

St. Jude Children's Research Hospital

Volunteer Orientation

for Family Centered Care Participants



Kathryn Berry Carter, CAVS, CVA
Director, Volunteer Services

Finding cures. Saving children.

Objectives

- Provide overview of St. Jude policies and procedures
- Become familiar with the Volunteer Department and the goals and expectations of volunteers
- Understand the role of Family Centered Care volunteers
- Ensure you are ready for Joint Commission or other regulatory agencies
- Instructions for form completion, getting an ID badge and parking hang tag

Mission of St. Jude

Our mission at St. Jude Children's Research Hospital is to advance cures, and means of prevention, for pediatric catastrophic diseases through research and treatment. Consistent with the vision of our founder, Danny Thomas, no child is denied treatment based on race, religion or a family's ability to pay.



St. Jude Children's
Research Hospital

ALSAC • Danny Thomas, Founder

Finding cures. Saving children.

Mission of Volunteer Department

In support of the St. Jude Children's Research Hospital mission, the Volunteer Services department **recruits, trains,** and provides a foundation that **recognizes** community members and groups by **effectively engaging** their efforts institutionally; resulting in an **improved quality of life** for our patients, families, staff and visitors.



Volunteers at St. Jude

- Involved before the opening in 1962
- Importance to mission/ institution
- Family Centered Care Advisors at St. Jude (2008)
- FCC Advisors as volunteers



Beverage Cart volunteers



Happy Cart College Student volunteers

Volunteer Expectations

- Be treated as a co-worker
- Have a suitable assignment
- Know as much about the organization as possible – its people, policies and programs
- Train for the assignment and receive continuing education in the position
- Sound guidance and direction
- A safe place to work
- Be heard, to feel free to make suggestions and to have a part in planning
- Be recognized through day-to-day expressions of appreciation and at formal events
- Be treated as a valued team member

Hospital Expectations of Volunteers

- Abide by the mutually agreed-upon service commitment
- Honor your commitment and inform us if you can not be present when scheduled
- Maintain a satisfactory standard of performance
- Adhere to the policies and procedures of St. Jude and the Volunteer department
- Be punctual
- Behave in a professional manner, maintaining confidentiality at all times
- Communicate any problem related to the assignment
- Cooperate with the staff
- Record volunteer hours worked

FCC Program Purpose

- The main purpose of the Family-Centered Care Volunteer Program (FCC) is for St. Jude patients, family, and friends to provide staff with invaluable insight into the needs of our patients and families.



How can FCC Advisors Help?

- Assist with planning, writing and editing of the St. Jude Parents newsletter
- Serve on a hospital committee
- Discuss patient needs and experiences with new staff
- Take part in research related to patient care
- Have your family mentor another family
- Share your family's health care story
- Assist with strategic planning committees such as design and construction
- Take part in conferences, educational programs, and training
- Become a part of the Linda R. Hajar Family Resource Center
- Serve on The Family Advisory Council

Family Advisory Council

Mission Statement:

- The Family Advisory Council is committed to fostering the mutually beneficial partnership of patients, families and healthcare providers in creating informed, respectful, safe and effective quality of care.

Purpose Statement:

- The Family Advisory Council (FAC) is a leadership council working directly with hospital administration to forward the ideals of family centered-care at St. Jude.

Roles of FAC Members

- Provides feedback and approval on projects and initiatives presented at council meetings
- Participates as full members on institutional committees and projects, consistently infusing the family perspective into discussions and decision-making
- Helps create and edit patient and family education and communication materials, both written and visual
- Helps design and plan patient care areas and new programs
- Generates new program ideas to benefit patients, family members, and staff
- Designs council-specific initiatives to support the council's infrastructure
- Co-submits abstracts and co-presents at conferences

FCC Advisor Limitations

- Not eligible for traditional volunteer placements unless 1 year off-therapy
- All volunteers are prohibited from providing clinical care (medical or nursing procedures), conducting research in a lab setting, and giving medical advice



