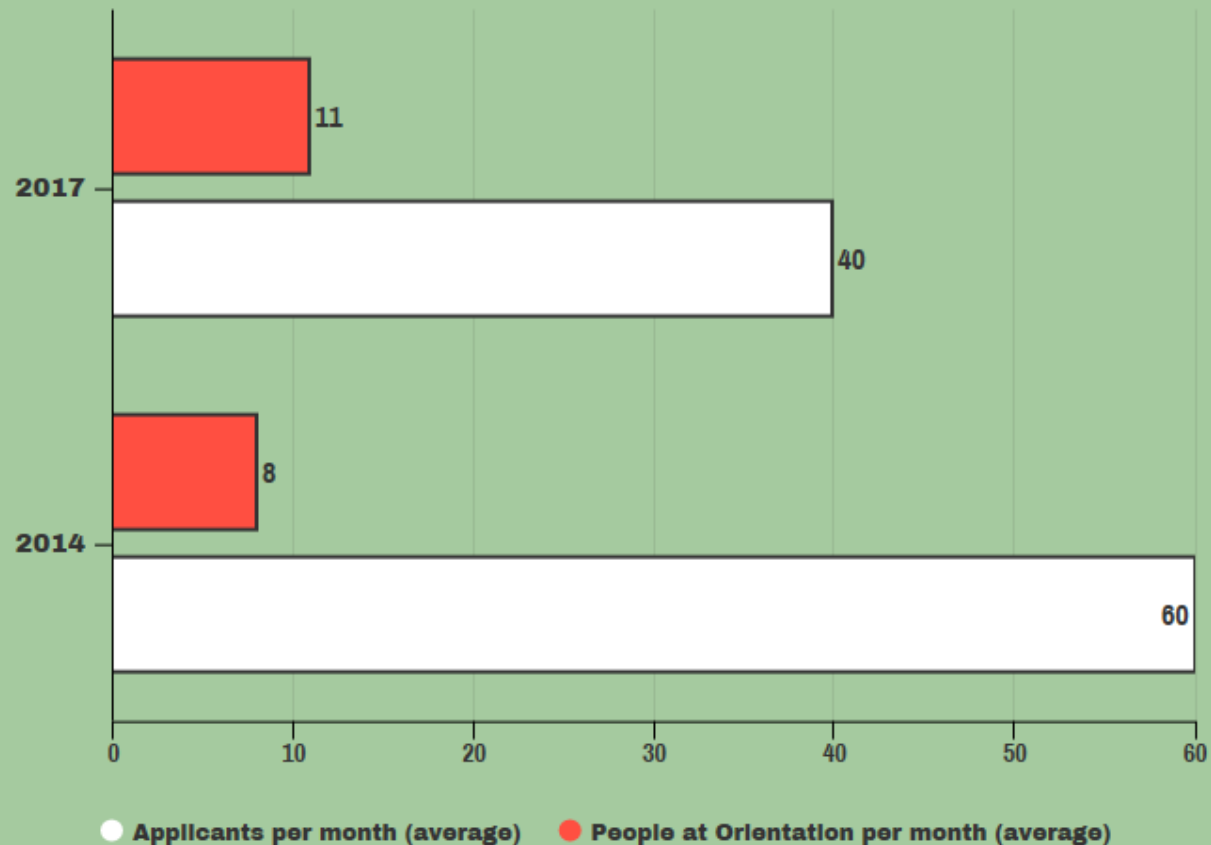
- Staff capacity/ volume issue
- It's more efficient
- It's standardized – all get same info
- Quicker!
- More customer service friendly for the volunteer
- Increases quality of applicants!



