Collision of Colleague Engagement, Volunteer Services, & Patient Experience = Outstanding Patient Satisfaction

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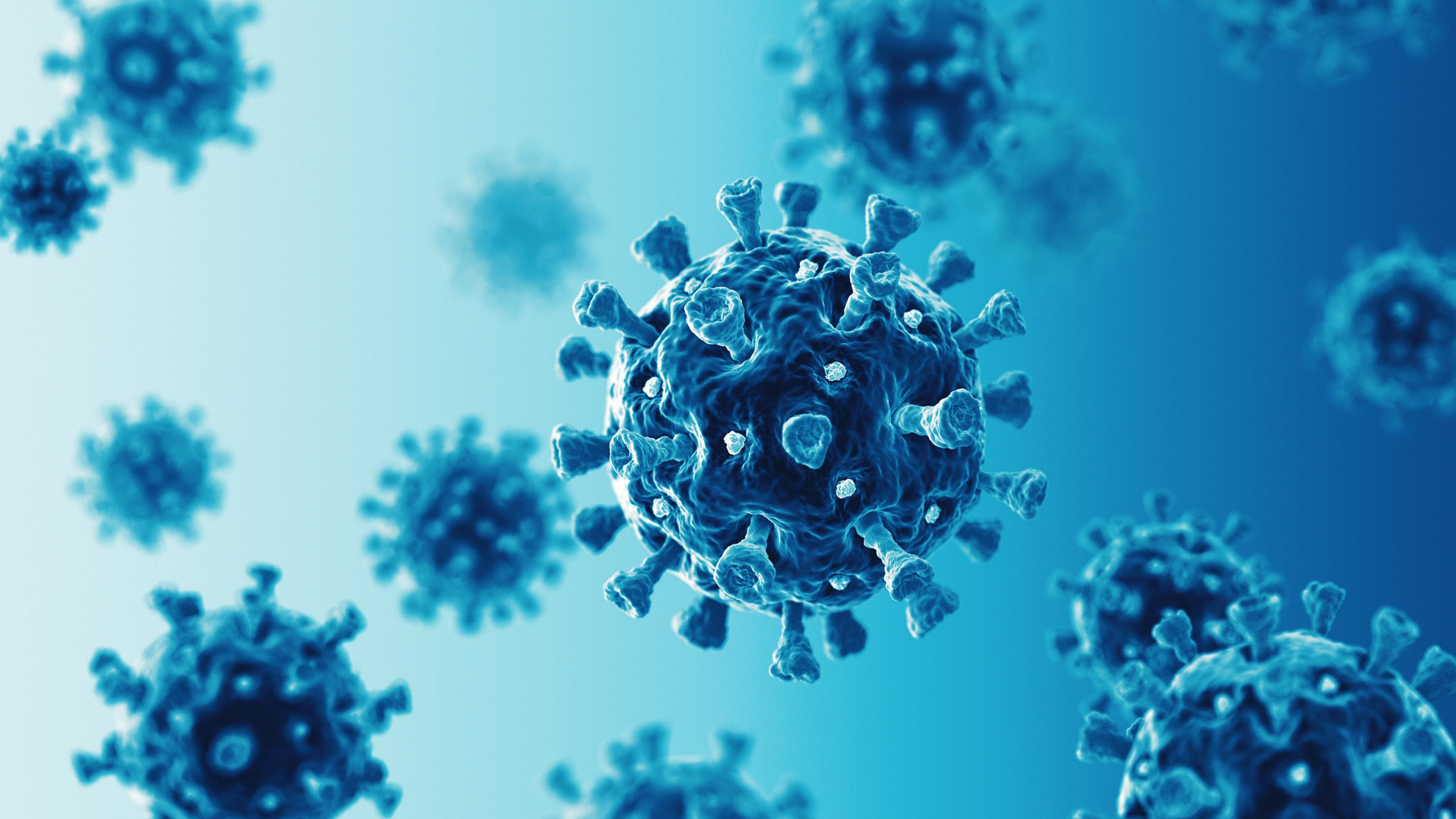
Agenda

- Relationships and how those are critical to success
- Trust – Creating the track record you want
- Present vs. Relevant vs. Integral
- Getting out of your comfort zone

Pulse Check

mentimeter



The Department of EVERYTHING ELSE

Smile!
YOU ARE WORTHY!
OUR SHINING STARS
SOME WHERE OVER THE RAIN BOW.....
May your path...
Hope Heals

