



Impact of Volunteer Programs: What Are We Measuring and Who Are We Telling?

February 16, 2023

Housekeeping

- All participants are muted.
- **Audio Settings:** ability to select your speakers and adjust your volume.
- **Chat:** for sharing of ideas, interacting with speakers and attendees; not for promoting services and products. Make sure you choose '**Everyone**' in the dropdown in the chat box.
- **Q&A:** for submitting questions to review at the end of the webinar



- Receive follow up email tomorrow with webinar slides, recording and link to survey.

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- This program is approved for 1 PXE.
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- No products are available during this educational activity, which would indicate endorsement.

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Our Moderator



Terri Ipsen, CPXP

Director, Content | The Beryl Institute
Editorial Coordinator | Patient Experience Journal



Impact of Volunteer Programs: What Are We Measuring and Who Are We Telling?

February 16, 2023

Today's Guest Panelists



Roseanna Galindo,
ECBA, CAVS
Research Affiliate/Lecturer
California State University
Chico/College of Communication

Seth Hinrichsen
MPH Candidate, BYU
Volunteer,
Intermountain Healthcare,
Utah Valley Hospital

Erica Luciano
Program Manager,
UChicago
Medicine

Becky Moldaver, CAVS
Director, Guest and
Volunteer Services
The MetroHealth System

The Beryl Institute
remains committed to our
Volunteer Professionals
Community

July
2020

Welcomed 1,100 members of the Association of Health Care Volunteer Resource Professionals (AHVRP) into our patient experience community

Jan
2021

Formed a Volunteer Professionals Council to expand the engagement of individuals leading healthcare volunteer programs

Feb
2021

Released "Time, Talent and Treasures: A resource for healthcare volunteer management"

July
2021

Offered to acquire and sustain CAVS designation through PXI

Nov
2022

Facilitated its 17th Volunteer Professionals Connection Call

Dec
2022

Released first Volunteer Professionals PX Paper

THE BERYL
INSTITUTE
Transforming the Human Experience in Healthcare

Recent White Paper!



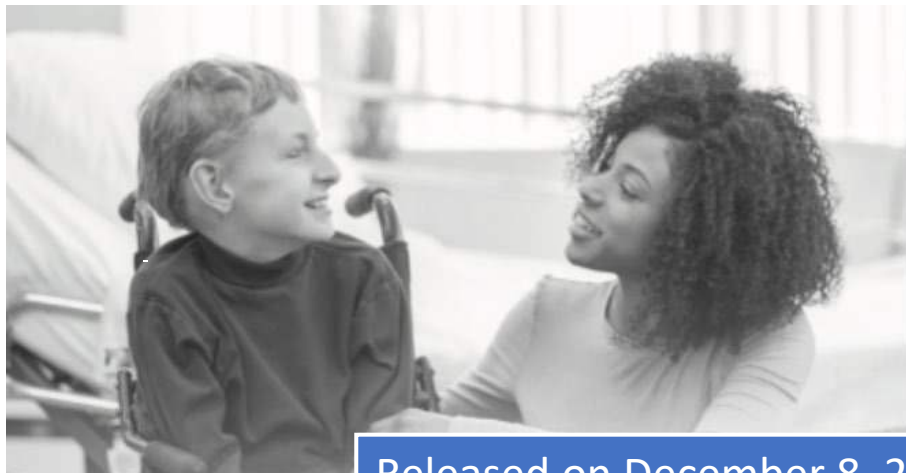
The Evolving Role of Healthcare Volunteer Programs: Elevating the Human Experience through Generosity and Connection

Contributions by:

Members from the Volunteer Professionals Community of The Beryl Institute

Volunteers from:

Intermountain Healthcare | Utah Valley Hospital
Stanford Health Care | RAWS Program
UCHealth Poudre Valley Hospital
UCHealth Medical Center of the Rockies
UCSF Benioff Children's Hospital Oakland
UCSF Medical Center



