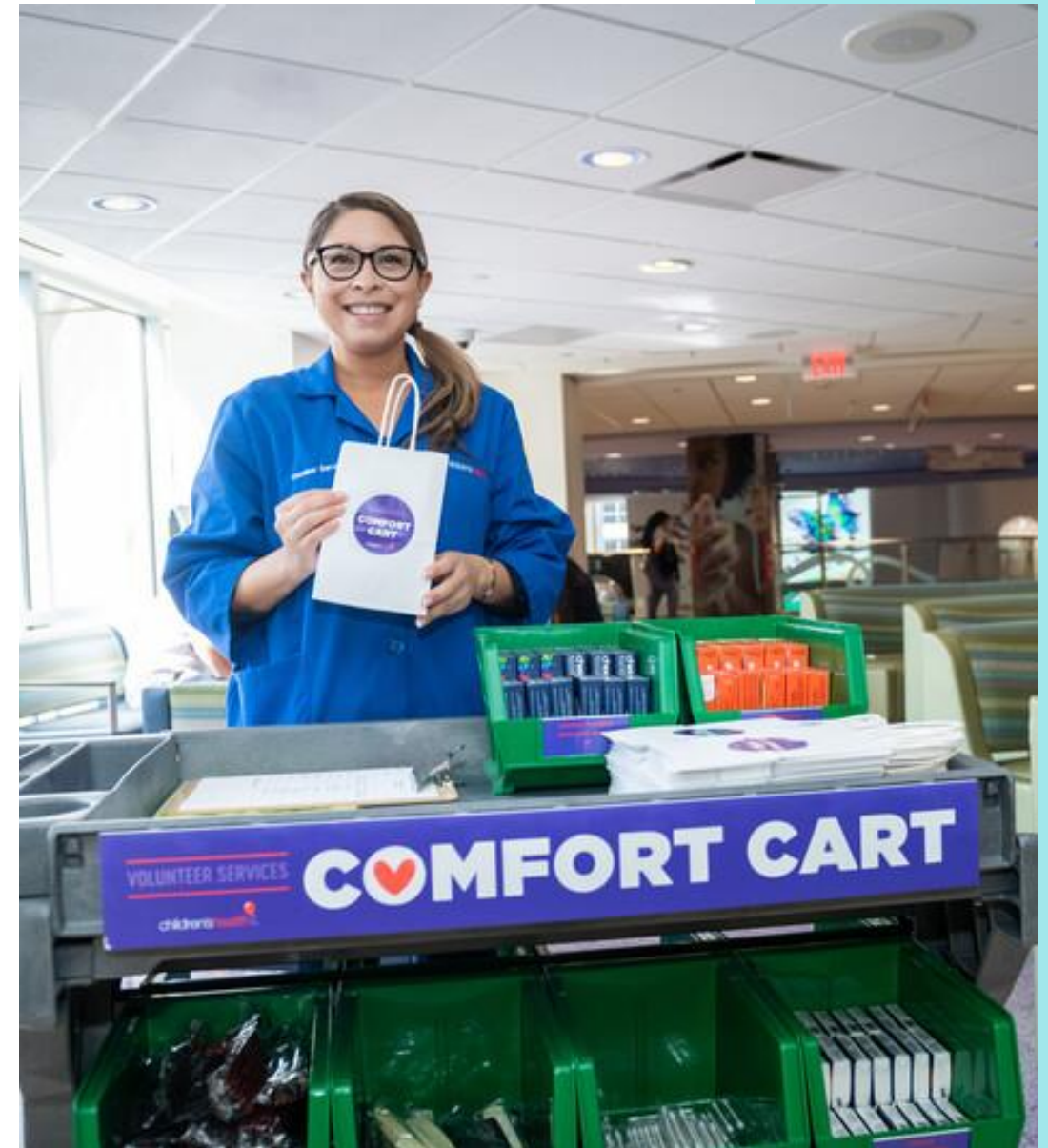




Caring for Caregivers: How Volunteer Teams Can Impact Wellness

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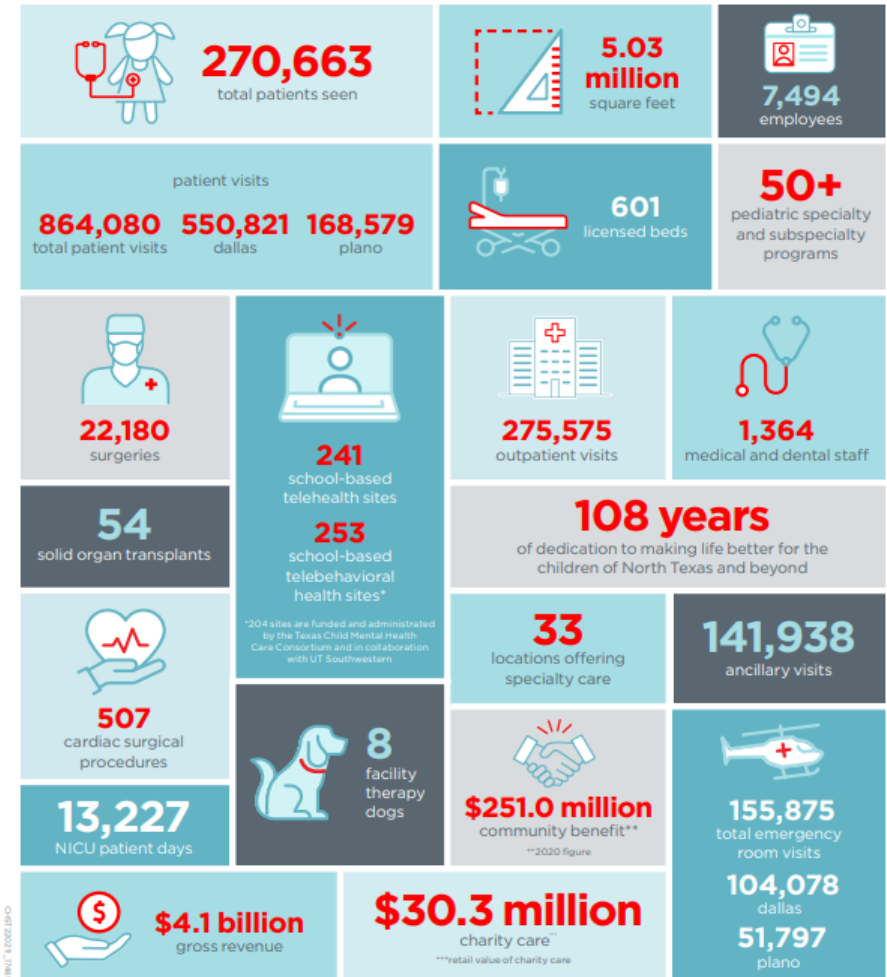
Children's Health Dallas, Texas



2021 key metrics



Data reflects totals from 2021, ending Dec. 31, 2021, unless otherwise noted.



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Volunteer Services

- 365 Active Volunteers
- 30+ Volunteer Roles Campus Wide
- Student, Adult, Employee, and Group Volunteers
- 5 Staff Members and growing