Volunteer Services Staff

| Name | Position | Phone |
|------------------------|---------------------------|--------------|
| • Kathryn Berry Carter | Director | 901-595-2277 |
| • Brin Schaechtel | Administrative Specialist | 901-595-3327 |
| • Randa Spears | Volunteer Coordinator | 901-595-5293 |
| • Tricia Spence | Volunteer Coordinator | 901-595-4432 |
| • Brittany Cochran | Parent Mentor Coordinator | 901-595-7560 |
| • Leah Brooks | Guest Services – PCC | 901-595-2305 |
| • Kathy Cox | Guest Services – CCC | 901-595-8605 |

Family Centered Care Staff

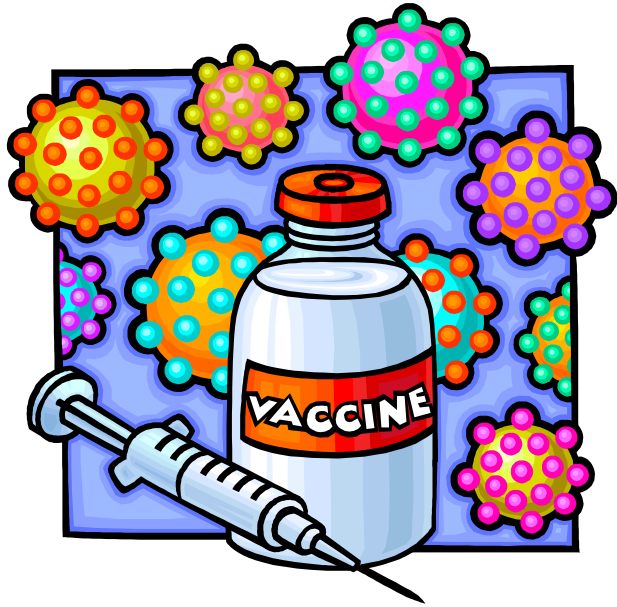
| Name | Position | Phone |
|-------------------|---------------------------|--------------|
| • Alicia Huettel | Director FCC | 901-595-5453 |
| • Natassha Bowles | Assistant FCC Coordinator | 901-595-6041 |
| • Barbara Joyner | Administrative Assistant | 901-595-4639 |

A blue-tinted photograph of three children looking at a tablet together. The child on the left is wearing a hat and a striped shirt. The child in the middle is wearing a plaid shirt. The child on the right is wearing a dark shirt and has their hand on their chin. The background is a dark blue gradient.

Volunteer Benefits

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Benefits



- Free flu vaccine when available
- Gift shop discount
- Computer training courses through IT
- VIP newsletter
- Recognition event in April
- Other benefits



Policies & Procedures

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General Policies

- Department hours
- St. Jude holidays
(New Year's Day, MLK Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Day)

Volunteer Resignation

- Turn in badge
- Parking hang tag



Volunteer Termination

- Failure to comply with hospital policies, rules and regulations
- Absences without prior notification
- Unsatisfactory attitude, work or appearance
- Any circumstances which, in the judgment of the Volunteer Director, or FCC coordinator would make continued services as a volunteer contrary to the best interests of the hospital

Dress Code

- Lanyard/ neck rope
- ID badge
- Modest and professional attire
- Scents (be scent-free)
- No scrubs
- No shorts
- No artificial nails



St. Jude Logo

- Uniforms may not be worn outside of the St. Jude campus, including aprons and lanyards.
- The St. Jude logo is trademarked and may not be used for *any* purpose without prior approval.
- Failure to comply may result in volunteer termination and require legal action.

Other Policies

- Non-Sectarian Institution
- Smoking Policy
- Ergonomics
- Inclement Weather

Communications

- Social networking communications such as FaceBook, Twitter, MySpace, Linked-In and Caring Bridge must be in compliance with all St. Jude policies.
- Be sure that if you identify yourself as a St. Jude FCC volunteer on any online social network, all content associated with you is consistent with St. Jude's values and professional standards

Communications continued...