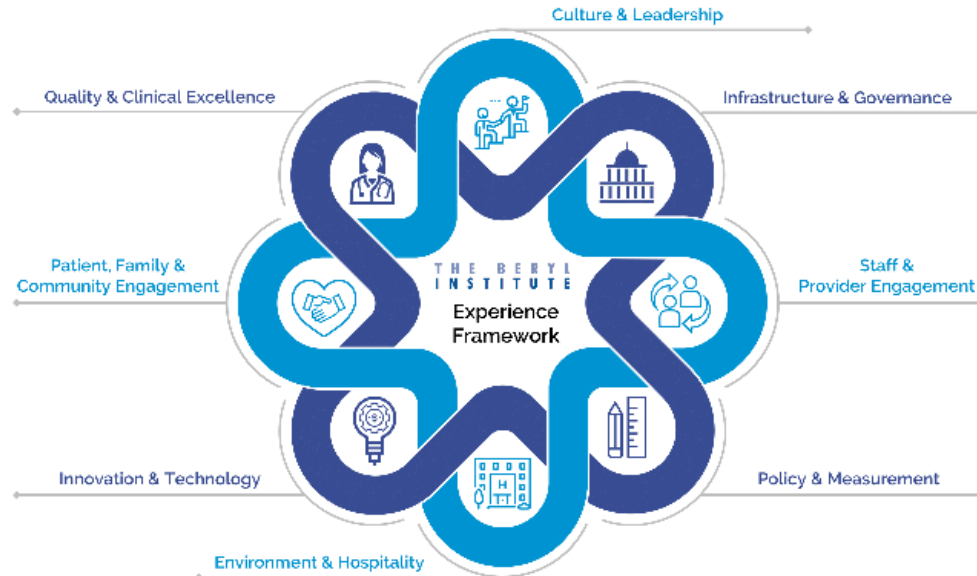
Released on December 8, 2022
Download from our website

Purpose of the PX Paper

- To explore the critical role that volunteers play in supporting care experiences and their influence on outcomes for patients, their families and communities
- To discover how organizations are supporting volunteer programs through the lenses of the Experience Framework



8 Lenses of The Experience Framework



Key Takeaways from the PX Paper

(Based on the Eight Lenses of Experience Framework)

Culture & Leadership

Treat Volunteers as essential workers and align their services to organizational strategic goals & objectives.

Infrastructure & Governance

Understand organizational needs so volunteers may be placed in the most high-impact areas.

Innovation & Technology

Educate volunteers on new technology that can extend their service capacity.

Environment & Hospitality

Arm volunteers with the skills and knowledge about how to create healing environments that promote recovery.

Key Takeaways from the PX Paper

(Based on the Eight Lenses of Experience Framework)

Quality & Clinical Excellence

Co-design with volunteers on improvement projects, as they may see quality and safety issues that you don't.

Patient/Family & Community Engagement

Collaborate with your PFACs to consolidate and fortify improvement efforts and performance.

Staff & Provider Engagement

Engage volunteers in activities that ensure those delivering care feel appreciated and cared for.