Peeps
Mike and Ike
SOUR-LICIOUS

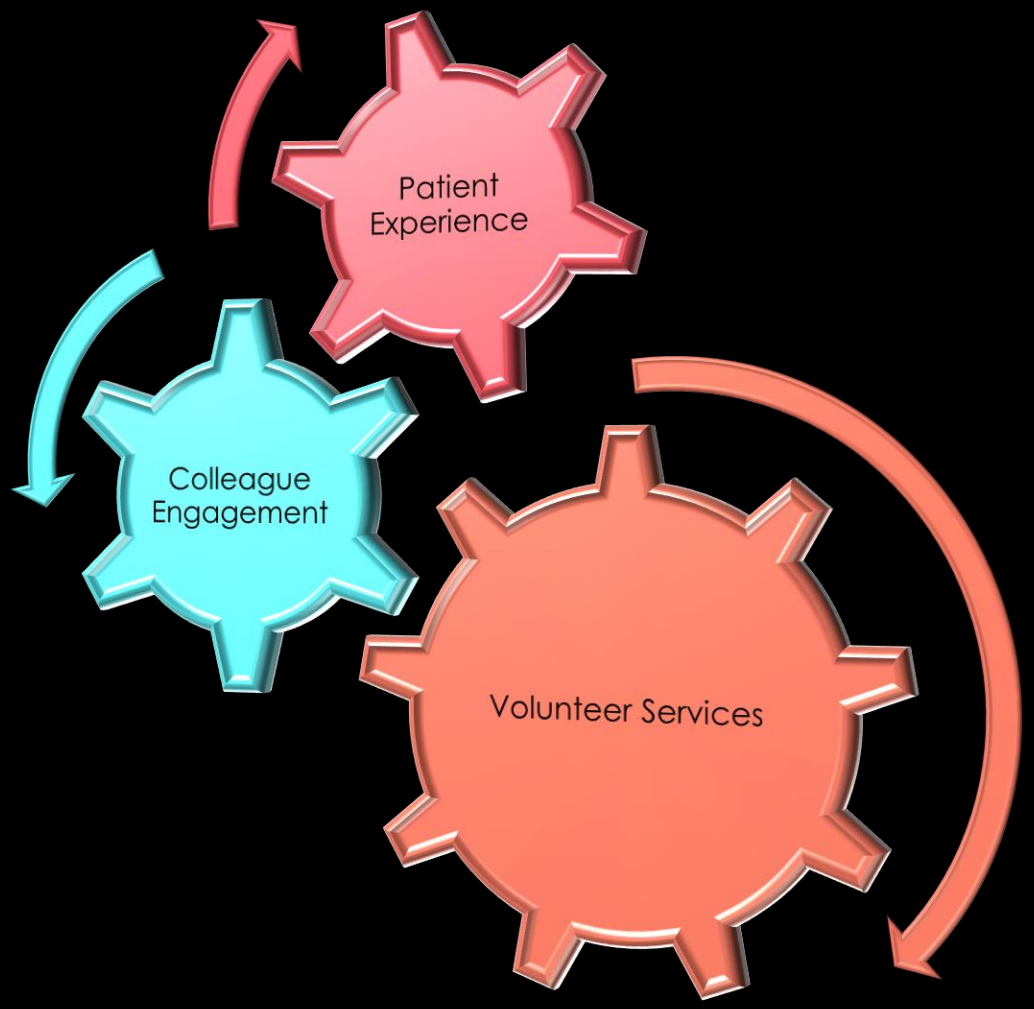
STAY home
thank you
you are amazing
you are amazing
thank you

We Miss Our Volunteers!

VOLUNTEER SERVICES

COLLEAGUE ENGAGEMENT

PATIENT EXPERIENCE

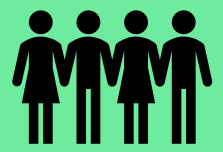

Patient Experience
Colleague Engagement
Volunteer Services

Building Relationships

- Fundamental building blocks of partnership and caring
- Meaningful connections
- Be TRULY present
- Make people feel important
- Communicate to others that they matter
- Show others you are there for them

Trust

What does trust look like or feel to you?



VOLUNTEER SERVICES

COLLEAGUE ENGAGEMENT

PATIENT EXPERIENCE

After covid we hit a wall

- Prior to covid – clinical units were staffed with volunteers
- After covid – clinical staff desperately needed help but resisted accepting volunteer assistance
- Staff got used to doing things themselves
- We needed to rethink our processes

Volunteer Clinical Partner

- Created due to stresses from covid
- Round on patients
- Answer call bells
- Offer non-clinical comfort measures – blankets, pillows, water, toiletries, conversation
- Restock supplies

Game Changer

Provide clinical units with FULLY TRAINED volunteers!

