

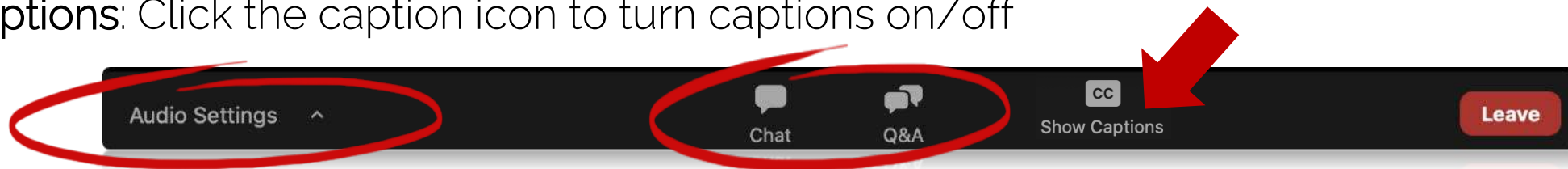
Volunteer Services + Patient Experience = A Winning Team

February 6, 2024



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
- **Captions:** Click the caption icon to turn captions on/off



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

Comments shared in chats do not reflect the opinion or position of The Beryl Institute, but those of individual participants. People found misusing the chat function or engaging in uncivil or disruptive ways via chat may be removed from the session at our discretion.

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- This webinar is approved for 1 PXE.
- To obtain patient experience continuing education credit, participants must attend the webinar in its entirety and complete the webinar survey 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 recorded webinar, it offers PXE for two (2) years from the live broadcast date.



Our Speakers from Sharp Grossmont Hospital



Rachel Carry
Patient Experience Navigator



Linda Van Fulpen, CAVS
Manager of Volunteer Services



Ensuring Volunteer Programs Support Patient Experience Initiatives



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.

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

October 2019

First Patient Experience team member added

August 2021

First Patient Experience Navigator hired

COVID Pandemic
March 2020

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

Evolution of the Patient Experience Team

October 2019

First Patient Experience team member added

August 2021

First Patient Experience Navigator hired

COVID Pandemic
March 2020

Volunteers return
November 2021

Volunteer Services + Patient Experience Team



Round with Reason

Nursing and Pre-Med
College Student Volunteers



Empathetic Rounding

Family member/Peer Visitor

“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



Specialty Peer Visitor Volunteers



**PET
THERAPY**



**MENDED
HEARTS**



STROKE



VET2VET



ORTHO

Specialty Peer Visitor Volunteers

November 2021 to January 2024



208 Shifts

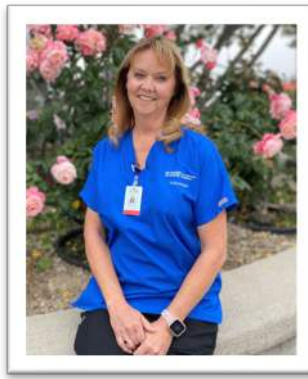


675 Hours

Jenn's Story



Patient Satisfaction



July 26, 2023

Rate the Hospital: 10/10

•Patient Rounding: **Jenn, Volunteer**, Patient stated "Jenn was an angel" sent when she needed her the most. Patient is a recent widow and rejected all grief related assistance but agreed to finally talk with someone. Jenn walked in and spent an hour with her. The patient said this was the best experience since she and Jenn understood each other so well. Patient was very happy with this extra attention from Jenn.

December 9, 2024

Rate the Hospital: 9/10

•Patient Rounding: **Volunteer Jenn**: Very lengthy visit mostly about "terrible food." Joked and laughed for a bit and then suggested she ask for more seasoning packets. Very upbeat and smiling when it came time for me to leave.

Yousif



Biology major at San Diego State University

Career goal: Family Practice Physician

Work experience: Hotel registration desk

Volunteer experience: Dentist office

Speaks Arabic – San Diego has the second highest Chaldean population in the US behind Detroit.

1/23/2024: The patient is doing well in her room and husband was at bedside. Both stated that experience is positive and were able to connect as patient and husband were happy to meet another Iraqi.

