



Ensuring Volunteer Programs Support Patient Experience Initiatives

May 23, 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.

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 Speakers



Rachel Carry
Patient Experience Navigator
Sharp Grossmont Hospital



Melissa Bergin, MLS, M.Ed
Vice President of Training & Implementation
Bespoke Software/VSys One



Linda Van Fulpen, CAVS
Manager of Volunteer Services
Sharp Grossmont Hospital



Karina Vargas, CAVS
Solutions Architect
Bespoke Software/VSys One



Ensuring Volunteer Programs Support Patient Experience Initiatives

Presenters



Linda Van Fulpen, CAVS

Manager of Volunteers Services | Sharp Grossmont Hospital

Linda has enjoyed the world of hospital volunteerism for more than 40 years. Her volunteer service began as a “candy striper” and she returned as an adult volunteer in 1989. Since joining Sharp HealthCare in 2003, she has worked in Marketing and Public Relations, Fundraising and Donor Relations. Currently she is the Manager of Volunteer Services, Gift Shop, Thrift Shop and Campus Shuttle at Sharp Grossmont Hospital, a 536 licensed bed facility with volunteers ranging in age from 14 to 99. She is also a member of the hospital's Patient Family Advisory Council and Reward and Recognition Committee. Linda is a member of the California Association of Hospitals and Health Systems Committee on Volunteer Services and is past President of the San Diego Association of Directors of Volunteer Services. She is also on The Beryl Institute's Volunteer Professionals Council. Linda has a bachelor's degree in business administration with a minor in marketing and is a Certified Administrator of Volunteer Services (CAVS).



Rachel Carry

Patient Experience Navigator | Sharp Grossmont Hospital

Rachel Carry is a Patient Experience Navigator for the Ortho/Surgical and Cardiac units at Sharp Grossmont Hospital. At the patients' bedsides, she works to build a rapport with them to identify their preferences in order to assist clinical staff for positive patient outcomes. Rachel's has a bachelor's in public health from San Diego State University. She started off as an avid volunteer for Sharp Grossmont Hospital and transitioned to be the hospital's first Patient Experience Navigator.

Presenters



Melissa Bergin

Vice President of Training & Implementation | VSys One

As the Executive Vice President and Lead Training Specialist at VSys, Melissa has been involved with Bespoke Software since the beginning and on staff full-time over 10 years. Coming from a public education background, she is responsible for designing and implementing training programs for new clients, and blending existing business practices with new process options. Melissa has a Masters in Education (M.Ed) with a focus on Administration & Supervision from the College of Saint Rose, a Masters in Library & Information Science from the University at Albany, and Bachelors in Communication from Cornell University.



Karina Vargas, CAVS, CompTIA Project+

Solutions Architect | VSys One

With over 20 years of experience in volunteer management in a variety of settings, Karina Vargas has experience at all levels of volunteering, ranging from working with Board-level professional volunteers to high school students. She spent over ten years managing volunteers for a large children's hospital in Southern California where she developed volunteer leadership programs, presented interactive customer service trainings, and provided expert-level technical and leadership support to their volunteer program. In her current role as a Solutions Architect at VSys One she merges her healthcare volunteer management experience, her technical abilities, and her love for helping people and programs grow.



I can do things you cannot,
you can do things I cannot;
together we can do great things.

- Mother Teresa

Learning Objectives

- Identify how volunteer programs support Patient Experience initiatives
- Strategize opportunities for building strong(er) relationships between Volunteer Programs and the Patient Experience Team
- Explore what metrics are useful for supporting the patient experience and how one organization uses their volunteer metrics to support initiatives.

Sources of Change

Organizational

Environmental

Societal



What works in dealing with change



RELATIONSHIPS



INCREMENTAL



ITERATIVE

Tips for building relationships

01

Separate the people from the problem

02

Start with common ground

03

Find a common higher purpose

04

Seek out the opposition

05

Let the other person finish it



The paradox is that
transformation would not be
possible without accompanying
messiness.

- *Michael Fullan*, Leading in a Culture of Change



Trends on Volunteering

- Top two reasons to volunteer include giving back to the community and contributing to a meaningful cause – is about the emotional connection to a cause, community or others
- A large percent (77%) of volunteers prefer to utilize their caring/people skills when they give their time – keep the human element front and center
- People want “to experience personal growth, make meaningful connections, and enact real change.”



Sharp Grossmont Hospital

Once upon a time...

Evolution of the Patient Experience Team



Volunteer Services + Patient Experience Team



Round with Reason

Nursing and Pre-Med
College Student Volunteers



Empathetic Rounding

Family member/Peer Visitor

Evolution of the Patient Experience Team



Patient Navigator

1. Collaborates with team to identify appropriate patients
2. Establishes a rapport with the patient
3. Service recovery
4. Empathetic communication
5. Team/resources

“I have a patient who...misses their pet.”