Objectives

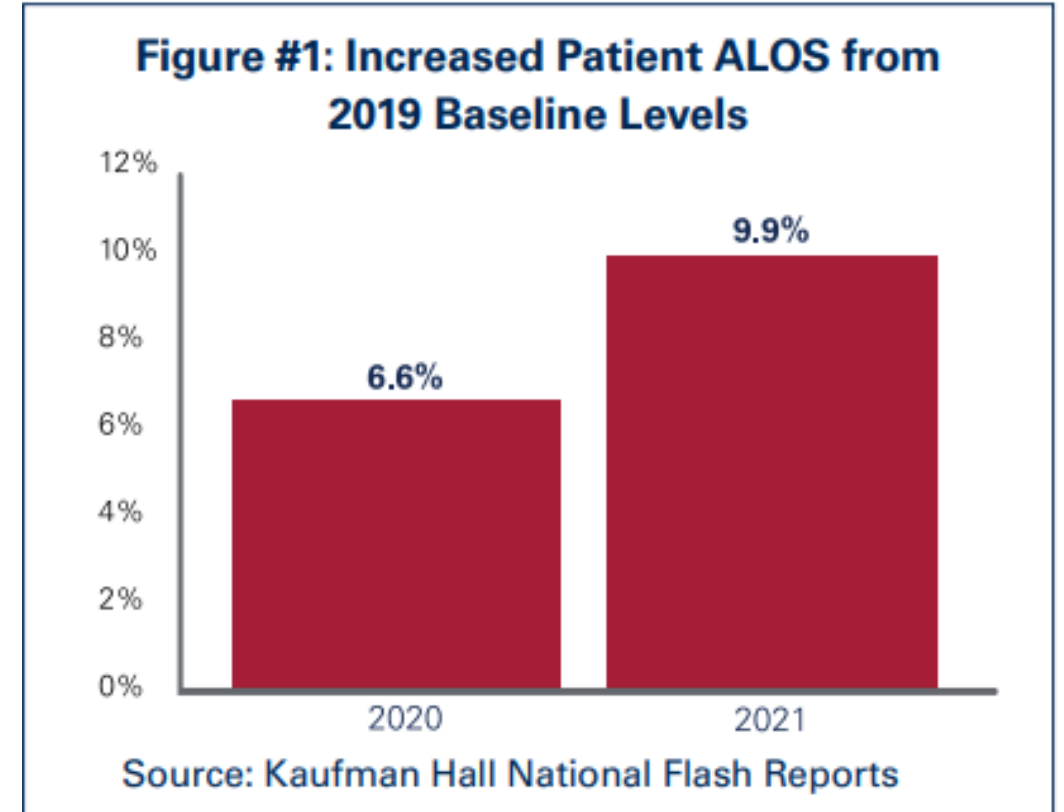
- Discuss trends in healthcare priorities related to patient and family centered care
- Gain an understanding of how hospitalization impacts caregivers
- Recognize signs of burn out and professional fatigue
- Explore a variety of volunteer-led programming opportunities related to wellness
- Identify key stakeholders and partners to implement successful volunteer-led programs

Trends in Healthcare



Trends in Healthcare

- Increasing Patient Acuity and Average Length of Stay
- Higher Patient Volumes
- Clinician Burnout
- Focus on Patient Experience
- Focus on Mental Health and Emotional Well-Being
- Organizations looking for ways to improve operations while increasing efficiency





Strategic Hospital Priorities

Children's Strategic Goals



- **People** we are committed to selecting, developing, nurturing and **retaining the right employees**; promoting diversity; and ensuring we have a **passionate** and **engaged team**.



- **Quality** It is important that we focus on providing quality care through **meaningful actions**, best practices and transparency about our outcomes. We will demonstrate superior quality via the outcomes, service and safety we provide to our patients and their families.



- **Efficiency** Reaching and caring for more children requires every one of us to work as efficiently as possible, without sacrificing the quality of care. At Children's Health, our focus on efficiency will guide us to deliver the right care, in the right place, at the right time, with the right **resources to provide the best experience and safe outcomes in a cost-effective way**.



- **Growth** The benefits of growth include the **ability to invest in new technologies and ways to care for children**. As you've heard before, Children's Health will grow our portfolio of services to serve more children, in more areas and in more ways than ever before. We will grow geographically, and we will grow our service lines and clinical research.

Why is caregiver wellness important and who does it impact?

