

Interactive Learning for Your Volunteers

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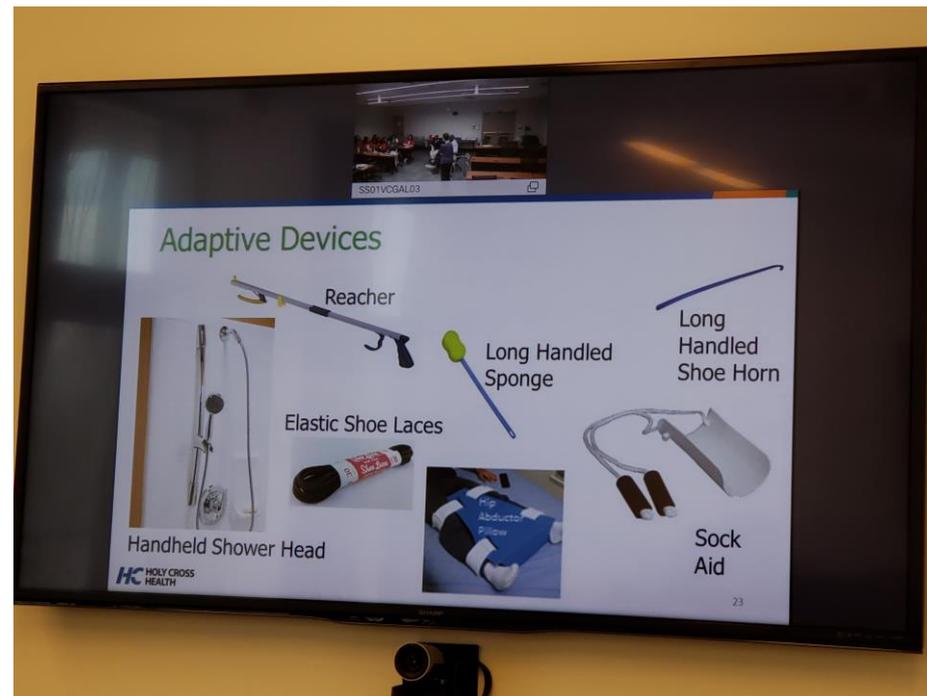
What I Hope You Take Away

How To ...

- Educate volunteers about learning and career paths
- Make this education interactive and fun
- Give a behind the scenes look of your organization
- Keep it sustainable

Programming for Students

- Medical Program/Internship
- Medical or Science Research Program
- Volunteering
- Observation or Shadowing a Doctor



Incorporating the Educational Component

- Know what is required by the organizations that send you students
- Know what the students will need or want going into the next step of their lives
- Know what your other volunteers want to learn about your organization

Give your volunteers a real feel for whether the medical field is the right career for them

Intern/Volunteer Experience



- Encourage attentiveness by making the learning process more enjoyable and interesting
- Learn social and behavioral skills of people working in the field
- Introduction to the technology we rely on in the field

