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# Team Pajamas

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## What is Team Pajamas?

Volunteer initiative driven by high school student volunteers.

### Goal of Team Pajamas is to:

- Improve the patient experience.
- Increase patient satisfaction scores for quietness at night.
- Encourage health care careers for high school students.





## Inception

- 2012 – NJ-based healthcare system. ***Dream Team!***

Not as successful as in SC : demographics of the patient population were younger and wealthier

- 2021 – Brought the idea to SC and rebranded it to ***Team Pajamas!***

More successful: older demographics of the patient population, fixed income



## Pros:

- Increased patient satisfaction scores for quietness
- “Train the Trainer” – saving time from Manager Training
- Tag teams of two students if one calls out
- High school junior and senior students learn leadership skills and preparation for healthcare careers
- Engages staff on units

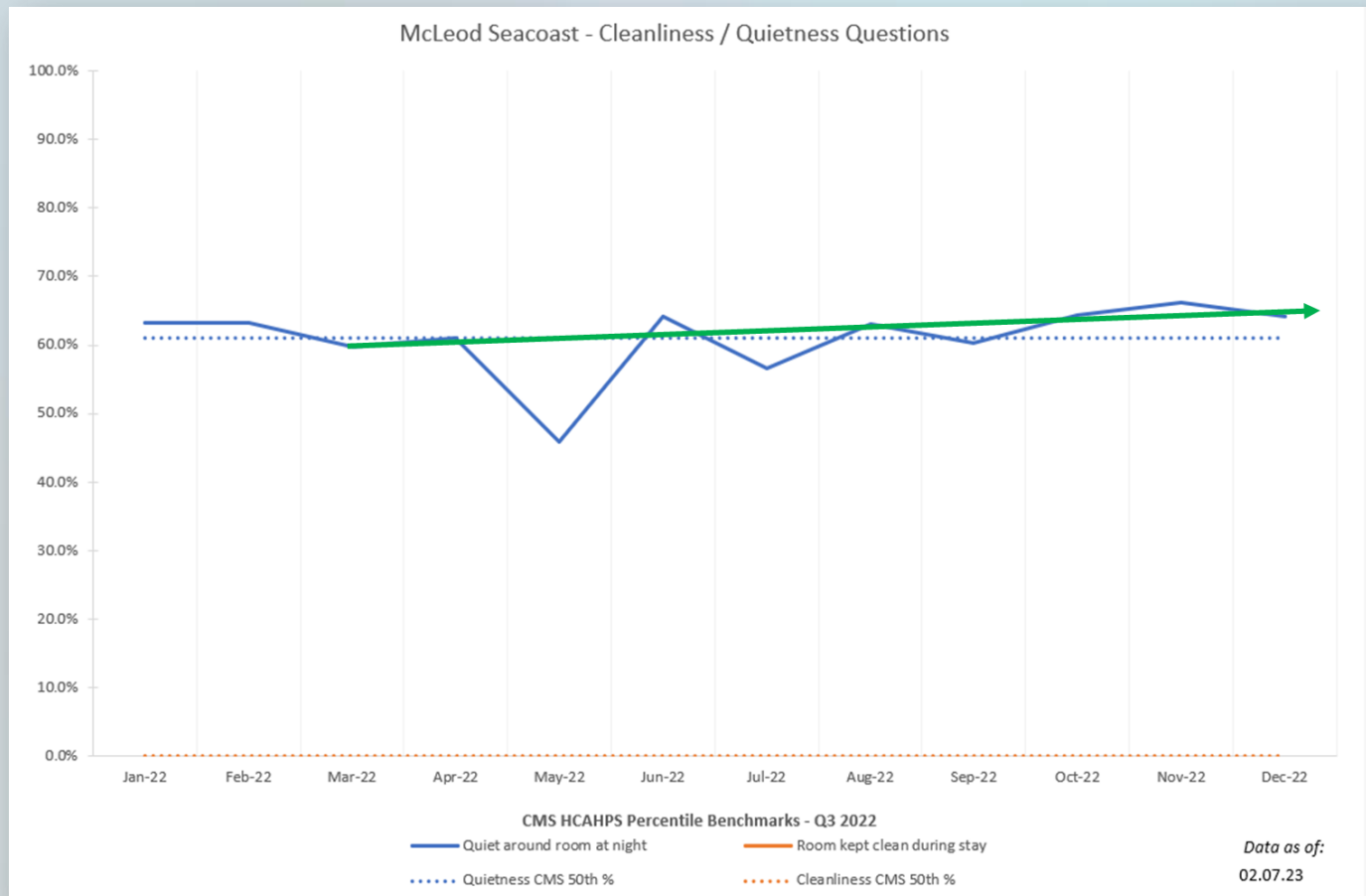


## Cons:

- Teens not showing up for scheduled shift
- Hershey kisses go missing!
- Cost ??
- Evening surprise visits by volunteer leader



## Outcomes:



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	50th percentile	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Calendar year
HCAHPS: Quiet around room at night	61.0%	65.1%	61.9%	57.9%	64.8%	47.1%	67.8%	62.5%	61.7%	60.6%	62.5%	65.4%	60.9%	61.53%

## Key talking points about the HCAHPS data:

These reflect the monthly HCAHPS scores for McLeod Loris/Seacoast.

The overall score for 2022 was 61.53% which is above the 50<sup>th</sup> percentile.

The overall trend is upward, but the data is not yet conclusive that the program is correlated directly to improved patient perception of quietness at night

The program is an added value to the patient's nighttime experience in the inpatient setting. However, as we continue further training teen volunteers on scripting and patient engagement we hope to see the scores continue to rise.



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## What our staff say...

“Our older patients enjoy the company and are so appreciative of the tea and sleep masks.”

“These teens are helpful to staff by rounding on patients. They bring patient concerns to charge nurse. Our staff appreciates having another set of hands.”

“This program has taken us above and beyond all patient expectations. It is incredible to see the compassionate and equally gratifying interactions between the teens and our elderly patients. The teens involved in Team Pajamas are serving an extraordinary purpose in our organization.”

“My staff said the patients enjoyed seeing the teens in their pajamas and always looked forward to them coming in and passing out snacks. “



## What our patients say...

- Lily: “You have no idea how much the tea and shawl mean to me.”
- Gertrude: “This is the nicest gesture. May I have my picture taken with you so I can show my children?”
- Bob: “Thank you for the crossword puzzle. I’m a night owl.”



## Cost:

- Uniforms –
- Supplies –
- Donations

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**Q & A?**

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Society for Healthcare  
Volunteer Leaders

## **Breakout Session Evaluation**