- **Regarding Social Network sites:**
 - Keep in mind your role in the moment; keep your personal posts separate from your professional ones.
 - Do not share any information on social network sites that you've learned through your Family Centered Care role/professional setting.
 - Trust your gut. If it doesn't "feel right," don't post it.
 - If you see negative postings about St. Jude, don't engage, but if you are comfortable doing so, report them to your supervisor so we can investigate and potentially address any issues through appropriate channels.
 - Be careful not to represent yourself as an "agent" of St. Jude.

If you have any questions or concerns, please don't hesitate to ask the Volunteer office or Family Centered Care Director.

A blue-tinted photograph of three children. On the left, a girl with a wide smile wears a patterned hat. In the center, a boy with a slight smile wears a plaid shirt. On the right, a boy with a serious expression rests his chin on his hand. The background is a dark blue gradient.

Security

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Security Services

Security Escorts

- If you are uncomfortable walking to your car

Unlock Vehicles

- Call us before you call a locksmith
- Able to unlock most vehicles

Battery Boost

- We carry a battery boost kit

Air Pump

- Able to put air in low tires
- Officers are not allowed to change flat tires



Campus Parking

Display parking hang tag at all times while on campus. (It will allow you to pass through gates without stopping for security guard.)

Park in Staff parking areas (yellow lines or garages). **Yellow = YES**

Parking restrictions:

- Do not park in Patient/Visitor spaces, fire lanes, or other restricted areas
- Do not park in reserved spaces.
- Use “lined” parking spaces only

Dr. Child

- In the event that a child is missing or an abduction is suspected or confirmed, the PBX operator will announce “**Dr. Child**” including a description of the child.
- Listen for a description of the child. If you see the child or have information about the abduction, Call **4444**.

Do not try to stop the child or person accompanying them.

Workplace Search Policy

- Reserves the right to search any locker, desk, office or other property owned or controlled by St. Jude.
- Searches may also be made of an employee's or volunteer's personal property or automobile located on property owned or controlled by St. Jude.

Weapons

Do not bring weapons of any kind into
buildings on the campus
(regardless of permit status)

A weapon is any object or instrument
with potential to cause physical injury

Workplace & Sexual Harassment

- Harassment can be committed by patients, family members, visitors, staff, volunteers or contractors
- Perception is all that is required to be an offense
- All employees/volunteers are required to report
- All calls will be taken seriously and be investigated immediately
- Retaliation for reporting is strictly prohibited

Harassment Help Line: 5555

Drug Free Workplace

- Possession, use, manufacture, distribution or sale of drugs and/or alcohol prohibited on St. Jude property.
- While on campus, you must never be under the influence of drugs or alcohol.

Workplace Violence

- Includes
 - Verbal or physical threats, actual or perceived
 - Intimidation
 - Violent Behavior
 - Obsessive Behavior
 - Possession of a weapon
 - Endangerment of person
- All incidents or threats **must** be reported to Security (**4444**)
- Supervisor and Department Head should also be notified

Persons included in policy:

Patients, families, visitors, employees, volunteers, contractors

A blue-tinted photograph of three children looking at a tablet together. The child on the left is wearing a hat, the middle child is a boy in a plaid shirt, and the child on the right is a girl with her hand to her chin. The background is a dark blue gradient.

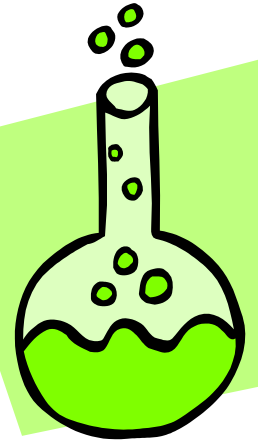
Hazard Surveillance

Fire Safety and Infection Control

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Safety

- Chemical safety
 - MSDS sheets
 - Spills
 - Chemotherapy, yellow wristband
- Electrical safety – Bio Engineering: x3392
- Radiation safety – Officer: x2314
- Emergencies – dial 911, do not dial 9 first



Infection Control

- When not to come
 - Fever, cold or flu like symptoms
 - “Strep throat”, “pink eye”, shingles
- How to call in – FCC Coordinator: x4639
- H1N1/flu exposure
- Apple stickers
- Hand washing frequently!



