Enhancing the Patient Experience with Volunteers

The Beryl Institute PX 2016 Conference

Thursday, April 14, 2016

2:30-3:45 PM

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Disclaimers/Notes

1. Thoughts are my own, not my employer’s.
2. “Patient” includes residents, clients, Veterans & all references to those whom we serve in healthcare.
3. Attempts made to reference material accurately. Any errors/oversights are inadvertent.
By session-end, you will be able to...

1. Describe two evidence-based elements linking volunteers and patient satisfaction.
2. Identify several volunteer roles positively improving patient outcomes (safety, quality, service/satisfaction, etc.).
3. Use a simple assessment tool to baseline their organization’s volunteer program’s current patient- and family-centeredness.
Agenda

• Volunteers & PX: Partial Evidence Review
• Patient- & Family-Centered Assessment Grid
• Outcomes-Driven Volunteer Roles
• Recommended Next Steps
• Discussion/Questions
Partial Review of the Evidence

VOLUNTEERS AND PX
Lit Review Highlights

• Volunteers perceived to add to hospital quality
  ✓ Contribute to happiness and comfort of patients, family members and visitors
  ✓ Add human touch to technical aspect of care
  ✓ Supplement/relieve workload of both professional and non-professional staff alike
  ✓ Have discretionary time that busy staff do not

Study #1

Key Takeaway #1

- Increasing volunteer hours in patient settings may raise patient satisfaction scores

Key Takeaway #2

• Focus on volunteer hours, not the number of volunteers

Key Takeaway #3

- Be selective, screen prospective volunteers, and require a minimum time commitment

Study #2

Key Takeaway

• Hospitals can **proactively manage** their volunteers in ways that enhance bottom-line outcomes

Evaluating Volunteer Program’s Patient/Family Centeredness

THE PATIENT- AND FAMILY-CENTERED ASSESSMENT GRID
Patient & Family Centered (PFC) Care

A philosophy of “...healthcare that puts the needs & desires of patients/families first – before the needs and desires of Care Givers.”

Assessing PFC: Key Questions

• Why was the assignment initially created?
• What problem/need was it intended to address?
• Who’s the assignment’s primary beneficiary?
  ✓ Patients
  ✓ Family Members
  ✓ Staff-Support
  ✓ The Local/Larger Community
  ✓ Your Organization
  ✓ The Volunteer (him/herself)
# Volunteer Program Assessment Grid:

How Patient- and Family-Centered (PFC) is Your Volunteer Program?

<table>
<thead>
<tr>
<th>Volunteer Assignment/Program Name</th>
<th>Assessment</th>
<th>Volunteer Hours</th>
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<td>Patient (Direct)</td>
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Enhancing the Patient Experience

OUTCOME-DRIVEN VOLUNTEER ROLES
Bed Safety Volunteer

Hartford Hospital, Hartford, CT
Friend to Friend Grocery & Pharmacy Shopping Service Program

Mease Hospital, Dunedin, FL
Extra Mile Ramp Project

Southwest Georgia Council on Aging and Phoebe Putney Memorial Hospital, Albany, GA
No One Dies Alone

Sacred Heart Medical Center, Springfield, OR
Congestive Heart Failure Volunteer Intervention Program (CHF-VIP)

New York Methodist Hospital
Emergency Department Patient/Family Liaison

Rochester General Hospital
Emergency Department Patient/Family Liaison

ED PATIENT OVERALL RATING OF CARE AT RGH

<table>
<thead>
<tr>
<th>MEAN SCORE</th>
<th>% TIME RANKING</th>
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VOLUNTEERS PRESENT
JUN 1 - AUG 28, 2015

VOLUNTEERS NOT PRESENT
JUN 1 - AUG 28, 2015

Rochester General Hospital
PFC Assessment: Volunteer Assignments

- Patient Need Focused: 42.36%
- Family Need Focused: 34.40%
- Community Need Focused: 20.78%
- Organization/Volunteer Need Driven: 2.46%

20-Hospital U.S. Average = 63%

Data compiled by Doug Della Pietra based on national benchmarking study being done with U.S. hospitals and health systems.
PFC Assessment: Volunteer Hours/Category

Patient Need Focused: 45.71%
Family Need Focused: 28.31%
Community Need Focused: 5.60%
Organization/Volunteer Need Driven: 20.38%

20-Hospital U.S. Avg. for PFC Hours = 74%

Data compiled by Doug Della Pietra based on national benchmarking study being done with U.S. hospitals and health systems
Where From Here?

CONCLUDING POINTS/NEXT STEPS
To Leverage Volunteers to Improve PX

1. Assess current volunteer utilization
2. Review healthcare value factors
3. Know what’s most valued in your organization
4. Set goals, objectives, actions and outcomes
“Volunteers contribute greatly to... personalizing humanizing, and demystifying hospitalization.”

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