

# Volunteers: The Key to Patient and Employee Satisfaction

April 23, 2024





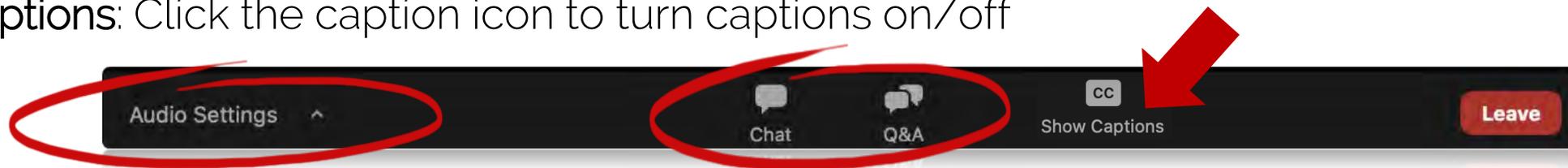
**Healthcare  
Volunteer  
Week 2024**

**April 21 - 27, 2024**

**Celebrate Service. Volunteers Make a Difference.**

# 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 Lehigh Valley Health Network



**Karla Bachl, BSBM, CAVS, CDVS, FAB**  
Administrator, Colleague and  
Volunteer Engagement



**Ruth Brown, MBA, CAVS**  
Manager, Volunteer Services

# Volunteers:

## The Key to Patient and Employee Satisfaction

Karla Bachl, BS BM, CAVS, FAB  
Administrator, Colleague Engagement and Volunteer Services