Response to Fire

- Overhead announcements:
 - Dr. Red
 - Dr. Red Major
 - Dr. Green
- Keep calm, listen for overhead instructions
- Use telephones for emergency calls only
- Know evacuation route, location of fire extinguisher and pull station
- Only the clinical coordinator may shut off oxygen

Fire Plan



- R Rescue
- A Activate the nearest alarm
(Call PBX operator only if you have time, be ready to identify the exact location, x3499)
- C Contain (close door to room)
- E Extinguish or Evacuate

Fire Extinguisher

- P Pull the pin out
- A Aim the nozzle at the base of the fire
- S Squeeze the handle
- S Sweep side to side





HIPAA

False Claims Act and Information Security

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HIPAA

- A federal law!
- The Health Insurance Portability and Accountability Act
- Protects the confidentiality of our patients' and research subjects' health information
- Wrongful disclosure of information carries fines and can involve jail time
- Three legal types of information sharing:
 - Treatment
 - Payment
 - Operations



Protected Health Information

- Information in any form!
 - Paper
 - Electronic
 - Verbal
- Example:
 - Name
 - Age or sex
 - Where they are from
 - Sister's name
 - Photograph

Your Responsibilities

Maintain Confidentiality

All information collected and maintained by St. Jude is confidential information and should only be shared when:

- The requesting party needs the information in order to perform his/her job or fulfill their responsibilities to St. Jude
- Proper authorization to release the information is obtained (i.e. patient authorization)
- The release of information is authorized as part of an employee's job description and responsibility

Privacy Regulations

The Privacy Regulations dictate when you can and can't release healthcare information.

- **Specific consent** is not required for disclosures involving **treatment, payment, and healthcare operations**. For example, referring physicians, insurance companies, specialists, etc.
- **Separate authorization** is needed for release of information not related to treatment, payment, and healthcare operations. For example, Public Relations must obtain separate consent to use a patient's picture for fundraising purposes.
- Disclosures of patient information should be limited to the **minimum necessary** to accomplish the purpose. For example, release of information to a teacher must be approved by a parent.

Confidentiality

When becoming a Family Centered Care Advisor you are required to sign an agreement, which includes our confidentiality statement.

Information concerning the treatment or condition of a patient is confidential. All media inquiries should be referred to the Director of Communications.

View HIPAA & Compliance presentation with John Bailey, HIPPA Compliance Officer.



Patient Neglect and Abuse

SJCRH Policy 20_044

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Objective of Policy

- To minimize the risk of patient abuse.
- To describe the process of reporting
- To facilitate effective and thorough investigation
- To ensure violations are remedied fully

What is Covered?

- Physical Abuse
- Physical Neglect
- Emotional Abuse
- Sexual Abuse
- Harassment
- Misappropriation of Patient Property

St. Jude Policy

- St. Jude **WILL NOT** tolerate mistreatment, neglect, or abuse
- Each patient is to be treated at all time with courtesy and respect
- Every patient has the right to be free from all neglect and abuse
- It is a crime to neglect, abuse, or even threaten to
- It's a violation to neglect to report any incidents or threats
- It's TN law that all employees, contractors, fellows, students, and volunteers should report any suspected abuse or neglect

Responsibilities

St. Jude Volunteers

- Comply with the policy
- Report all suspected neglect and abuse
- Cooperate with all investigations
- Initiate an incident report
- Report any neglect and abuse to the State



Final Notes

It's almost time to go!

Finding cures. Saving children.