About the Numbers

Before/ After Implementation Process

70% of those who apply complete the process from application to first shift





Types of Online Orientations

- All online
- Hybrid of online/ in person
- All aspects completed in person or on paper
- Group interviews



How to Get Started

- Evaluate your current process
- Benchmark!
- Brainstorm with your team
- Decide what type of orientation
- Create an outline
- Meet with your communications team or whomever does your internet content



Kentucky One Health

- Features:
 - Online application
 - Culture/ hospital video
 - Online handbook & training curriculum
 - Online form submissions (confidentiality, health, consents, etc.)
 - Proof of competency/ quizzes
 - In person interview

(<http://www.kentuckyonehealth.org/volunteer-shadow-orientation>)



Vanderbilt Health

- Regulates application submissions to certain times per year
- Online training curriculum
- Online forms
- In person large-group orientation, intake and placement
- Unit specific orientation

<https://ww2.mc.vanderbilt.edu/volunteeratvanderbilt/43395>



Banner Casa Grande Medical Center

- Features:
 - Online application
 - In person group interview
 - Selection/ non-selection
 - Placement
 - In person orientation

<https://www.bannerhealth.com/ways-to-give/volunteer?locationname=banner-casa-grande-medical-center>

St. Jude Children's Research Hospital

- Features:
 - Online application
 - Videos (code of conduct, handwashing)
 - Online handbook & training curriculum
 - Online form submissions
 - Proof of competency/ quizzes
 - In person “orientation” review (emphasis on boundaries and culture), tour, and agree on assignment
 - Unit specific training



Hospital Volunteer Orientation, Part 1

Thank you for your interest in becoming a volunteer. Please read, view and/or complete all materials listed below.

Don't hesitate to contact us at volunteers@stjude.org if you have any questions or concerns. It is important to complete the competency quiz last.

Read or View

- [Handwashing Video](#)
- [Code of Conduct](#)
- [Code of Conduct Video](#)
- [Life Safety Questions and Answers](#)
- [Volunteer Manual](#)

Forms to Complete

- [Confidentiality Agreement](#)
- [Volunteer Participant Agreement](#)
- [Competency Quiz](#) (complete this after all other materials has been read, reviewed, and/or completed)

Once you have completed all of the above and submitted your Competency Quiz, you will receive a notice asking you to sign up for an orientation/interview. You must sign up for a particular orientation/interview in order to attend as space is limited.

<https://www.stjude.org/get-involved/other-ways/volunteer-at-the-hospital/how-to-become-a-volunteer/individual-volunteer-opportunities/qualifications/volunteer-orientation-part-1.html>