Policy & Measurement

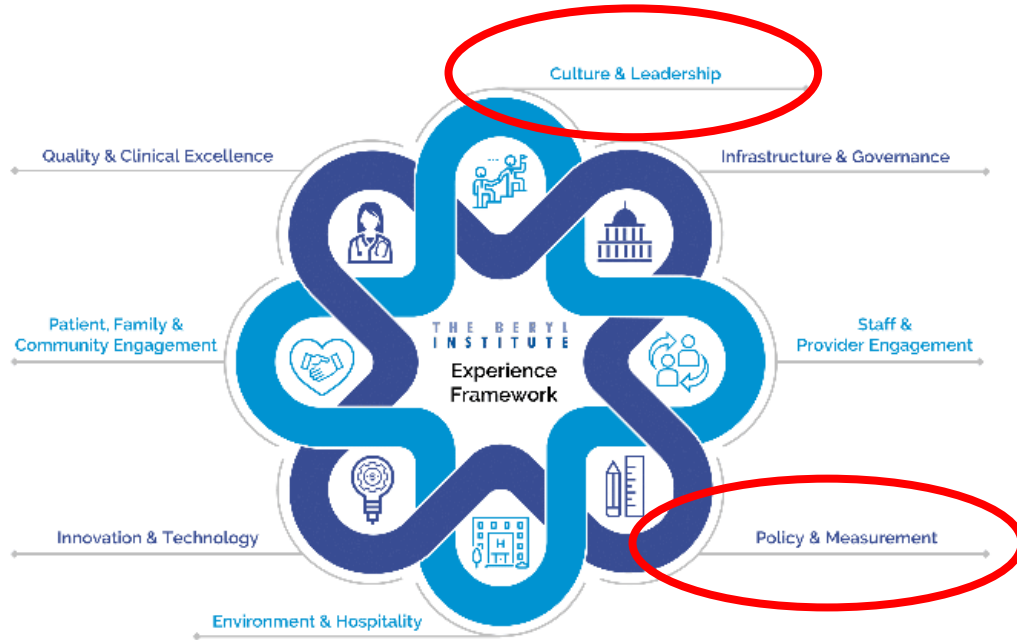
Develop a measurement & reporting system that tells the story you want to tell and to whom.

In today's webinar, you will

Learn how sharing volunteer impact stories can help sustain volunteer programs and ultimately improve the human experience in healthcare.



8 Lenses of The Experience Framework



Measurement
Culture & Leadership
Policy

Audience Poll #1



In our 2016 PX paper, “The Role of The Volunteer in Improving Patient Experience,” contributors reported that volunteer leaders were not yet invited to the leadership table to discuss strategy.



Q: As a volunteer professional in 2023, what is your level of input to organizational strategy?

PX Paper Takeaway #1



Aligned strategies set expectations and provide direction to volunteers as well as influence how they serve.

Discussion #1

As a volunteer leader, why is it important to you that volunteers understand and contribute to the organization's mission and vision?





Audience Poll #2



What performance measures do you use in your volunteer impact story?

PX Paper Takeaway #2

We must treat volunteers in the same way as staff to foster cultures that welcome and integrate volunteers. A good volunteer experience is the best recruitment and retention tool.



Discussion #2

What are you measuring to create meaningful volunteer experiences that foster motivation and accountability?





Audience Poll #3



**To what stakeholders
are you telling your
impact story?**

PX Paper Takeaway #3

Sharing the value of volunteer programs with stakeholders is key to retaining & expanding a volunteer program and ultimately improving the Human Experience in healthcare.



Discussion #3

How do you connect the dots for volunteers so they know what they are doing impacts the Human Experience?