Caregivers = Patient Families



How Hospitalization Impacts Patient Families

Hospital Stressors:

- Fear of the unknown
- Lack of sleep
- Loss of control
- Financial strain
- Siblings
- Isolation
- Fear of judgement



How Hospitalization Impacts Patient Families

Family systems theory views the family as a complex emotional unit that influences each member's behavior and well-being

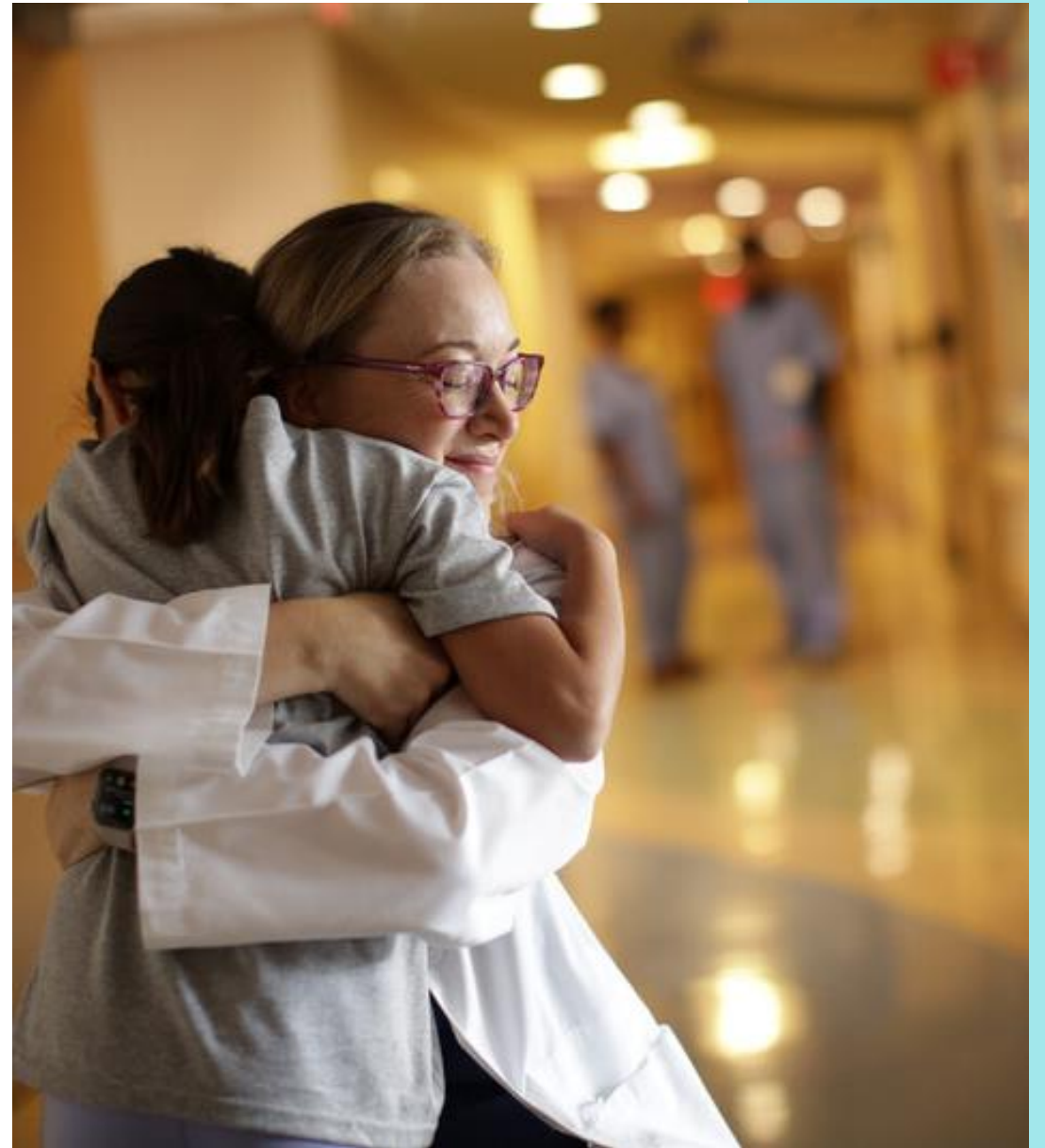
How do these stressors present in family members and patients?

