

Our Journey

Caroline DeLongchamps, Manager of Patient-and Family-Centered Care

The Medical University of South Carolina Health System

SHVL Conference March 21, 2023

Getting Started

- The 1st PFAC established at MUSC Health was for Children's Health:
 - Child Life Manager
 - Paper application
 - Interview
 - No relationship with volunteer services

Growing Pains

- Additional PFACs were created
- No standardized process
- No identified leader
- No coordination between groups
- Fitting a square peg in a round hole
- PFAs often viewed as “non-compliant” regarding onboarding requirements

Volunteer Check List for PFA's

• Flu shots:

- ✓ **Required annually**
- ✓ You will receive an email from the Volunteer Services office when they are due.
- ✓ MUSC offers them free in tents on campus or at Employee Health.
 - Verification that a flu shot has been administered must be provided in writing to Tina Williams willalbe@musc.edu.
- ✓ Verifications can be dropped off in person, faxed, or scanned and emailed.

• Annual competencies:

- ✓ **Required annually**
- ✓ You will receive an email from the Volunteer Services office when they are due.
- ✓ You will be provided a link to the Annual Competencies study guide for your review.
- ✓ After reviewing the study guide:
 - Print the test
 - Complete the test
 - Submit the completed test to Tina per the instructions above.

• TB test:

- ✓ This must be placed at Employee Health and must be read between 48 and 72 hours later at Employee Health or by a licensed healthcare practitioner.
- ✓ The completed form must be submitted to Employee Health **AND** to the Volunteer office.

• Badge:

- ✓ **Your badge expires one year after issuance.**
- ✓ It is your responsibility to keep track of the expiration date; you will **NOT** receive an email from Volunteer Services for this.
- ✓ To have your badge reissued, you must be current on your flu shot, your annual competencies, and your TB test.
- ✓ Tina will arrange to get your new badge that you can pick up in the Volunteer Services office. Contact her when you need a new badge @876-3102. She needs several working days from the time you contact them to have the badge ready for you.

Additional questions?

Volunteer Services:

Tina Williams willalbe@musc.edu 843-876-3102

PFCC and Volunteer Services

- Recognize the value of working together
- Regular meetings to discuss new applications and/or needed follow-up on members
- Identify ways in which we may improve our processes to ensure efficiency for everyone
- Include the volunteer perspective

PFAs are Volunteers

- Serve in a different capacity
- Bring unique perspectives as patients or family members
- May still be sick or taking care of someone receiving care
- Want to give back and contribute to their hospital or health care system

Impact of PFAC Members

Patient and Family Advisors:

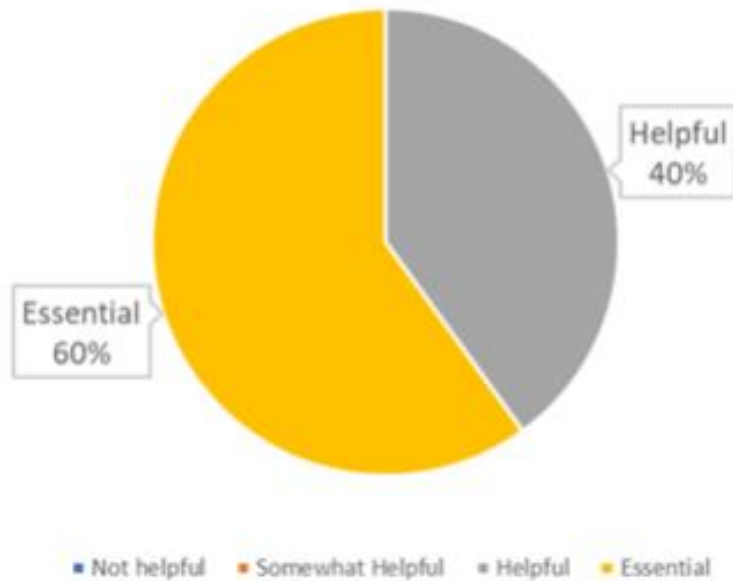
- Have knowledge, experience, and passion
- Know the system, the barriers, and how our approaches really work
- Bring connections with the community
- Are invested in the success of MUSC
- Want to give back, be involved, and contribute to success
- Tell us what they REALLY value

Care Team Members:

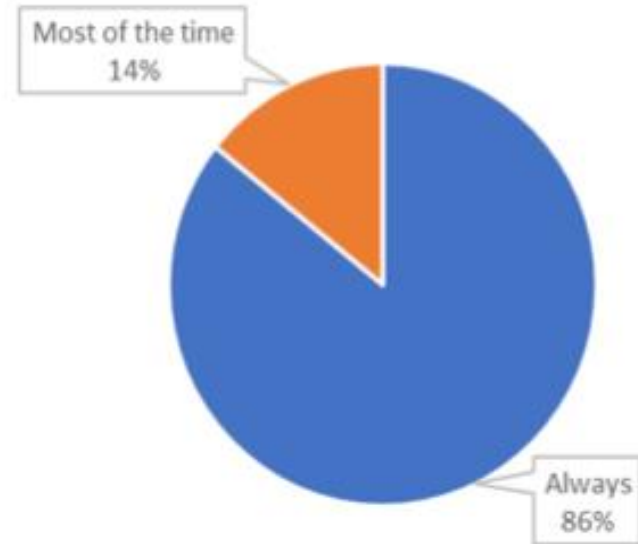
- Bring knowledge and experience from their area of expertise
- Bring connections with other CTMs and current patients/families
- Increase our awareness of issues facing the health system
- Offer the ability for Council members to weigh in on policies, initiatives and projects
- Invested in the success of MUSC

Meaningful Partnerships

Impact of PFAs on Activities at MUSC



Have you (PFAs) felt meaningfully included as a partner in the work being done?



Today

- 9 PFACs
- Onboard in partnership with volunteer services
- Electronic application
- Recognize the value of ensuring a safe and consistent vetting process
- Collaboration between PFCC + Volunteer Services provides the opportunity for MUSC to partner with our PFAs in meaningful ways

Ways to Engage with PFAs

- PFACs/Family Faculty
- Hospital Committees
- Wayfinding
- Facility Design
- Process Improvement
- Story-telling/Connect to Purpose

Covid Changed Everything

- Taught us to think outside the box and be more flexible
- 2 approach model
 - Virtual or in-person track
 - Based on need/interest of the volunteer
 - Improves our ability to diversify the councils

What About You?

- Does your organization have a PFAC?
- Do you have a dedicated PFCC or Patient Engagement leader?
- What can we learn from you?



Society for Healthcare
Volunteer Leaders

Breakout Session Evaluation