Ruth Brown, MBA, CAVS  
Manager, Volunteer Services



# Agenda

Relationships and  
how those are  
critical to success



Trust – Creating the  
track record you  
want



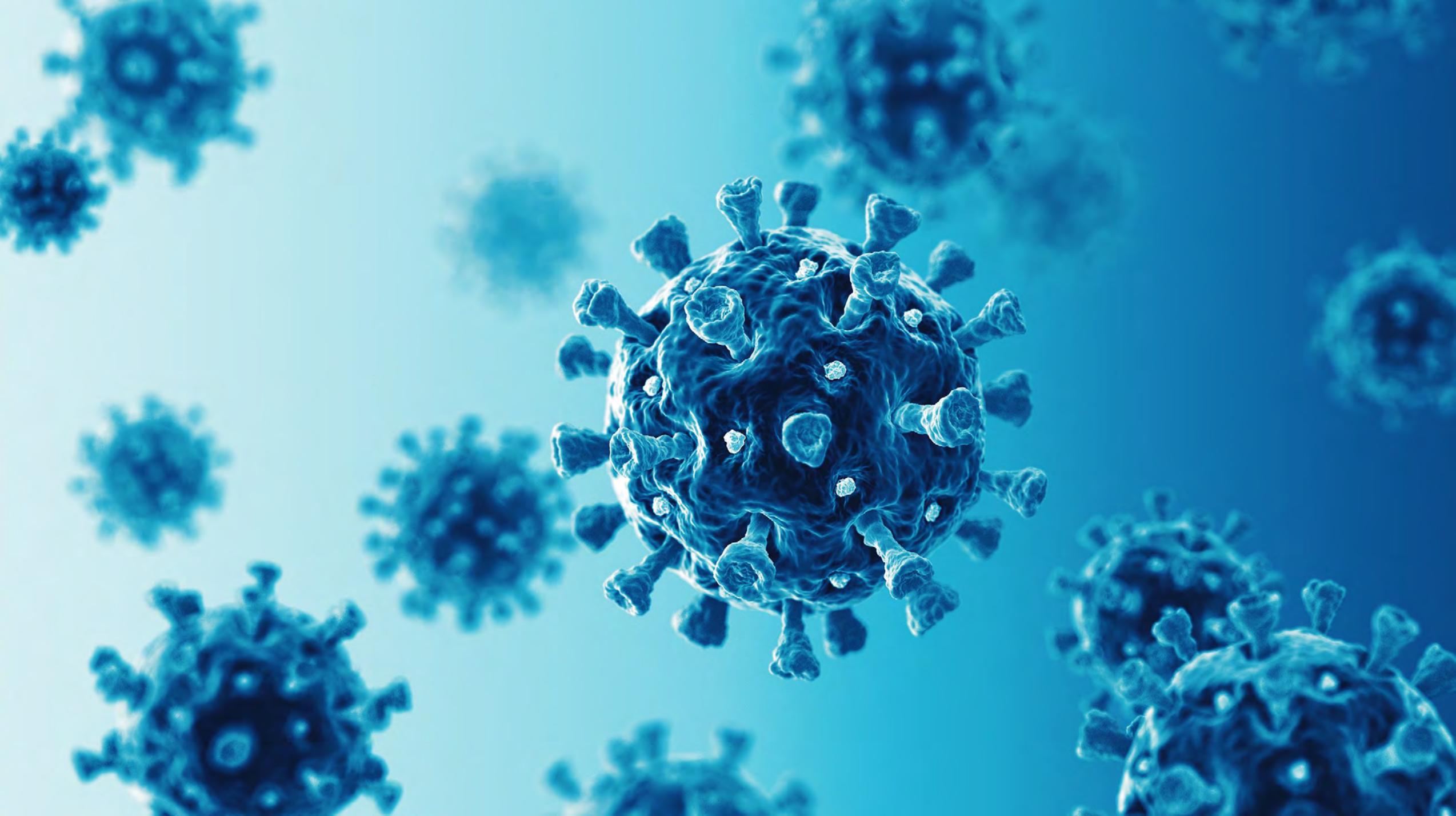
Getting out of your  
comfort zone



Be Present  
Be Relevant  
Be Integral

# Pulse Check

[mentimeter](#)