- Irritability
- Procrastination
- Trouble communicating
- Spiraling thoughts
- Physical symptoms
- Crying
- Physical aggression

ABC-X Model

- The ABC-X model is used for analyzing stress and coping.
- The model consists of (A) the stressor event, (B) the resources available to a family, (C) the family's perceptions of the stressor, and (X) the likelihood of crisis.
- Variables B and C determine whether the stressor event (A) results in crisis.
- What can we do to impact “B”-resources available??

Caregivers = Team Members



Burnout and Professional Fatigue

The harm from burnout and secondary trauma in health care professionals can be profound, impacting a significant portion of the workforce and manifesting many ways including:

- Mental and physical exhaustion
- Mental distance from the job
- Cynicism about the job
- Reduced efficacy in the workplace
- Higher turnover

Burnout and Professional Fatigue

“

60% to 75% of clinicians reporting symptoms of exhaustion, depression, sleep disorders and PTSD, Dzau said, while nurses are equally if not more stressed. About 20% of health care workers have quit during this period, he said, and 4 out of 5 of those who remain say that staff shortages have affected their ability to work safely and to satisfy patient needs

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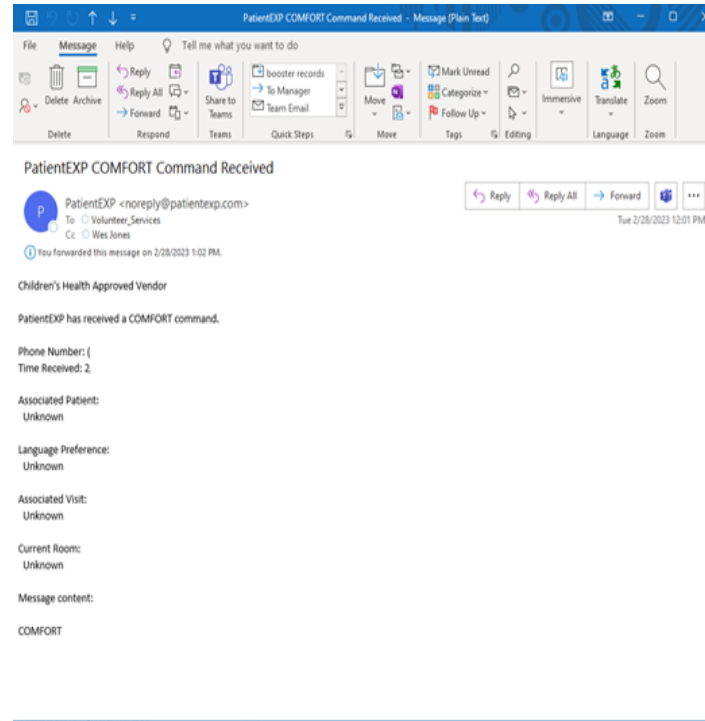
Victor Dzau, president of the National Academy of Medicine



Volunteer Department Caregiver Wellness Programming

Comfort Cart

- The Comfort Cart provides toiletry items to caregivers who are unexpectedly admitted or whose stay is extended unexpectedly.
- Cart rounds on units daily
- Automatic Text to all families admitted through Emergency Room
- Partner with Marketing and Communications; BLAC; Family Advisory Network



Baked with Love

- Warm cookies freshly baked in volunteer services office
- Delivered to ICU family rooms
- Branded aprons, warming delivery basket, cookie bags, and dessert case
- Partner with Food Services to purchase and store cookie dough



Emergency Department Snack Cart

- Deliver snack cart to ED waiting area at least once daily and when volumes are high
- Partnership with Food Services, Concierge and ED team members