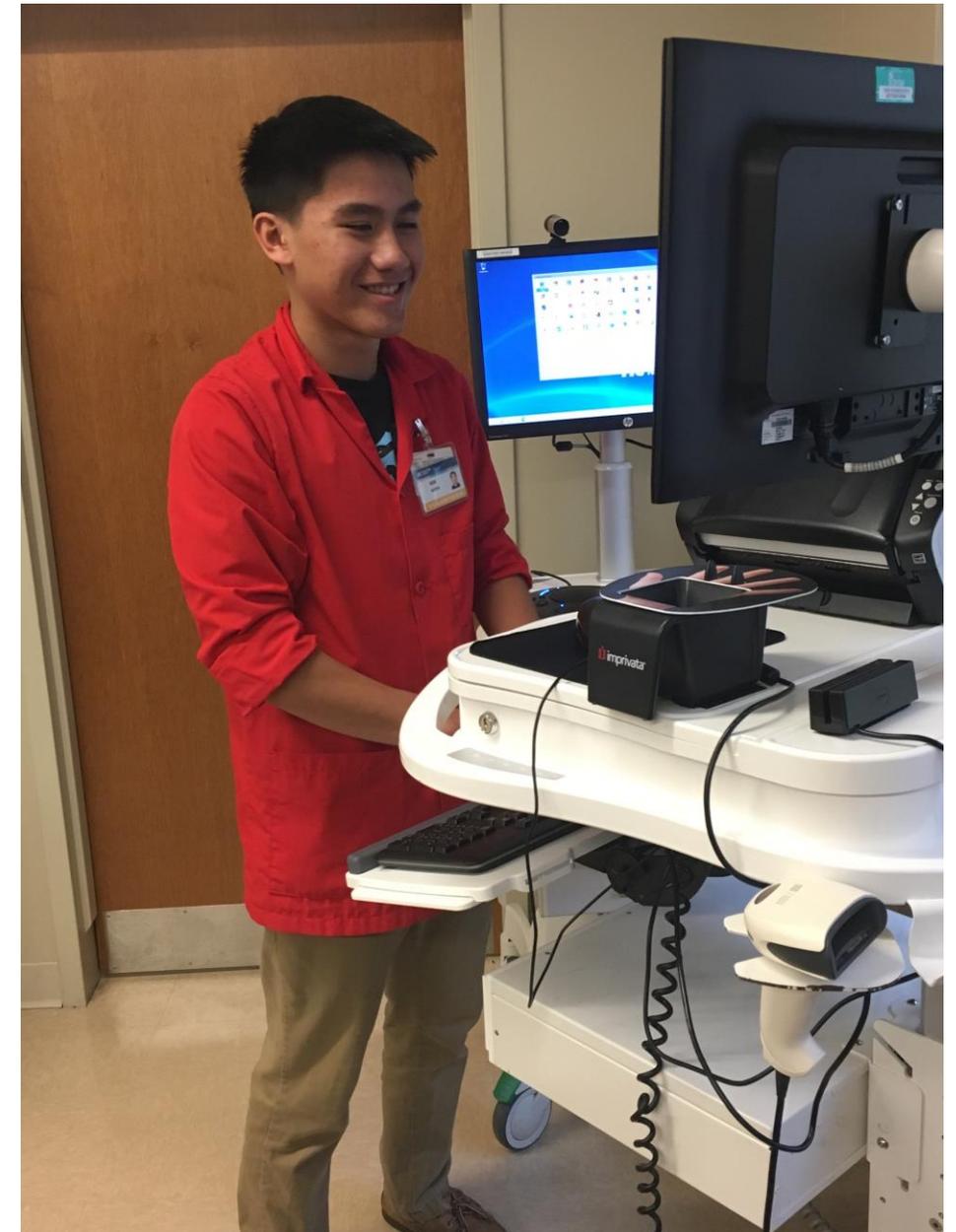
Skill Development

- Promote cooperation and teamwork
- Form positive relationships
- Know that even professionals learn to accept challenges
- Discipline and hard work are needed to achieve goals



Opportunity to Network with Professionals

- Knowledge of latest technology
- Aware of recent and emerging trends
- Know what it takes to get into colleges, certification programs, etc.
- Tangible advice on how to prepare for a successful career in the field



