

# Tips and Tools for Managing Change

Hospitals are changing rapidly to keep pace with new mandates and new technology; and the rate of change is not going to slow down anytime soon. Is your volunteer organization keeping pace? Are your members supporting and aligning with the hospital's mission and strategic goals?

## Session objectives:

Participants will

1. Explore what is changing and how your organization needs to respond.
2. Review age cohorts values and their impact on your current volunteer program.
3. Learn how to assist your hospital in improving their HCAPHS scores.

## What's changing and how you need to respond.

- Where does your volunteer program fit on the organizational life cycle?
- Going from incremental change to transformational change—what does it take?
- Change happens in three stages:
  - Endings
  - The Neutral Zone
  - Beginnings

- Connect the volunteer program to your hospital's strategic goals and values.
- Tell your story and showing your value through high impact data collection.

### **Review age cohorts values and their impact on your current volunteer program**

- How the GI Generation shaped hospital volunteerism.
- Meeting the needs of the next volunteer generation.

### **Learn how to assist your hospital in improving their HCAHPS scores**

- What is the HCAHPS survey?
  - The first national, standardized, publically reported survey of patients' perspectives of hospital care.
  - Developed by the Centers for Medicare & Medicaid Services with the Agency for Healthcare Research and Quality, another agency in the Department of Health and Human Services.
- Survey goals
  - Produce comparable data on patients' perspectives of care so that consumers can make objective and meaningful comparisons among hospitals.
  - Create incentives for hospitals to improve their quality of care.
  - Enhance public accountability in healthcare by increasing the transparency of the quality of hospital care.

- Measuring patient experiences
  1. Communication with nurses
  2. Communication with doctors
  3. Responsiveness of hospital staff
  4. Pain management
  5. Communication about medications
  6. Cleanliness of the hospital environment
  7. Quietness of the hospital environment
    - Discharge instructions
    - Willingness to recommend
    - Overall rating of the hospital
  
- **Mission fulfillment:** To enhance patient and visitor satisfaction by partnering with talented staff to provide community members with meaningful service opportunities that support hospital programs, services and projects.
  - The Patient Empathy Project, Colleen Sweeny, BS, RN
  - Fall Prevention Program, Hartford Hospital, CT
  - Caregiver Coach
  - Hospitality Cart
  - Compassion Cart
  - Volunteer Nurse Program
  - Building Bridges, Living History Program
  - No One Dies Alone
  - Corporate service opportunities
  - Adopt a Family, Children's Hospital of Michigan
  - Special projects
  
- **What would be different?**
  
- **Attitude is everything!**