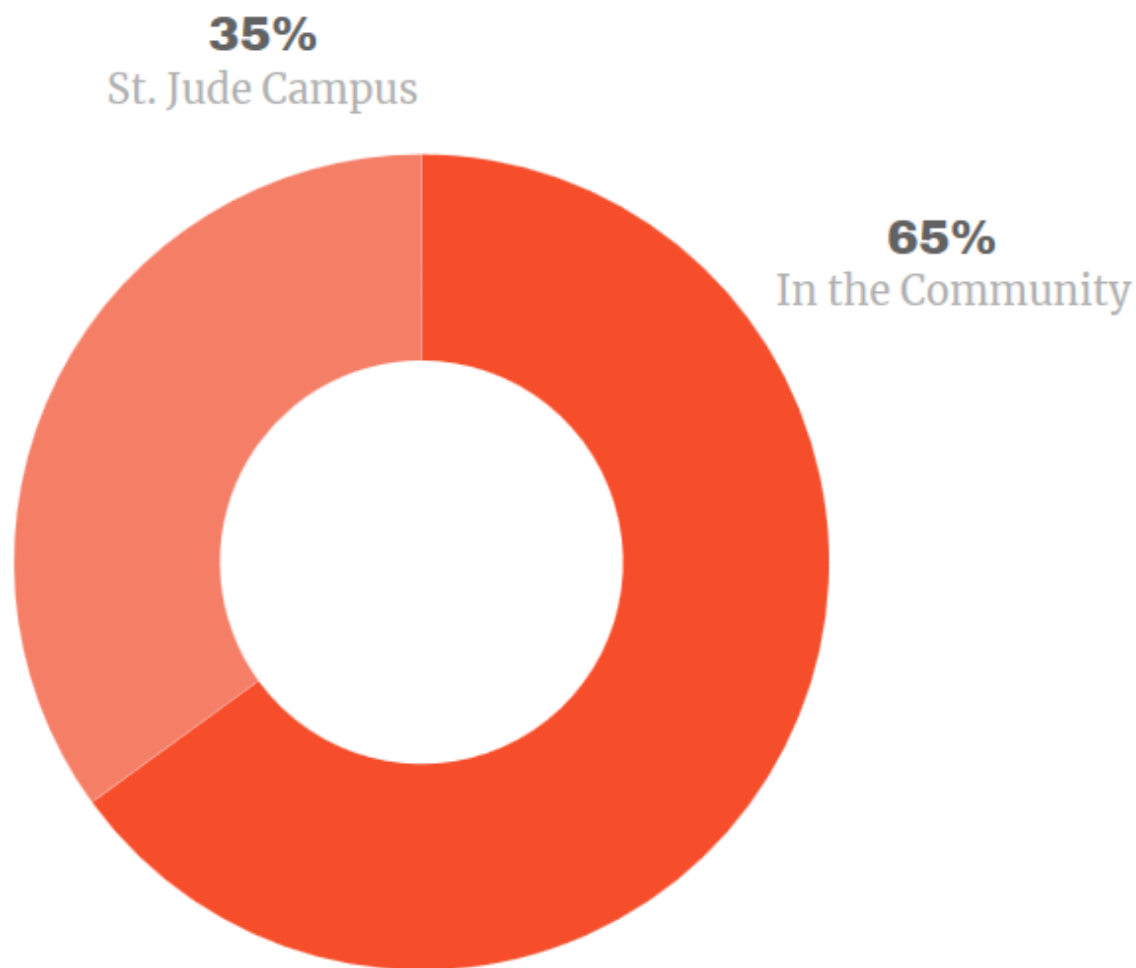


But What About Occupational Health?

- When do you initiate? Before orientation or after?
- Do you provide it for the volunteer or require they get it on their own in the community?
- Variations for college and teen programs



Where do Volunteers go for Occupational Health?





Occupational Health Requirements

We have two ways you can complete your Occupational Health Requirements. These must be completed before you can sign up to attend orientation.

1. Complete the [Immunization History Form](#) by taking it to your healthcare provider or walk-in care clinic. Return the completed form via fax to 901-595-2720 or via email to volunteers@stjude.org.
2. Alternatively, you may make a "new volunteer" appointment with our Occupational Health office by calling 901-595-2531. Appointments are available Tuesday, Wednesday and Friday between 7:30 am and 4:00 pm. Note, you should plan for a second visit within 48 hours if you require a TB skin test. *(Please note, if it has been greater than two weeks since visiting Occupational Health, and you have not received clearance from the Volunteer Office, contact us at 901-595-3328 so we may follow up.).*

We highly recommend option **1**:

- You save two extra trips to the Hospital
- You save St. Jude significant resources
- You expedite your onboarding process, allowing you to volunteer quicker



Background Checks

- When do you initiate? Before, after?
- Online background checks
- Asking for SSN
- Minors (<18)



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Candidate Support: 1-844-875-2128 | Customer Support: 1-800-324-7700  Order

[Help/explain errors](#)

All shaded fields are required.

 1: Instructions

 2: Enter Subject Information

 3: Enter Request Details

 4: Authorize

<< previous















Step 2 : Enter Subject Information

next >>

| | First | Middle | Last | Suffix |
|-------|-------|--------|--------|--------|
| Name | Danny | | Thomas | |
| AKA 1 | | | | |
| AKA 2 | | | | |

☐ Check if no middle name

[Add More AKAs](#)

| | | | |
|--|------------------|--|--|
|  Country | USA |  Race | |
|  SSN | |  Gender | |
|  DOB (MM/DD/YYYY) | |  FCRA Purpose | Employment by Hire or Contract  |
|  Address | | | |
|  City | | | |
|  State | | | |
|  Zip | | | |
|  Job/Work Location (State) | | | |
|  Applicant Phone | | | |
|  Applicant Email | BFORD@EBIINC.COM | | |

<< previous | next >>



Acceptance

- When does a volunteer become active?