Secret Sauce

Volunteer services added an RN to our staff to provide clinical training

Game Changer

- Ongoing – volunteers are trained on a unit by VS staff or senior volunteers
- Clinical units only receive fully trained volunteers
- Attended RN Engagement Council mtgs to introduce our program
- Our volunteers are in high demand

VOLUNTEER SERVICES → COLLEAGUE ENGAGEMENT → PATIENT EXPERIENCE

Smile Cart

What is a smile cart?

LVHN Smile
Cart

The Details

- Snacks of all kinds - salty, sweets, chocolate, jerky, high protein, nuts, gluten free
- Personal care items – lip balm, hand lotions
- Special holiday items – Mardi Gras beads, Valentines cookies, shamrock gummy bracelets
- Not scheduled – these are drop in visits
- How to pay for this – out of the President's budget and our Auxiliary

Successful rounding for our President

Colleagues value seeing senior leadership visit their units

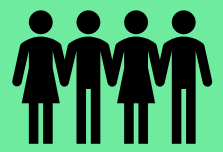
Volunteer Services can make this happen

Schedule smile cart rounding with leaders

Have the cart fully prepped and ready to go

Bringing Joy to the Workplace through Food

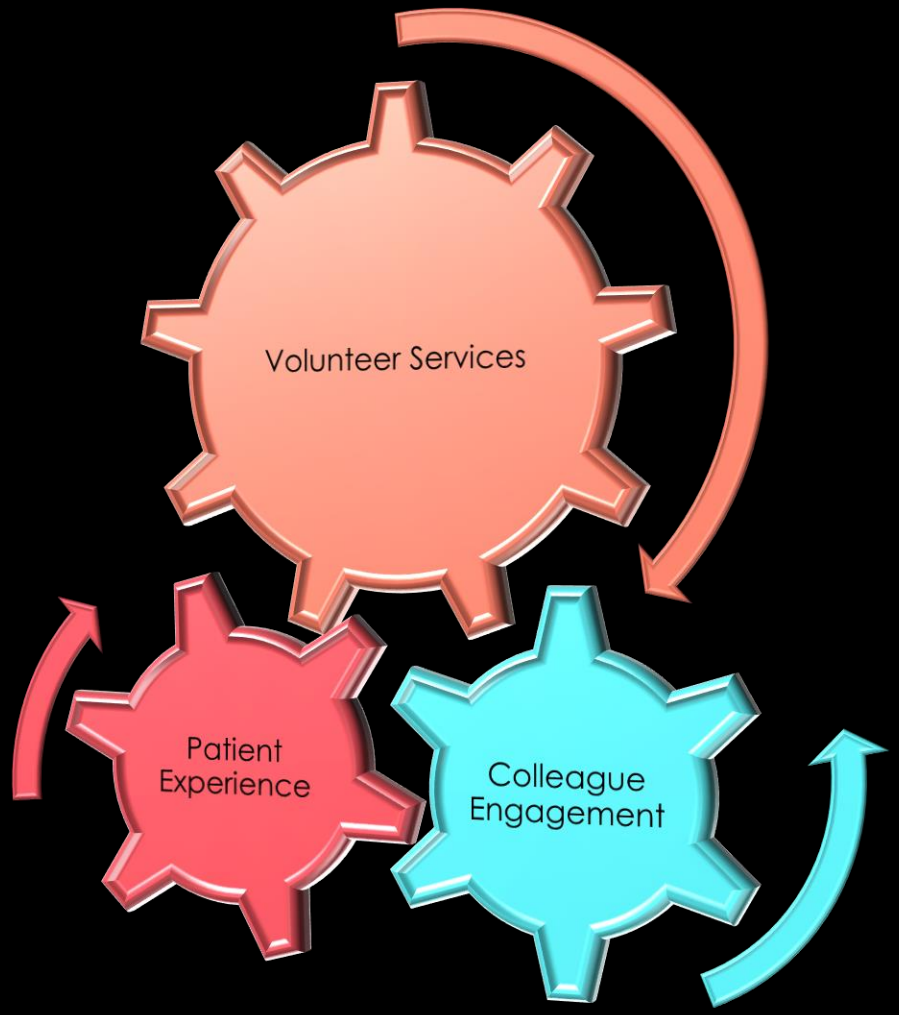
Bringing Joy to the Workplace through Music



VOLUNTEER SERVICES

COLLEAGUE ENGAGEMENT

PATIENT EXPERIENCE


Volunteer Services
Patient Experience
Colleague Engagement

Patient Experience Success Stories

Summer Call Bell Pilot Program

Emergency Department Observation Unit

What is your Rock?