The Department of  
EVERYTHING ELSE





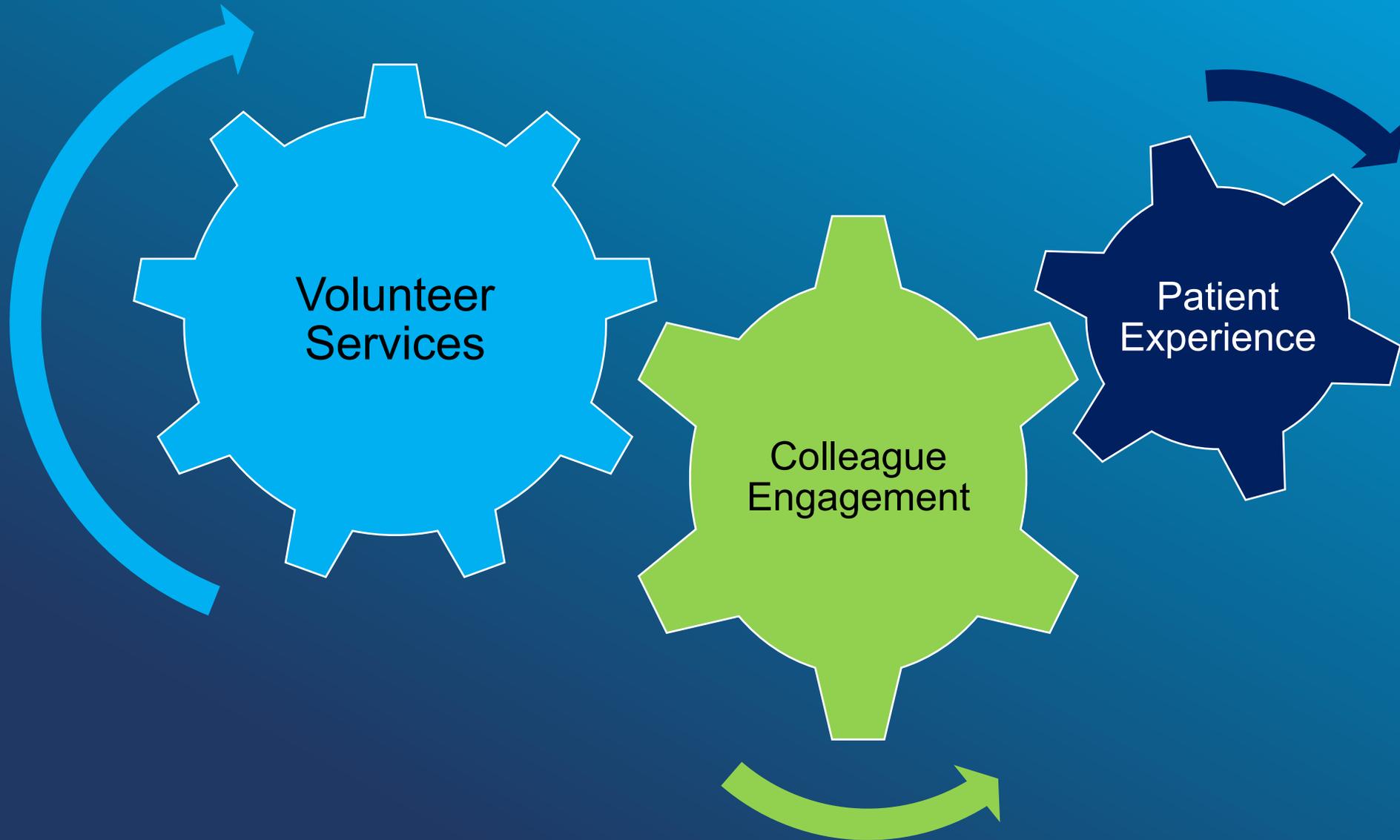
VOLUNTEER SERVICES



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PATIENT EXPERIENCE



Fundamental building blocks  
of partnership and caring

Meaningful connections

Be TRULY present

Make people feel important

Communicate to others that  
they matter

Show others you are there  
for them

# Building Relationships

# Trust

What does trust  
look like or feel to  
you?



VOLUNTEER SERVICES

# After covid we hit a wall

Prior to covid –  
clinical units were  
staffed with  
volunteers



After covid – clinical  
staff desperately  
needed help but  
resisted accepting  
volunteer assistance