Keeping Volunteers Trained

- Unit specific or secondary training
 - Volunteer mentor/ buddy
- Newsletter/ Weekly Alert
- Resource Library
- Ongoing evaluation
- Using satisfaction surveys



Newsletter/ Weekly Alert



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Thanks for your continued volunteer support of St. Jude Children's Research Hospital. Please know you are all welcome in our offices at anytime! Feel free to stop in and say "Hi!"



"The patients and families I have met through volunteering at St. Jude have been so thankful and resilient in ways I haven't seen when volunteering in other hospital settings. The people I've interacted with here at St. Jude make the time I've spent volunteering so worth it." - Yuki Inaba, volunteer since 2012

[More Volunteer Spotlights](#)



VOLUNTEER ALERT

YOUR VOLUNTEER NEWS BRIEF

IN THIS ALERT | March 21

[Sheryl K. Nienhuis nominations closing this Friday](#)

[Lifetime Member Program nominations closing this Friday](#)

[Summer College Program](#)

[Auxiliary Meeting Invitation](#)

[Joint Commission Tip](#)

[Special Opportunities](#)

Joint Commission

Volunteers, please be aware that we will have Joint Commission surveyors at St. Jude sometime this year. The Joint Commission is an independent, not-for-profit organization which accredits and certifies more than 19,000 health care organizations and programs in the United States.

Tips for Talking with the Survey Team:

- We will include a "Joint Commission Tip"



Patient Family-Centered Care Alert



In This Alert | March 2018

Welcome to the Inaugural PFCC Alert!



In an effort to personalize information to our parent advisers, we have created a newsletter separate from our Volunteer Alert. This PFCC



Volunteer Services Resource Library

Volunteer David Fisher with a St. Jude patient



Volunteer orientation at St. Jude Children's Research Hospital lasts a few hours, but learning doesn't stop there. This resource library is intended to provide you continuous education about the hospital, its resources and patient/family care.

Learn at your own pace as you read and watch these materials. Check this page often as we'll be adding new materials as they become available.

Communication

+
Expand



Cultural Information



<https://www.stjude.org/get-involved/other-ways/volunteer-at-the-hospital/how-to-become-a-volunteer/individual-volunteer-opportunities/qualifications/volunteer-services-resource-library.html#a869b7fda7b8b29c73c78751b217447854bebc8b58dd05c62e5470e01993c116=0>



"After 8 Shifts Survey"

Completion of 8 Volunteer Shifts

Thank you for completing 8 or more volunteer shifts at St. Jude Children's Research Hospital! We're interested in gaining feedback about your satisfaction in your volunteer assignment. Please be as forthcoming as possible since we use this feedback to make improvements. If you'd like to speak to a member of the team personally, please call the Volunteer Services Manager, Tricia Spence at 901-595-4432.

* 1. Please tell us your name:

* 5. Please rate your level of satisfaction with the following.

| | Excellent | Good | Fair | Needs Improvement |
|---|-----------------------|-----------------------|-----------------------|-----------------------|
| Enjoyment of your volunteer assignment. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Training provided for your assignment. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Level of support received from the volunteer services department. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Level of support received by your volunteer supervisor. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Communication between you and your volunteer supervisor. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |



Volunteer Evaluation

6. What do you like BEST about your volunteer assignment and volunteering at St. Jude?

7. Please list any ideas you have for improving your volunteer experience.

8. Are you dissatisfied about your volunteer experience in any way and if so, why? What can we do to make the experience more satisfying?



Child Life Survey

Child Life Playroom Volunteer Survey

There are several trainings before you are an active Child Life Playroom volunteer.

1. The first is the general orientation given by Volunteer Services.
2. The second is the general child life orientation given by staff or a volunteer leader.
3. The third is the training you receive once you are on the unit/assigned to your area, called your "unit specific orientation", this one is conducted by your Child Life Specialist supervisor.

