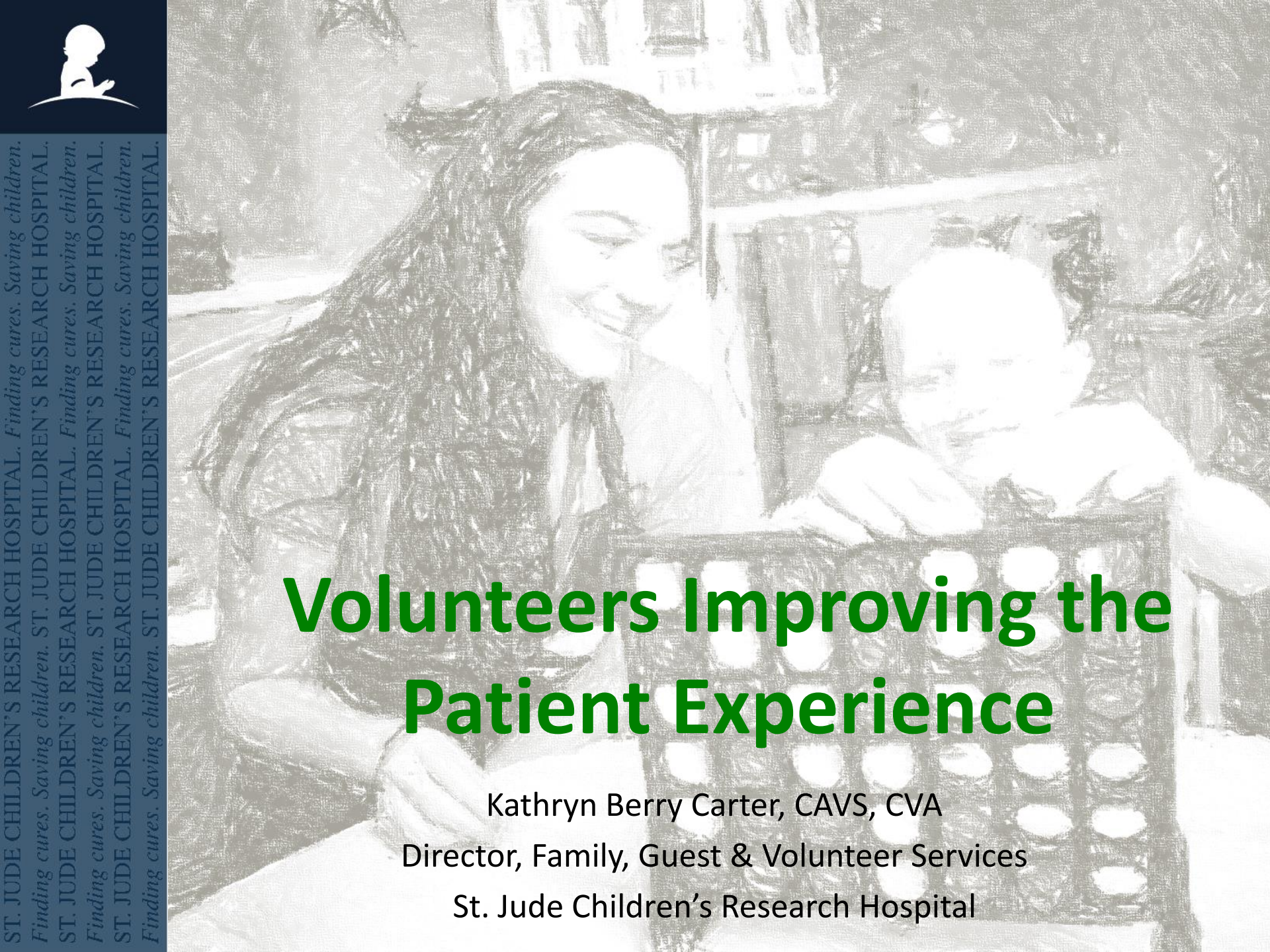

Volunteers Improving the Patient Experience

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St. Jude Children's Research Hospital

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What is Patient Experience?

http://www.theberylinstitute.org/?page=DefiningPatientExp

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Brief History

- Medicaid reimbursements became volume based
- Guest Services/ Customer Relations
- Surveys & measurements
- Shift to Service Excellence
- The Joint Commission comes on the scene
- HCAPHS
- Affordable Care Act
- Triple Aim

Wendy Leebov, Partner, Language of Caring,
http://www.theberylinstitute.org/?page=DefiningPatientExp

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Why Does it Matter?

- HCAHPS scores and reimbursement
- Patients matter
- Every patient has a voice
- People are looking for the care they feel they deserve
- It's the right thing to do!

https://medcitynews.com/2016/04/patient-experience-matters/?rf=1

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Making Patient Experience a Priority

36%
of patients don't get the lab tests, specialist referrals or follow up care they need.

Out of 400 discharged patients,
19%
reported adverse events.

1 in 5
Medicare patients are readmitted within 30 days.

Top 3
Readmission Diagnoses:
Heart attack 19.9%
Heart failure 24.7%
Pneumonia 18.3%

HCAHPS scores
begin to affect reimbursement in **2013**.