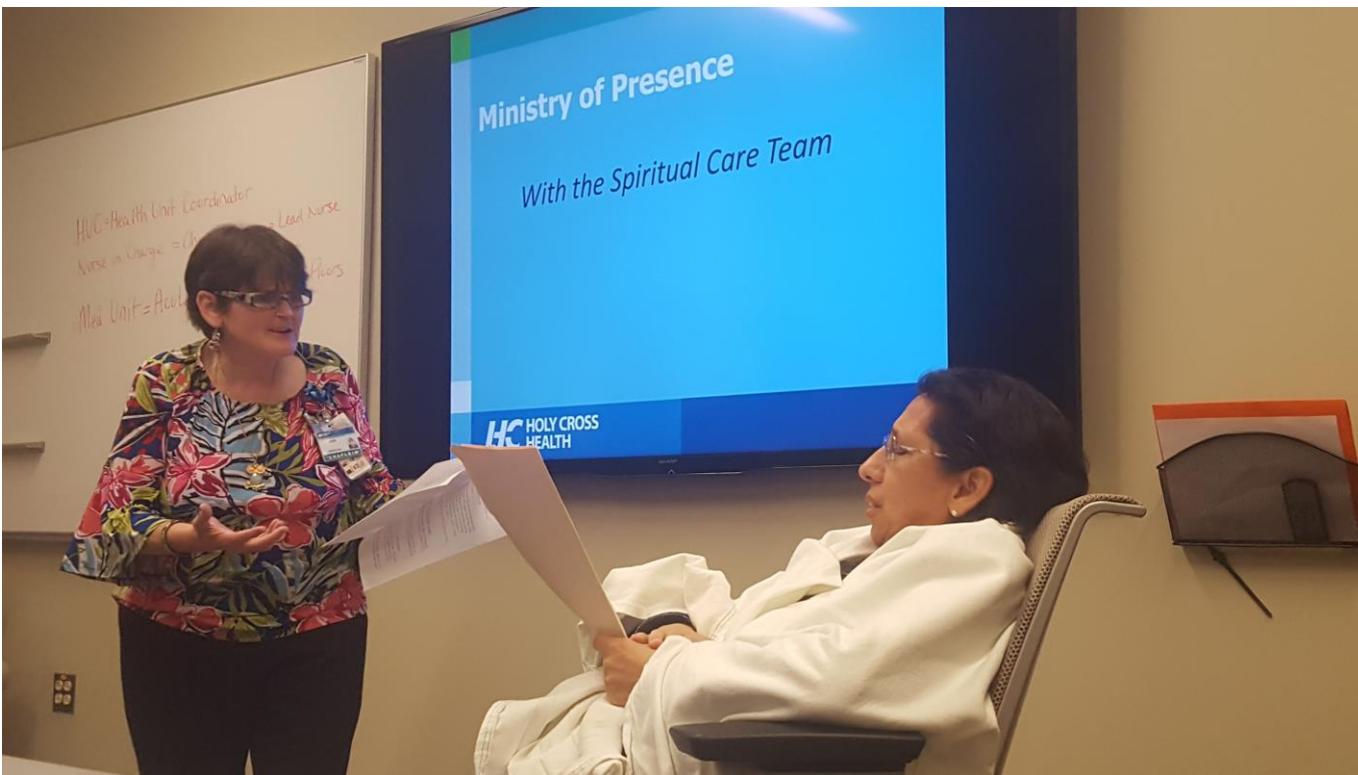
Creating Your Program

- Develop a conceptual framework
- Get system-wide buy in
- Preparing your speakers
- Secure times and spaces
- Conquer availability issues by recording program
- Execution of the program on the day
- Evaluation of the program
- What to Avoid

Develop a Framework & Diversify Styles

- What is it that you want your volunteers to take away from the presentation?
- How do you want that presented?
 - Presentation on PowerPoint
 - Conversations
 - Show and Tell
 - Gamification
 - Let them move – take it to the department

System-wide Buy In



- Elevate the status of the volunteers in the employees' eyes
- Build cultural awareness that your system cares about the education of volunteers
- Let employees know that volunteers are interested in their work and that they are there to learn

Preparing Your Speaker

- Make them feel privileged to present
- Build their confidence
- Let them know it doesn't have to be super-structured
- Share your passion
- Ditch the text book
- Move, if possible
- "You don't have to do this alone"

Set Expectations with Speakers about the Framework You Want

- Typical services
- Clinical/non clinical roles
- Overview of the profession
- Educational requirements
- Typical day
- Unusual cases
- Technology & terminology used in the department
- Challenges of providing care
- Compare and contrast healthcare settings (ALF, SNF, hospitals, PCP offices, etc.)

Conquering Availability

- Book spaces as far in advance as possible
- Send meeting reminders to your speakers
- Record your program so people can view it when it is convenient for them
- Use your A/V team or see if you have a volunteer with a special talent for videography



Execution of the Program

Help Students Connect

- Asking meaningful questions
- Relate content to their lives with real world connections
- Give them choices
- Make it visual



Understanding Healthcare Delivery

- The healthcare team
- Key drivers of quality and safety
- Risks
- Confidentiality and privacy
- Influences on daily procedures
 - Regulatory bodies like The Joint Commission
 - Financing
 - Government
 - Ensuring quality of care

Goodie Bags & Evaluation

- Students really enjoy having something to take away from the experience:
 - Handouts, flyers or brochures
 - Model or tool used
 - Pens or department memorabilia
- Decide on how to evaluate your program
 - Ask the students immediately after the program what they liked most about it
 - What programs/departments are most often requested or viewed after-the-fact
 - Which programs do you hear about months later?

What to Avoid

- Conventional teaching methods that can, at times, be somewhat dull
- Having the same speakers every year
- Getting unprepared speakers at the last minute because your main speaker drops out
- Not preparing for A/V needs or having technical difficulties