The Role of the Volunteer in Improving Patient Experience Explored by The Beryl Institute

New White Paper Explores the Value and Impact of Volunteers in Healthcare

Dallas, TX (April 15, 2016) – A new white paper by The Beryl Institute provides an overview of the volunteer role and its potential to impact the healthcare experience overall. The paper, “The Role of the Volunteer in Improving Patient Experience”, engages the voices of healthcare leaders on how their volunteers are making an impact on patient experience in their organizations as well as identifying common themes in the work taking place.

In addition to identifying the importance of volunteers in an organization’s journey to patient experience excellence, contributors address topics on managing, recruiting and retaining volunteers, encouraging staff involvement and highlighting the value of volunteer programs. The paper concludes with recommendations for action and key considerations on how organizations can continue to develop and engage their volunteers in meaningful ways to impact the patient experience.

Contributors include:

- Kelley Boothby, Volunteer Administrator, Hartford Hospital
- Doug Della Pietra, M.Div., CPXP, Director, Customer Services & Volunteers, Rochester General Hospital
- Andrea Hobson, Senior Volunteer Manager, Banner Desert and Cardon’s Children’s Medical Center
- Robin Hoeg RN, MS, Vice President of Inpatient and Senior Services, Winona Health Services
- Vicki Holcombe, CAVS, Director of Volunteer Services, Baptist Hospitals of Southeast Texas
- Andrew Peterson, Director of Pastoral Care and Volunteer Services, Vanderbilt University Hospital and Vanderbilt Health
- Fernanda Vessio, Manager Volunteer Services, Children’s National Health System

“Volunteers represent those who give themselves into the service of others. The concept represents a generosity in spirit, a sense of giving, a focus on compassion and connection and a commitment to care all of which one could say are found as the central tenets of patient experience itself,” said Jason A. Wolf, president of The Beryl Institute. “This paper addressing volunteers in improving the patient experience should serve to begin a longer and more substantive conversation on the critical role these individuals play in today’s healthcare environment.”
To download the white paper, visit http://www.theberylinstitute.org/?page=PUBLICATIONS.

###

About The Beryl Institute:
The Beryl Institute is the global community of practice dedicated to improving the patient experience through collaboration and shared knowledge. We define patient experience as the sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care.