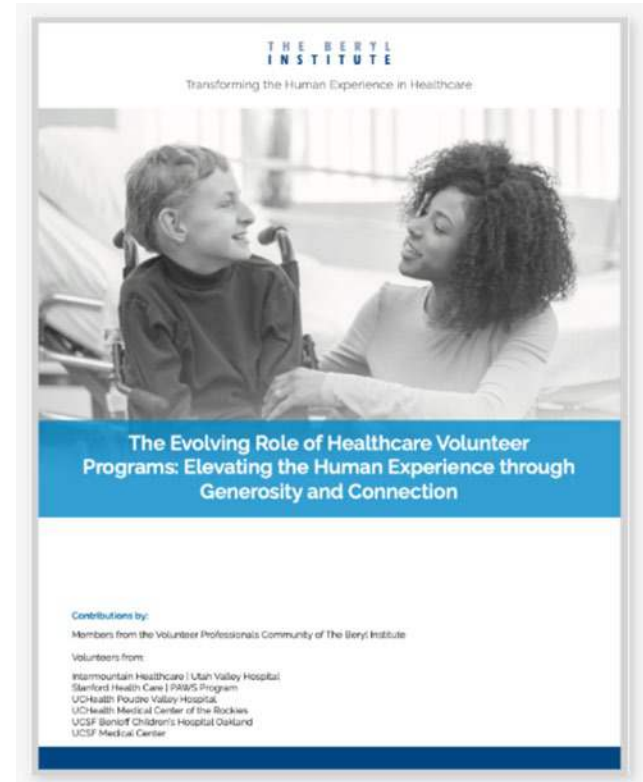
Final Thoughts

- Include volunteers in the movement to transform healthcare by creating meaningful experiences that are connected to organizational strategy.
- Engage and motivate volunteers through output measures that drive accountability in high impact areas connected to goals and objectives.
- Share impact stories of volunteer programs with key stakeholders.



Download the Paper

<https://www.theberylinstitute.org/page/WhitePapers>



Please post your questions in the Chat Box



Volunteer Professionals Community

Advancing the patient experience through volunteer management.

We invite members of The Beryl Institute to join the Volunteer Professionals special interest community to:

- Receive our newsletters
- Get notification of upcoming Volunteer Professionals-related events
- Gain access to the Volunteer Professionals Community discussion boards in PX Connect



Upcoming Volunteer Professionals Events

- **3/7/2023**

Webinar: The JEDI (Justice, Equity, Diversity & Inclusion) Volunteer Workforce
2:00 PM ET

- **3/8/2023**

VPC Connection Call: Exploring In-Patient Volunteer Opportunities
12:00 PM ET





Thank you for participating!

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- Use the PXE link at the end of the evaluation to claim PXE credit at the Patient Experience Institute's PXE Portal.



Upcoming Events & Programs

WEBINARS

February 21 | Grievance Panels: An Alternative to a Grievance Committee

February 28 | Rise&Renew: A Multifaceted Approach to Fortifying & Rebuilding Our Workforce