Volunteer Office Hospitality

- Location – BP012
- Hours
- Coats/ purses/ locker system
- Bulletin board
- Free coffee!
- Great company ...
please come see us!



Recording Hours

- Please keep track of the hours you contribute during your role as Advisor.

- Report them to:

Barbara Joyner barbara.joyner@stjude.org

or Brin Schaechtel volunteers@stjude.org

- OR: An online reporting form can be found at:

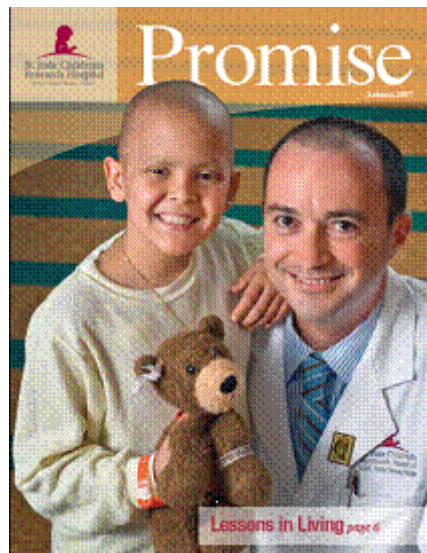
www.stjude.org/fcc-training-support

Publications & Information

St. Jude insider
Promise
VIP Newsletter

Weekly Employee Newsletter
 Quarterly Public Magazine
 Quarterly volunteer newsletter

Physical copies of each of these publications are available in Volunteer Services



Investigators have demonstrated for the first time that the most common malignant childhood brain tumor, medulloblastoma, is several different diseases, each arising from distinct cells destined

to become different structures. The breakthrough is expected to drastically alter the diagnosis and treatment of this major childhood cancer.

St. Jude investigators led the

conf if on back cover

1 Award winners
 Winners of the DREY and Spotlight awards were recently announced.



2 On the Horizon
 Barry Alan Cohen discusses appointment of employees.



4 Wharton visit
 Wharton visits St. Jude to learn about the City of Choice campaign.



5 Patient schedulers
 The Patient Scheduling department made an announcement to the volunteer staff program.

Season of giving BY KATH-RYN BERRY CARTER, Volunteer Services director

Recently Lynn Elmer received a touching story of her experience while volunteering: "I came to volunteer my Holiday Bells shift. There was not much going on at first, but then I was asked to provide supplies for a 'new-old' girl. The patient was having a really bad day and was crying. I entered and played UNO with her. She had never played this game before. Eventually it was time for me to go, but before I did, the girl turned to her mother and said she had had an awesome time. The mother smiled, and I felt like I really accomplished something good. Although I'm sure no volunteering here at St. Jude, already I was so grateful for the opportunity to do something meaningful with my time."

As volunteers, we must never forget that even the smallest exchange with one patient and families can make such a tremendous difference. The difference may seem small to you, but covering smiles, cheerfulness, hope and laughter are priceless!

continued on page 2

Quarterly news for volunteers of St. Jude Children's Research Hospital

Volunteer Information Publication

Forms

It's almost time to go!

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Form Completion Instructions

- Visit <https://www.stjude.org/fcc-training-support>
- Choose the appropriate link for your assigned FCC Volunteer Level
- All of the materials to read and files you need to complete will then be available

**For a step by step instruction, click on
“Orientation Directions”**

Volunteer Agreement

Form 4101
St. Jude Children's Research Hospital
Memphis, Tennessee 38105-3678
12/10

FAMILY CENTERED CARE AND VOLUNTEER SERVICES DEPARTMENT FCC PARTICIPANT AGREEMENT

I, _____, have requested to be a volunteer at St. Jude Children's Research Hospital for the Family Centered Care Program (FCCP). I understand that my services as a volunteer participant are important to the research, education and outreach of St. Jude Children's Research Hospital.