1. Please tell us what area of Child Life you volunteer in:

2. Please rate your level of agreement with the following statements regarding your general child life orientation (led by both Child Life Specialist and/or volunteer leader):

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| The staffers who trained me were knowledgeable. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The staffers who trained me were helpful. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I felt comfortable asking questions. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

3. Was there anything not covered in the general child life orientation training that you would have liked to know before starting your shift? If yes, please elaborate.

☐ Yes



A Note About PFCC

- Onboarding parent advisers as volunteers
 - Levels of training specific to the role
 - Buddy system/ mentors
- Secondary training based on the placement/ role



Level 1

 Collapse

Materials to Read

- Overview of Patient Family-Centered Care
- HIPAA Basics Handout
- E-Council Guidelines
- E-Council Members Position Description

Forms to Complete

- E-Council Application

<https://www.stjude.org/treatment/patient-resources/patient-family-centered-care/fac-training/levels-of-involvement.html#6873c756d0c5f6aba00acd650a2b1c231dfc148ebedae9cea91331695c4a45e6=0>



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Level 3

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Collapse

Materials to Read

- Overview of Patient Family-Centered Care
- Patient Family-Centered Care Advisor Volunteer Manual
- Code of Conduct Video (4.5 min)
- HIPAA Basics Handout
- HIPAA Basics, St. Jude Email, and Social Media Video (51 min)
- Social Media and Communication Examples

Forms to Complete

- Confidentiality Agreement
- HIPAA Authorization of Disclosure
- Participation Agreement
- Request for Hangtag
- Volunteer FCC Adviser Competency Quiz

Financial Forms

- Direct Deposit Agreement
- W-9 Tax Form

Occupational Health Requirements

+

Expand

Training and Support

+

Expand



FAC Training & Support

The Family Advisory Council

Patient family-centered care (PFCC) exists every day at St. Jude. It occurs with every patient and family interaction within the hospital. St. Jude focuses on PFCC by understanding the viewpoint of patients and families in every aspect of care.

The Report of the Surgeon General first defined family-centered care in 1987. PFCC focuses on the family as the child's main source of strength, support and well-being. It defines PFCC as a partnership between healthcare staff and parents. The PFCC philosophy shapes policies, programs, facility design and the quality and safety of medical care.

A steering council was developed at St. Jude in 2008 with a group of staff members who wanted to promote PFCC. This group worked with parents to develop the St. Jude Family Advisory Council (FAC). The current council has 20 members, including members who travel every nine weeks to assist the council.

Objectives

- Enable learners to identify key PFCC core concepts
- Provide learners with the knowledge to describe FAC outcomes
- Provide an overview for learners to recognize PAIR Mentor Program content
- Empower learners to identify Quality of Life Steering Council goals
- Enable learners to name Teen Advisory Council purposes

The Institute for Patient- and Family-Centered Care lists its core concepts as:

- **Dignity and Respect:** To listen to and honor patient and family ideas and choices and to use patient and family knowledge, values, beliefs and cultural backgrounds to improve care planning and delivery.
- **Involvement:** To encourage and support patients and families in care and decision-making at the level they choose.
- **Collaboration:** To invite patients and family members to work together with healthcare staff to develop and evaluate policies and programs.
- **Information Sharing:** To engage in open, honest, timely and appropriate communication with families.

[Patient Family-Centered Care Program](#)

[E-Council](#)

[PFCC Appreciation & Achievements](#)

Related Topics

[Terms](#)

[Meeting Schedule](#)

[Meeting Calendar](#)

[PFCC Strategic Plan](#)

[Levels of Involvement](#)

[FAC Bylaws](#)

PFCC Contact Information

Kathryn Berry-Carter, Director
Phone: 901-595-2277
pfcc@stjude.org

<https://www.stjude.org/treatment/patient-resources/patient-family-centered-care/fac-training.html>



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QUESTIONS?

Kathryn Berry Carter

kathryn.berry-carter@stjude.org