March 7 | The JEDI (Justice, Equity, Diversity, & Inclusion) Volunteer Workforce

CONNECTION CALLS/PX CHATS

March 15 | Lost Belongings Workgroup

PROGRAMS

March 2-23, 2023 | CPXP Preparation Course

May 4-18, 2023 | CAVS Exam Preparation Course

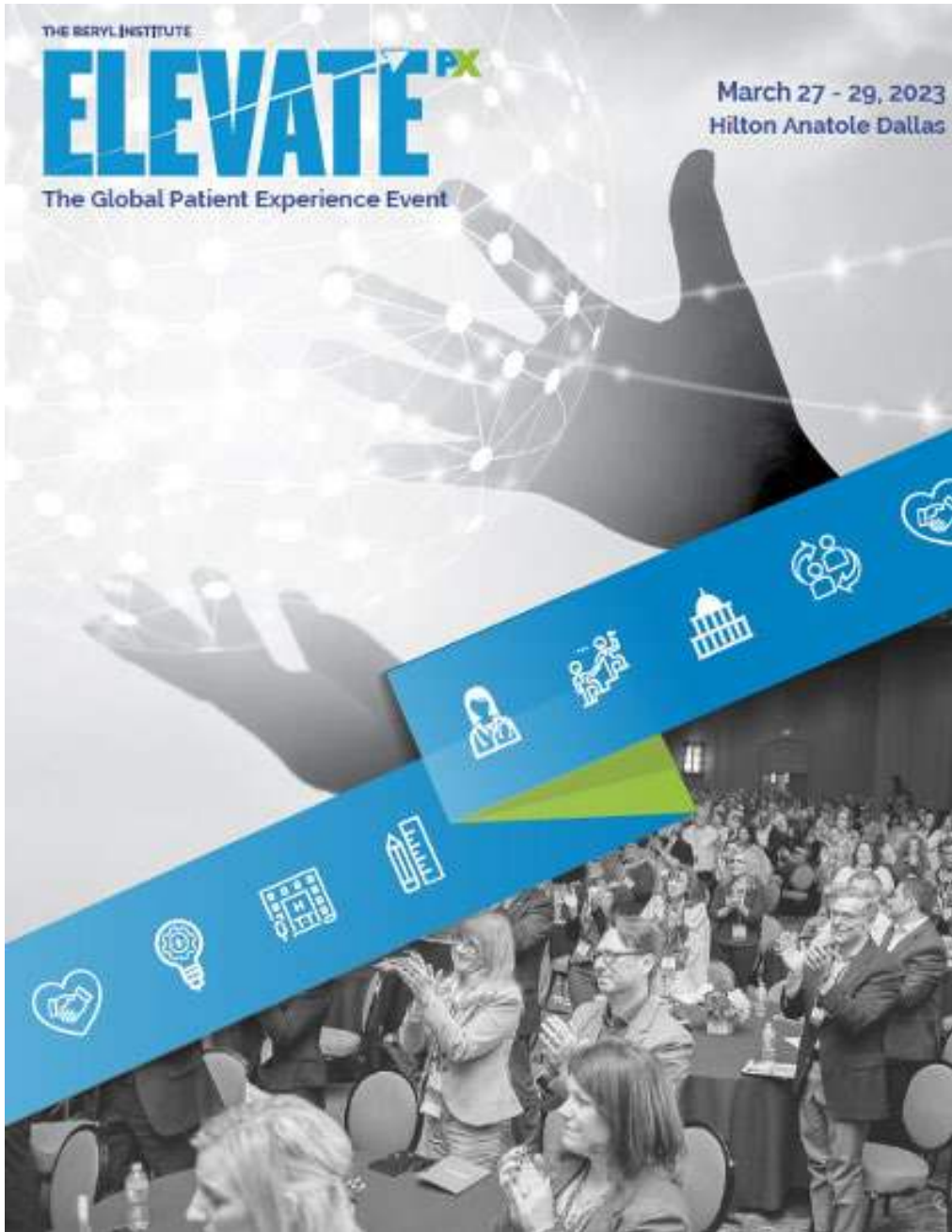


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*Webinars are included in membership
with the Institute.*



KEYNOTE SPEAKERS



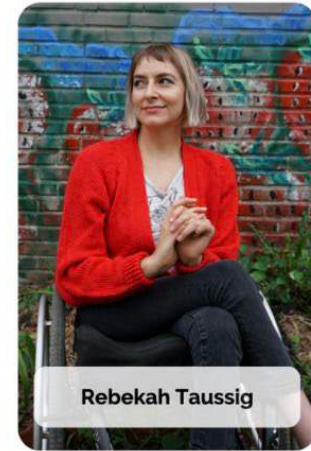
Karen Grimley



Dr. Alfredo Quiñones-Hinojosa



Shola Richards



Rebekah Taussig

OVER 75 BREAKOUT & POSTER SESSIONS

Agency for Clinical Innovation
 AngelEye Health
 Arkansas Children's
 Ascension Living
 Reading2Connect
 Atrium Health
 Billings Clinic
 Boston Children's Hospital
 Boulder Associates
 Brigham and Women's Hospital
 CareMax
 Changi General Hospital Singapore
 Children's of Alabama
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 Cohen Children's Medical Center
 Duke University Hospital
 Emory Johns Creek Hospital
 Enloe Medical Center
 Epworth HealthCare
 Geisinger
 Gould Medical Group
 Grow Now Niagara
 Hartford Healthcare
 HCA Ambulatory Surgery Division
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Hospital Alemão Oswaldo Cruz
 Hospital e Maternidade Santa Joana
 Houston Methodist
 Instituto de Ensino e Pesquisa -
 do Hospital Sírio Libanês
 Kaiser Permanente
 Lehigh Valley Health Network
 London Health Sciences Center
 Macquarie University
 Major Hospital
 Marianjoy Rehab Hospital
 Mass General
 Mayo Clinic
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 MedStar Washington Hospital Center
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 NC A&T State University
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 PatientsVoices
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Shaller Consulting
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Thank you!