I agree to treat all information that I may hear about patients, families or hospital personnel as confidential. I understand that Federal law protects patients from having their personal health information disclosed. I understand that confidentiality is essential to the effective functioning of any Quality Management, Peer Review Committee, or Family Advisory Council that I may serve on as a FCCP Volunteer, and that the law provides that any person who assists one of these committees is immune from liability to any person for providing information to the Committee, unless such information is false and the person providing it had actual knowledge of such information being false.

I agree that if I am asked to participate in any meeting or on a committee where identifiable patient information is presented or discussed, I will sign an additional confidentiality agreement, referred to as "Business Associate Agreement" before participation begins.

I agree to serve as a volunteer as agreed to by the Family Centered Care (FCC) Coordinator and myself. I understand that my services are that of a volunteer and not as an employee of the hospital. My services are given without contemplation of future employment, and are given for humanitarian, religious, or charitable reasons. In some instances, I understand I may receive a stipend to defray costs associated with participation but it is not considered income.

I agree to notify the FCC Coordinator if I am unable to attend a meeting or event as scheduled. I will not report to work with a temperature of 38.0°C (100.4°F) or greater, measles, mumps, chicken pox, shingles, boils, infected lesions of the hands, streptococcal pharyngitis ("strep throat") or conjunctivitis (pink eye).

I have been instructed in and understand the Universal Precautions policy and the safety procedures in place at St. Jude Children's Research Hospital and will conduct myself accordingly. I understand that as a volunteer I am covered under an accident insurance policy provided by the Hospital, except when I fail to follow the Hospital's policies, as well as the particular instructions for the research/clinical study areas. I have been informed that hazardous biological and chemical materials, including radioactive substances, are used in the research area at this institution and I agree to adhere to all applicable safety guidelines.

I agree to abide by the policies and procedures set forth in the St. Jude Children's Research Hospital Volunteer Orientation Manual, including the Hospital's Fire Plan R.A.C.E. I fully understand the Infection Control policies and procedures and any additional information provided to me by my department supervisor and other St. Jude personnel. Other areas included in orientation are age-specific competencies, ergonomics, life safety and utilities management, substance abuse, electrical safety, security, information management and the Patient Abuse policy.

I understand St. Jude Children's Research Hospital will hold harmless and defend me against third-party claims based on services I perform, in good faith as part of my authorized responsibilities under this Agreement.

I understand that the FCC or Volunteer Services Office reserves the right to terminate my volunteer status as a result of (a) failure to comply with hospital policies, rules and regulations; (b) absences without prior notification; (c) unsatisfactory attitude, work or appearance; or (d) any circumstances which, in the judgment of the FCC Coordinator would make my continued services as a FCCP volunteer contrary to the best interests of the hospital. It is also understood that I may terminate my services as a volunteer if I become unable to continue my services under this agreement.

Volunteer Signature

Date

Witness

Date

Request For Identification Badge



REQUEST FOR IDENTIFICATION BADGE St. Jude Volunteer

Section 1 (Please PRINT)

Name (last, first, middle): _____

Preferred name: _____ Home phone (with area code): _____

Last 4 Social Security # _____ Gender: Male Female Date of birth: _____

Address: _____

City, State ZIP: _____

Department assigned to: Family Centered Care

Supervisor Name: Kathryn Berry Carter

Section 2

Please issue an identification badge for the above named volunteer.

If access to a restricted area is needed, please check here: Restricted Area: _____

Manager/Supervisor (last, first; please print) Kathryn Berry-Carter Supervisor's EE# 9182

Manager/Supervisor signature: _____ Date: _____

Department: Volunteer Services Extension: 3327

Section 3

Emergency Contact Information

Last name: _____ First name: _____ Middle name: _____

Preferred name: _____ Contact phone (with area code): _____

Acknowledgements

I understand that I am expected to wear my identification badge at all times while volunteering at St. Jude. I understand that I am responsible for the badge and may be charged a replacement fee if the badge is lost or damaged. I further agree that I will return my ID badge, parking hang tag and any other hospital property to my supervisor or Human Resources upon completion of my assignment at St. Jude Children's Research Hospital.