Macayla

Biology major at Grossmont College

Career goal: Physician

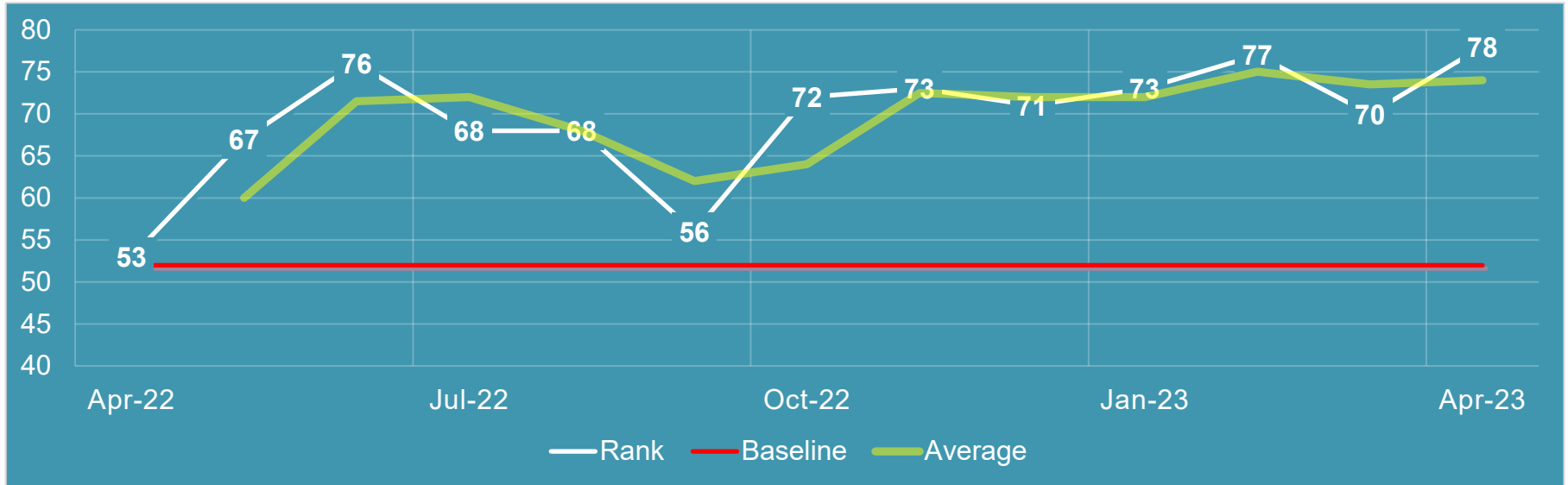
Work experience: Recreation attendant at local school district

Mother is an RN at Sharp Grossmont

As a future black doctor, I want my patients to feel understood and valued for their cultural and ethnic background.



Patient Satisfaction Ranking

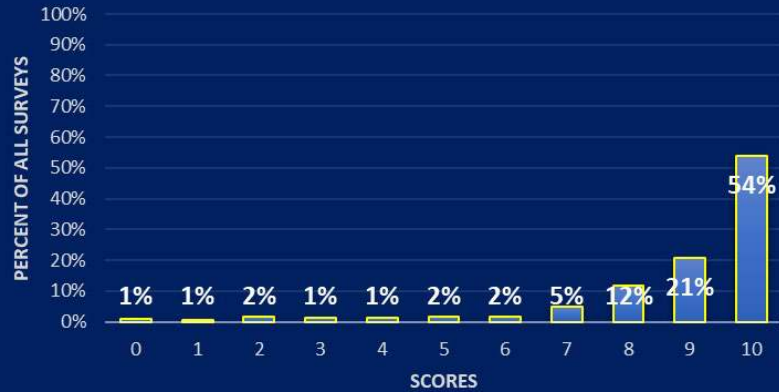


Rate the Hospital YTD 10/1/2023 - 1/25/2024

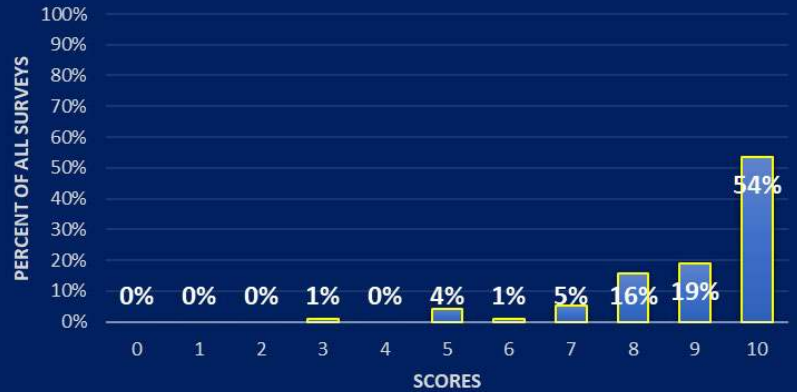
N = 2,609

Volume Adjusted Top Box = 73.03

Rate the Hospital: Score Distribution 1-10, 4W, FY23



Rate the Hospital: Score Distribution 1-10, 4W, FY24



Evolution of the Patient Experience Team





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

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



Contact us!

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Questions?

Please submit your questions using the Q&A icon



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Upcoming Events & Programs

WEBINARS

February 27 | Escalation Management: The Journey to Support a Culture of Mutual Respect

March 5 | Promoting Anti-Racism and Supporting Staff through Policy

March 12 | Headliner - Leading Healthcare & PX Teams with Clarity, Confidence and Courage

March 19 | Survivor Support Programs Strengthen Patient Experience

CONNECTION CALLS

February 7 | PX Connect Live: Patient Relations in Academic Medical Centers

February 14 | Lost Belongings Workgroup



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with the Institute.*

THE BERYL INSTITUTE

ELEVATE^{PX}

The Global Patient Experience Event

ELEVATE PX is a combination in-person/virtual gathering bringing together the voices of the global community committed to elevating the human experience in healthcare.

Denver, CO || April 3-5, 2024



Community Gatherings



Pre-Conference Workshops



Networking Dinner & PX Party

...and more!



55+

Innovative breakout and poster sessions from leading organizations around the world

Hear from Inspiring Keynote Speakers:



Nicole Malachowski

First Woman Thunderbird Pilot, Combat Veteran



Dennis W. Pullin

President & CEO, Virtua Health



Rick Guidotti

Photographer & Founder, POSITIVE EXPOSURE



Samantha Harris

Breast Cancer Survivor, Emmy-Winning TV Host

Thank You