Study shows emergency departments crowd and empty – from 28% to 214% – averaging
127%
capacity

My Why

- Volunteer Services
- IPFCC Conference
- Parent Mentor program
- “Volunteer Program Assessment Grid - How PFCC is your volunteer program*”
- Concierge Services
- Volunteer Services becomes Family, Guest & Volunteer Services

* Doug Della Pietra, Volunteer Program Assessment Grid

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What Role Do we Have in This?

- Volunteers' efforts focus on patients and families
- Keepers of the first impression
- Everyone wearing a badge represents your hospital
- Must hold ourselves to same standards
- End goal to create a consistent and positive patient experience

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http://www.theberylinstitute.org/news/284517/The-Role-of-the-Volunteer-in-Improving-Patient-Experience-Explored-by-The-Beryl-Institute-.htm

Five Ways to use Volunteers to Impact Patient Experience

1. Make a connection between what volunteers do and the impact they have on the patient experience.
2. The volunteer role needs to adapt to meet the organization's changing needs.
3. Organizations should not overlook the volunteer's own experience.

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Five Ways to Use Volunteers to Impact Patient Experience

4. The value of volunteers needs to be measured.
5. Build relationships within your organizations as they serve as a critical component in the successful implementation of volunteer programs.

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1. Make Connections

- You have resources, energy, ideas – use them!
- Take initiative
- Befriend those in quality and patient safety
- Engage your execs wherever you can

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2. Adapt Volunteer Positions

- Look around - what's missing?
- Frequent problem areas – what are staff saying, visitors, parents, volunteers themselves?
- Be innovative, create diverse programming

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Thoughts When Creating a New Position

- Does it improve patient experience in a positive way
- Infringement on FLSA
- Consider starting a pilot – handpick to get it right
- It's okay to say no
- Use satisfaction data to help steer your decision
- Don't forget to promote the impact of the new position and express how it's helped improve patient experience

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Ready Runners

Beverage Cart

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Kay Kafe Companion

3. The Volunteers' Experience Matters too!

- Evaluate how you are onboarding your volunteers – is it simple, easy to understand, friendly to the user?
- Do you provide volunteers customer service training? Are they invited to join employee training sessions?
- When you receive not so good feedback, do you address it?
- Don't let fear or legal reasons stop you

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Happy Cart
HAPPY CART

Parent Mentor Program

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4. Measure Impact

- It's more than hours and numbers
- Consider the "what"
- How are you benefitting the patient/ family?
- Story telling
- Use infographics

2017 Annual Report:
https://s.stjude.org/multimedia/volunteer-services/2016/#1

Newsletter Archive:
https://www.stjude.org/get-involved/other-ways/volunteer-at-the-hospital/vip-newsletter.html

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Data Collection Samples

during the months of JULY AND AUGUST, 2017

Ready Runners

85 GUESTS

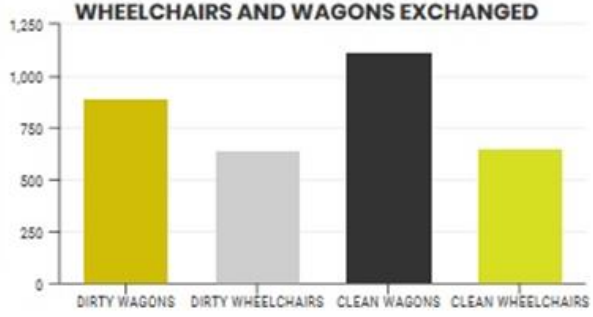
WERE ESCORTED TO THEIR DESTINATIONS.

302 WATER BOTTLES

WERE STOCKED IN THE PARENT EXERCISE ROOM.

937,639 STEPS TAKEN

WHEELCHAIRS AND WAGONS EXCHANGED



JULY AND AUGUST

The Happy Cart

2017

The Happy Cart Visits

The Happy Cart runs on Monday and Wednesday nights and Saturday mornings. During July and August, it ran 85% of the time.

814

Crafts and Toys

During their rounds, the volunteers for the Happy Cart pass out toys and crafts. In two months they passed out a total of 814 items.

Average per Shift

That means on each shift, an average of 35 toys and crafts were passed out throughout the inpatient floors.

HELPING HANDS

DURING THE MONTHS OF JULY AND AUGUST, OUR HELPING HAND VOLUNTEERS SERVED

207 FAMILIES

BY SITTING WITH CHILDREN WHOSE PARENTS NEED A BREAK OR BRIEF RESPITE CARE.

5. Relationships are Everything

- Patient Experience Office
- Patient and Family-Centered Care
- Talk to caregivers of patients and to patients directly
- Foundation
- Psychosocial Services team
- Nursing and Patient Care
- Fellows
- Researchers

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Helping Hands

St. Jude Ambassador

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Simulation Center

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Take Away

- How do your volunteers impact patient experience?
- Which of your programs makes the most impact on patient experience?
- What ideas do you have for enhanced volunteer engagement at your facility?

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QUESTIONS?

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