Volunteer signature _____ Date _____ ID badge # _____

FOR ADMINISTRATIVE USE ONLY

Received date: _____

ID Badge ID#: _____

Security entered by: _____

HR Entered by: _____

HR Entered into No. log by: _____

HR Comments: _____

Check assignment start and end dates

Signature packet

Orientation packet Orientation date: _____

Term Verified Previous # : _____

Position code: _____

Parking Hang Tag

St. Jude Volunteer/Employee Parking Hang Tag Application

Employee Information

Name: _____

Employee I.D. Number _____

Department: Volunteer Services _____

Extension: X 3327 _____

Pager: N/A _____

Supervisor: Kathryn Berry-Carter _____

Orientation Date: _____

Vehicle Information

| First Vehicle | Second Vehicle (If applicable) |
|---------------|--------------------------------|
|---------------|--------------------------------|

| | |
|-------------|-------------|
| Make: _____ | Make: _____ |
|-------------|-------------|

| | |
|--------------|--------------|
| Model: _____ | Model: _____ |
|--------------|--------------|

| | |
|-------------|-------------|
| Year: _____ | Year: _____ |
|-------------|-------------|

| | |
|--------------|--------------|
| Color: _____ | Color: _____ |
|--------------|--------------|

| | |
|----------------------------|----------------------------|
| License: _____ State _____ | License: _____ State _____ |
|----------------------------|----------------------------|

Hang Tag Information (To be filled out by Security)

Color: _____ Issuing Officer: _____

Number: _____ Date: _____ Time: _____

Fill out information above, except hang tag information. To replace a faded hang tag, present an application along with your current hang tag and employee I.D. in the Security Control Room, 505 building. Parking Hang Tags will not be issued without this form completely filled out.

HIPAA Authorization for PHI

Form 5955
St. Jude Children's Research Hospital
262 Danny Thomas Place
Memphis, Tennessee 38105-3678
12/10

HIPAA AUTHORIZATION FOR DISCLOSURE OF PROTECTED HEALTH INFORMATION FOR THE FAMILY-CENTERED CARE PROGRAM

We at St. Jude respect the privacy of all of our patients. St. Jude would like your permission to use and share information about you and your child as a patient of St. Jude in connection with the Family-Centered Care Program.

Taking part in this program is strictly voluntary, so you do not have to give your permission if you do not want to take part. If you decide not to give this permission, your child's treatment and admission to St. Jude will not be affected in any way.

If you give permission, you can revoke it (take it back) at any time. You may do so by filling out a form available from the St. Jude Health Information Management Services Department. Of course, St. Jude would not be able to take back any information that had already been published including stories, photographs or videos about you or your child on the Family-Centered Care Internet Web pages or in other publications such as the *St. Jude Parents* newsletter, *Promise* magazine, *VIP* (volunteer newsletter) or other intranet or Internet publications. Unless revoked by you, this Authorization (permission) will expire two (2) years from the date of your signature.

I, _____, parent or legal guardian and personal representative of (name of child)

_____ (Patient Medical Record Number _____) give permission to St. Jude Children's Research Hospital to disclose my child's health information. I understand that this may include my name, telephone number, e-mail address, family biography, pictures, child's name and diagnosis. This information may be used if I am a Family-Centered Care (FCC) Volunteer for the Family-Centered Care Program. It might also be used if I take part in Family-Centered Care activities for educational and public awareness purposes.

I also agree that such uses may include: continuing education for St. Jude staff; staff orientation for FCC parent volunteer training; various educational and training conferences and seminars; FCC parent volunteers in workgroups or committees with staff; parent-to-parent mentoring and support groups; educational items such as brochures and posters; and interactive multimedia such as streaming video; and internet postings for St. Jude use or other publications in other media. I will not receive a payment for any such use.

