



Patient Family- Centered Care

St. Jude 101 Training Manual for
Parent Advisers

St. Jude 101 Tip Sheet

Role Description

The purpose of St. Jude 101 is to ease the transition for families who are new to St. Jude. This event is a time to answer family's questions and make them aware of the services and support offered by St. Jude. As a parent adviser hosting a St. Jude 101 event, your role is to welcome parents to ask questions and to offer information about services that may be helpful for them, as well as provide information about PFCC and E-Council.

The Basics

- **What is St. Jude 101?**

St. Jude 101 is an event in which parents and family members can come and speak with parent advisers to learn about provided services, ask questions, gather information, and gain parent insight from someone who has been through this before.

- **Why do we have St. Jude 101?**

Settling into a new "normal" at St. Jude can be a difficult transition. Parents receive large amounts of information at times they may not be receptive to it. St. Jude 101 is a casual environment where parents can come to learn about the resources and services offered by St. Jude from a trusted source of knowledge, a fellow parent. St. Jude 101 is a place to meet with other caregivers to discuss things related to a patient and family's experience while at St. Jude.

- **How often are St. Jude 101 events held?**

St. Jude 101 tends to coincide with Patient Family Advisory Council Meetings. Ask PFCC staff for details.

- **What is the time commitment?**

The time commitment is 2.5 hours including the shift itself (2 hrs) plus the time spent sending a discussion report and re-packing supplies (0.5 hrs).

- **How do we set-up a St. Jude 101 event?**

All supplies necessary for the program will be gathered by staff and are ready to be picked up by you from the Family, Guest, and Volunteer Services office on the plaza level of the PCC the morning of the event or staff will bring the supplies to the event when possible.

In the supply cart provided, you will find a variety of items necessary for setting up the event.

- Cover the larger table with the purple PFCC tablecloth. This will be your "sign-in" table.
- Set-up the large expanding sign announcing the event in a place that is visible but out of the walk path.
- Place a sign-in sheet on the main, sign-in table.
- Spread PFCC brochures and bookmarks out on the greeting table. **Anyone can take one!**
- Spread PFCC pens and other giveaways out on the table. **Anyone can take one!**
- A box filled with pamphlets, brochures, and handouts related to St. Jude services is stored near the sign in table for all parent advisers to access during the event. A St. Jude 101 manual will be available as well.
- Place a few 8 x 10 "Ask Me About" signs in seating areas where parent advisers will meet with parents.
- Place a few 8 x 10 "Welcome to SJ 101" signs in visible areas for new parent's
- Set-up the laptop in an area where all parent advisers can access it.

Some supplies may not be needed for every event depending on the event:

- 2 Carafes of Coffee can be placed on the smaller, green table

- 1 Carafe of hot water for tea and/or hot chocolate can be placed on the smaller, green table
 - Mugs or cups will be provided to be set on the smaller, green table.
 - Craft supplies may be provided to children to enjoy during the event at another table or area.
 - Black crate of board games can be unpacked and spread out in an appropriate area for children to play.
- ***What duties are expected on the day of the event?***
 - Review the St. Jude 101 Manual and Resource Manual to refresh yourself on the basics before the event. *Don't hesitate to contact us with questions! **Our contact info is at the end of this manual.***
 - Arrive at St. Jude at least 30 minutes before the event to pick up supplies from the Family, Guest, and Volunteer Services office. If the program is located off campus, allow additional time for the commute. Head to the designated location for set-up. Table and chairs should already be set-up for you at the site of the event. Be sure to let housing know you have arrived!
 - When the event begins, engage people before they ever reach the sign-in table with eye contact and a warm smile. People may not understand that they are welcome at the program or what the program is so don't hesitate to invite them over to explain.
 - Let potential participants know that all patient families are welcome. Families can come and go from the event as they like or stay for the entire length of the program.
 - Be sure to introduce yourself and explain the purpose of St. Jude 101 and parent advisers.
 - Try and make sure parents walk away with some information about PFCC even if they do not participate.
 - Let parents know about other upcoming events or services. PFCC staff will alert you in advance.
 - Parent advisers and parents sit together creating an opportunity for new parents to ask questions to help them adjust to life at St. Jude.
 - Once the event is in full swing, the goal is to engage with the parent participants and offer them education about the resources and services available to them. Be observant of the parent's needs so you can offer information that will be relevant to them. Be sure to thank them for sharing!
 - Hand out Give-Aways to anyone who wants them including staff, children, and parents. *PFCC tumblers can be given to anyone you who is interested, especially if they have taken the time to learn with you!*
 - Clean up the program supplies and return them to the Family, Guest, and Volunteer Services workroom at the events conclusion. You do not need to break down the table(s) or chairs.

Hosting

The following are suggestions for encouraging conversations during a St. Jude 101 event. Please feel free to refer to these as needed, even during the event. St. Jude 101 is a casual event. You can spark conversations and allow them to flow organically. The only agenda for this event is to provide parents with educational information that is relevant to them.

- **Introductions:**
 - Include in your introduction, "I am a St. Jude parent. I serve on the Patient Family Advisory Council. We ensure that the families' needs are included in the care of the patient."

- Assure the caregiver you are here to talk and to listen, but you may share some information (positive or negative) with the appropriate staff.
- **Opening Phrases:**
 - “Share something with me that you would like to learn more about”
 - “Since you have been at St. Jude, have you encountered anything you don’t understand?”
 - “It can be so hectic when you first get here, is there anything you wish you could review or hear about again?”
 - “Let’s take this time to get to know you a little better. Tell me about what brought you here today.”
 - “I am here to help you take advantage of all St. Jude has to offer. Tell me a little about what your daily life is like her.”
- **Talking points for families:**
 - Share information about PFCC Programs: St. Jude 101, PFAC, E-Council, etc.
 - Ask them about their experience, where their living, how things are going.
 - Ask them how **they** are doing. Focus in on their experience, not just the patient’s experience.
 - Talk about their daily routine. Are there services that would make it an easier day?
 - Ask them if they have any questions about St. Jude. Refer them to services that St. Jude offers.
 - Review informational handouts with them for services they are interested in.
- **Talking points for families of different cultures:**
 - Discuss how communication is going for them. Do they know about Interpretive Services?
 - This experience can be isolating. See if they are feeling connected and entertained.
 - Help them feel comfortable in a new place. Talk about making St. Jude feel like home.
- **Resetting the Conversation:**
 - Encourage dialogue, not debate with phrases like “I understand you feel...” and “Let’s work together to think about this, maybe we can find a new perspective”. *See Debate vs. Dialogue handout for details.*
 - “I am hearing that you have a concern about... Let’s find someone who can help you with that”
 - Ask a question that leads in a new direction, “I hear what you are saying about...How do you feel about this other thing?”
- **Closing Points:**
 - Thank them for coming!
 - Thank them for sharing with you! Tell them the impact their words have.
 - *Provide giveaways, handouts, and information resources when available.*

Up to date information about services and resources at St. Jude can be found in the resource manual. The manual is available online under PFCC adviser training and on Teams.

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