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.
PX Continuing Education Credits

• This program is approved for 1 PXE.

• In order to obtain patient experience continuing education credit, participants must attend the program in its entirety and complete the evaluation within 30 days.

• The speakers do not have a relevant financial, professional, or personal relationship with a commercial interest producing health care goods/services related to this educational activity.

• No off-label use of products will be addressed during this educational activity.

• No products are available during this educational activity, which would indicate endorsement.

This webinar is eligible for 1 patient experience continuing education (PXE) credit. Participants interested in receiving PXEs must complete the program survey within 30 days of attending the webinar. Participants can claim PXEs and print out PXE certificates through Patient Experience Institute. As an on demand webinar, it offers PXE for two (2) years from the live broadcast date.
Our Moderator

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

- Welcomed 1,100 members of the Association of Health Care Volunteer Resource Professionals (AHVRP) into our patient experience community (July 2020)
- Formed a Volunteer Professionals Council to expand the engagement of individuals leading healthcare volunteer programs (Jan 2021)
- Released “Time, Talent and Treasures: A resource for healthcare volunteer management” (Feb 2021)
- Offered to acquire and sustain CAVS designation through PXI (July 2021)
- Facilitated its 17th Volunteer Professionals Connection Call (Nov 2022)
- Released first Volunteer Professionals PX Paper (Dec 2022)
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.

theberylinstitute.org
8 Lenses of The Experience Framework

- Culture & Leadership
- Policy & Measurement
- Environment & Hospitality
- Innovation & Technology
- Patient, Family & Community Engagement
- Staff & Provider Engagement
- Infrastructure & Governance
- Quality & Clinical Excellence
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.
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?
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

Access our vast library of on demand patient experience webinars.

Webinars are included in membership with the Institute.
KEYNOTE SPEAKERS

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
Children’s Wisconsin
Cohen Children’s Medical Center
Duke University Hospital
Emory Johns Creek Hospital
Enloe Medical Center
Epworth HealthCare
Geisinger
Gould Medical Group
Grow New Niagara
Hartford Healthcare
HCA Ambulatory Surgery Division
HealthCare Chaplaincy Network
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
Medalla
MedStar Washington Hospital Center
Mount Sinai Health System
MSKCC
NC A&T State University
NorthShore University HealthSystem
Northwell Health
Northwestern Medicine
NSW
Oncomed Integrated Medical Treatment
PatientsVoices
Providence Institute for Human Caring
Shaller Consulting
SingHealth
Southwestern Health
St Vincent’s Health Network Sydney
St. Louis Children’s Hospital
Sutter Health
Sydney Local Health District
Temple University Hospital
UC Davis Health
UCHealth
Univ. of Michigan Health
Universitat de Valencia General Hospital
University of Alabama, Birmingham
University of California, Berkeley
University of Maryland St. Joseph Medical Center
University of Miami School of Medicine
US Dept. of Veterans Affairs
UT Southwestern
Vision Volunteering
WellMed
Yale New Haven Hospital
Thank you!