My child's health information, as indicated above, may be shared with others by way of correspondence, broadcast, film, print media, internet, telephone and/or publications for public awareness, including use by the news media.

Signature of participant or personal representative

Date

Printed name of participant or parent/legal guardian/personal representative

Relationship to patient (such as parent or legal guardian), if applicable

E-mail address

Cell phone number

Note: Other entities may not be subject to the same privacy regulations that St. Jude must follow. Those entities might not be penalized under those regulations if they share your information. Under federal privacy regulations, if you authorize disclosure of your health information for a purpose beyond treatment, payment, or health care operations, it is possible that your health information might later be re-disclosed and no longer protected by federal privacy regulations.

Position Description

Form 5956
St. Jude Children's Research Hospital
262 Danny Thomas Place
Memphis, Tennessee 38105-3678
12/10

POSITION DESCRIPTION—FAMILY ADVISORY COUNCIL ADVISORS

PURPOSE OF POSITION: Provide leadership and support, from a parent's perspective, in the educational and programmatic activities that promote Family Centered Care.

MAJOR RESPONSIBILITIES:

1. Membership in the Family Advisory Council (FAC):
 - a. Completes assigned activities in a timely manner.
2. Provides education to staff:
 - a. Provides new employees with information and education regarding best care practice from a family's perspective.
 - b. Serves as a resource to staff on family/patient respective and provides formal education through presentations, etc.
 - c. Develops educational curriculum to teach patient and family-centered care.
 - d. Participate in educational initiatives for children, families, staff and faculty.
3. Serves as a liaison to other family members who serve on institutional committees with the purpose of providing the FAC with an overall view of family involvement.
4. Participates in institutional committees to provide the patient and family centered care point of view.
 - a. Provides family perspective.
 - b. Attends meetings regularly.
 - c. Completes assigned activities.
5. Assists, when requested, with the design, implementation and evaluation of services, programs or systems that enhance services to families.
6. Serves as on-site resource for families and staff.
7. Respects and protects the confidentiality of patients, family members and employees at all times and in all circumstances.
8. Participates in improving organizational performance through recommending areas or approaches for improvement activities, performing new procedures, collecting data, and providing input to department discussions.
9. Advises the institutional (from patient and family-centered care point of view) on issues related to strategic planning, operations, and function of the institution.
10. Collaborates with St. Jude investigators in the development of a research agenda capable of addressing patient and family needs. Integrate patient and family centered care approach in clinical and research methodologies.
11. Promotes patient and family centered care in clinical, educational and research programs within St. Jude Children's Research Hospital.

NECESSARY SKILLS: Exceptional verbal, written, interpersonal and customer service skills required. Ability to relate to diverse age and demographic backgrounds. Sound understanding of concepts of Family Centered Care. Demonstrate organizational, problem solving and negotiation skills. Capable of working with a diverse customer population, expressing global empathy and adapting to unique situations. Demonstrates an independent work initiative.

EDUCATIONAL/EXPERIENCE: Adult family member of a child who is currently or has been a patient at St. Jude Children's Research Hospital. Previous volunteer or leadership experience helpful.

LENGTH OF TERM: Advisors will be asked to commit to 2 years of service. Advisors will work approximately 8 hours a month.

I have received a copy of my position description and have read and understand my role as a Family Centered Care Advisor.

Family Centered Care Advisor

Date

Family Centered Care Coordinator

Date

Competency Quiz

After you finish viewing this presentation, please take our online quiz. Once all your forms are submitted and the quiz has been successfully completed, you will be considered an active Family Centered Care Participant.
Welcome aboard!



“At times our own light goes out and is rekindled by a spark from another person. Each of us has cause to think with deep gratitude of those who have lighted the flame within us.”

Albert Schweitzer

“May you light the flame by advocating and being the voice of all St. Jude families through your role within Family Centered Care.”

Kathryn Berry Carter

**Please call with questions, 901-595-3327
or e-mail volunteers@stjude.org**