Pet Therapy dog visit

“...would like something to read.”

Magazines and paperback books

“...doesn't like their toothbrush.”

*Toiletries – toothbrush, floss, spray
hair conditioner*



“I have a patient who...wants something to do.”

Activity book including puzzles and color pages

“...needs hearing aid batteries.
Variety of batteries stocked in Gift Shop



“I have a patient who...is a Veteran.”

*Vet2Vet Volunteer
Peer Visitor*

“...can't read their inpatient room guide.”
Reading glasses from Dollar Store



Jenn's Story



Jess' Story



Specialty Peer Visitor Volunteers



**PET
THERAPY**



**MENDED
HEARTS**



STROKE



VET2VET



ORTHO

Specialty Peer Visitor Volunteers

November 2021 to April 2023

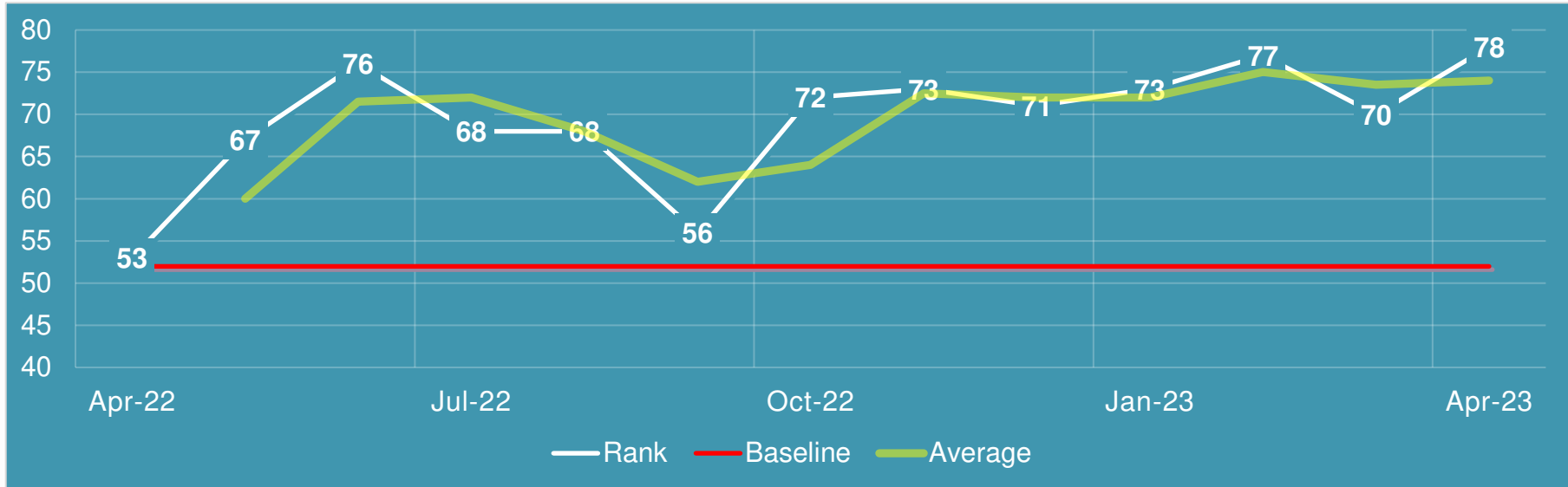


89 Shifts



333 Hours

Patient Satisfaction Ranking





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together we can do great things.

- Mother Teresa

Contact us

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Resources



Getting to Yes: Negotiating Agreement Without Giving In (Penguin, 3rd edition, 2011), Roger Fisher, William Ury, and Bruce Patton



How to Win Friends & Influence People (Pocket Books, 1998), Dale Carnegie



Leading in a Culture of Change (Jossey-Bass, 2001). Michael Fullan



[How We Connect: Hopeful and Helpful Data From Today's Volunteers, VolunteerMatch, 2023](#)



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Upcoming Events & Programs

WEBINARS

June 6 | Dismantling Systemic Racism: Countering the Narrative of Non-Compliance

June 15 | Learning Programs to Support Your Organization's Experience Strategy

June 20 | The “Why” Behind Empowering Leaders and Staff

June 22 | From Good to Great: Our Journey to Four-Star Patient Experience

CONNECTION CALLS/PX CHATS

June 8 | Community Co-Design and Conversation: Establishing, Revitalizing and Rebuilding PFAs and PFACs

PROGRAMS

July 13- August 3, 2023 | Foundations of Volunteer Management



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of on demand patient
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*Webinars are included in membership
with the Institute.*



Thank you!