Mind and Body Movement

- Monthly movement class offered free for caregivers
- Partnered with local Pilates Studio
- Classes focused on stress relief and relaxation
- Offered to all family and team members to participate with signed waiver




Free Pilates Class

for parents and caregivers



Children's Health Courtyard
Friday, September 30th
11:00am
no experience necessary

 VOLUNTEER SERVICES
Wellness Series

Cup of Love

- Mobile cart with hot coffee, a variety of teas, and hot chocolate
- Offered to family members and team members
- Provides caregivers an opportunity to relax and recharge
- Partnered with food services to provide supplies for cart



Employee Volunteer Program

- Reduced commitment for team members interested in serving
- Allows team members to reconnect with the mission of the organization
- Allows non-clinical team members to experience 'magic moments' with patient families





Future Goals



Arts and Wellness

- Painting activities
- Music activities & performances
- Increase wellness offerings
- Partner with Seacrest Studio
- Partner with community



Experience

- Live music in Atrium and Starbucks
- Engage team members
- Extended hours



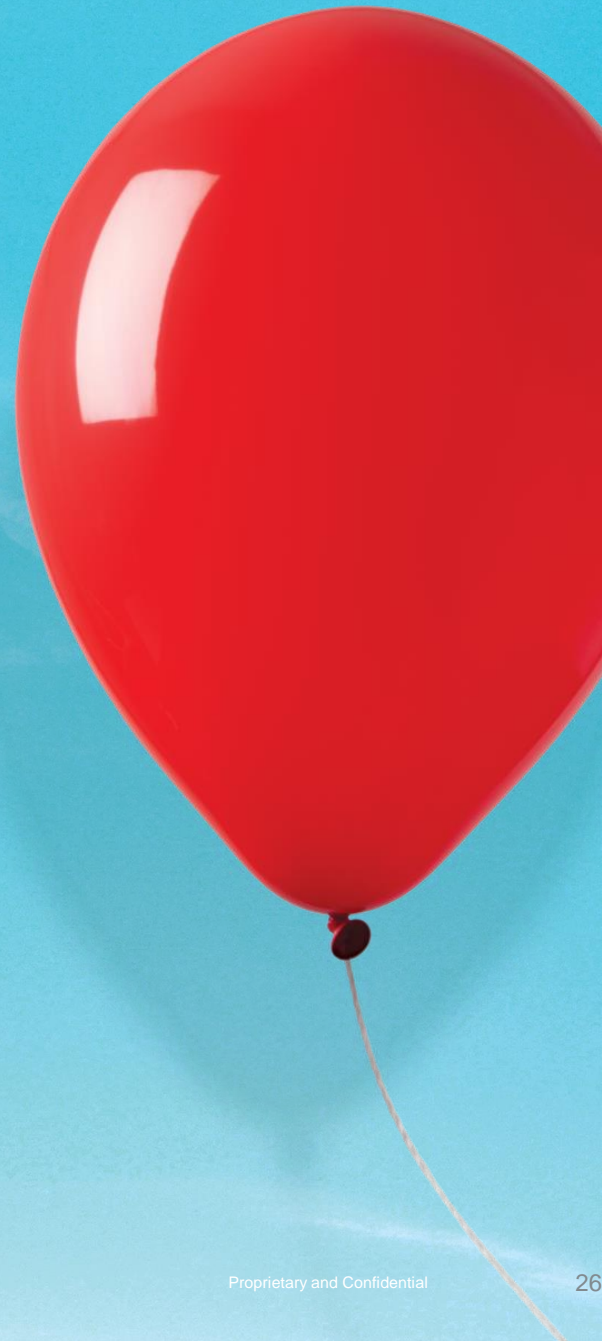
Outdoor Programs

- Pet Therapy
- Family activities
- Game/activity “rentals”

Questions?

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Society for Healthcare
Volunteer Leaders

Breakout Session Evaluation