Staff got used to  
doing things  
themselves



We needed to rethink  
our processes

# Volunteer Clinical Partner

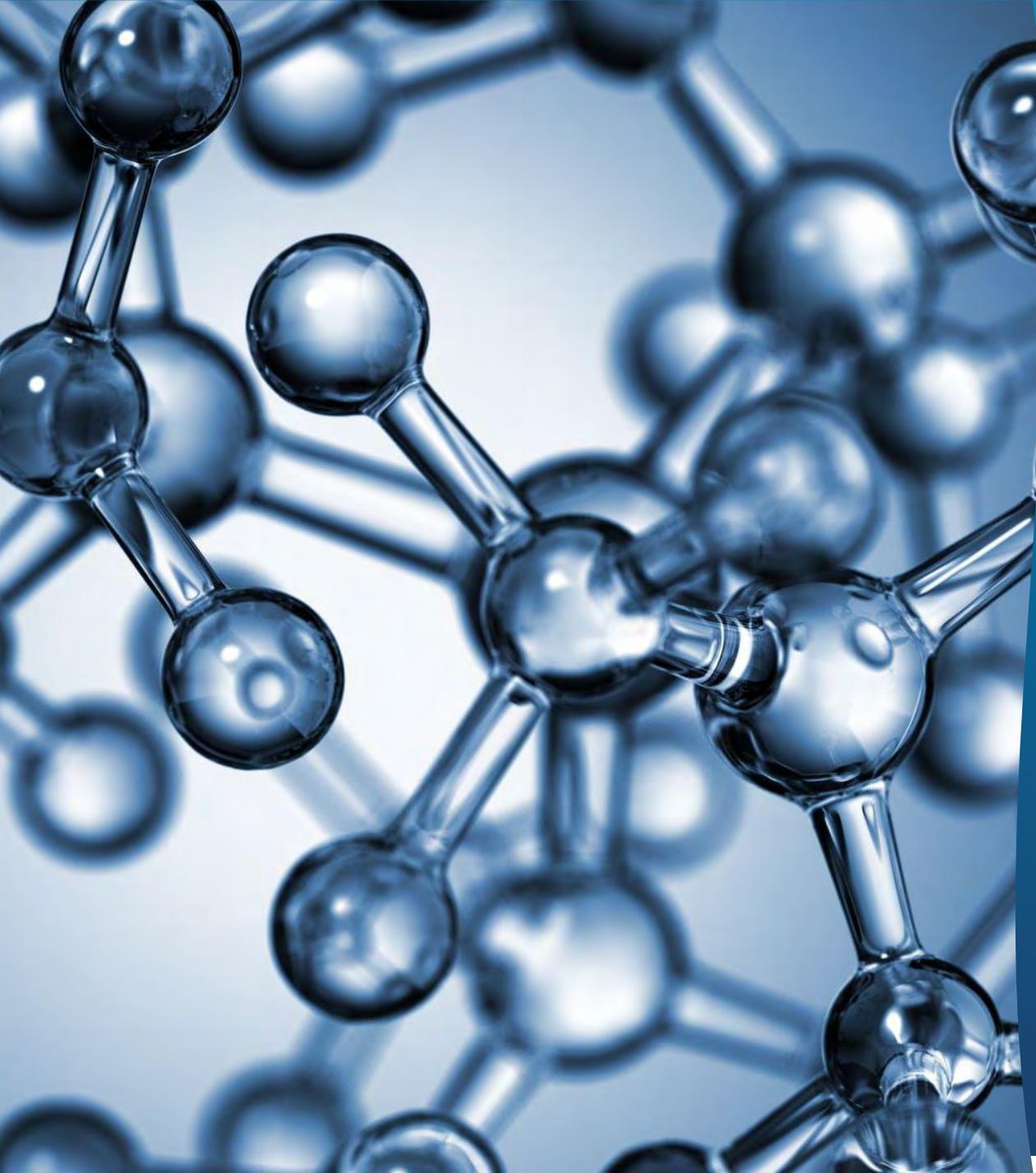
Created due to stresses from covid

Round on patients

Answer call bells

Offer non-clinical comfort measures – blankets, pillows, water, toiletries, conversation

Restock supplies



Something  
was still  
missing



# Game Changer

Provide clinical units with  
**FULLY TRAINED**  
volunteers!



# Secret Sauce

Volunteer Services added an RN to our staff to conduct training and program development.

This validated our programs.

Seek out RNs or other clinical staff who are on limited or restricted duty. Add them to your staff temporarily.

# Preserving the Momentum

- Volunteers are trained on a unit by Volunteer Services staff or senior volunteers
- Clinical units only receive fully trained volunteers
- Attended RN Engagement Council meetings to introduce our program
- Our volunteers are in high demand



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Bringing Joy to the Workplace through the  
**SMILE CART**



# Successful rounding for our President

**Colleagues value seeing senior leadership visit their units**

**Volunteer Services can make this happen**

**Schedule smile cart rounding with leaders**

**Have the cart fully prepped and ready to go**

- Snacks of all kinds - salty, sweets, chocolate, jerky, high protein, nuts, gluten free
- Personal care items – lip balm, hand lotions
- Special holiday items – Mardi Gras beads, Valentines cookies, shamrock gummy bracelets
- Not scheduled – these are drop in visits
- How to pay for this – out of the President's budget and our Auxiliary

# The Details

# Bringing Joy to the Workplace

## FOOD



Bringing Joy to  
the Workplace

Music





Bringing Joy to the Workplace through Activity

# Bringing Joy to the Workplace

## Activity



# Bringing Joy to the Workplace

## Activity



# Bringing Joy to the Workplace through eCards



From: Susan Biggs

To: Karla Bachl

You are amazing and I am so lucky to be working with you!!! Happy Colleague Appreciation Day!!!



From: Rita Mest

To: Karla Bachl

Karla, Congratulations on celebrating 15 years with LVHN!! Best wishes, Rita



VOLUNTEER SERVICES



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PATIENT EXPERIENCE



PATIENT EXPERIENCE

# **Patient Experience Success Stories**

**Summer Call Bell  
Pilot Program**

**Emergency  
Department  
Observation Unit**

What is your Rock?



# Questions?

Karla Bachl  
Karla\_M.Bachl@lvhn.org

Ruth Brown  
Ruth.Brown@lvhn.org

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# Upcoming Events & Programs

## WEBINARS

April 30 | Headliner - Global Perspectives on Human Experience: Where we stand and new frontiers

May 2 | Developing an Interactive Behavioral Based Training Program

May 7 | The Importance of Emotional Intelligence in Patient Relations (Part 1)

May 16 | The Weight of Responsibility: Using AI in the Patient Experience

May 21 | The Importance of Emotional Intelligence in Patient Relations (Part 2)

## CONNECTION CALLS/CHATS

April 24 | Ambulatory Care Connection Call - Wait Times

April 25 | Connection Call: Learning Programs to Support Your Organization's Experience Strategy

May 8 | Volunteer Professionals Community Connection Call – Volunteer Services and Patient Experience: Two Halves of the Same Goal

May 17 | PX Chat on PFA/PFACS: Revitalizing/Rebuilding

May 30 | Connection Call: Learning Programs to Support Your Experience Career Path



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# Thank You