

MARCH 2018

## St. Jude Family, Guest and Volunteer Services

# Ready Runners help patient families

*This is the third article in our series about programs offered by St. Jude Family, Guest and Volunteer Services that directly support patient families.*

**R**eady Runners have a few simple yet important roles at St. Jude. They find dirty wagons and wheelchairs around the hospital and take them to Environmental Services for cleaning. Then, they make sure clean wagons and wheelchairs are in the right places for patients who need them. They also help guide families around the hospital as needed.

The Ready Runner Pilot program began in 2013 a few days a week and quickly expanded to five days a week. It offers volunteers a completely flexible schedule with multiple shift times offered throughout the day. The Ready Runner role has attracted a wide range of volunteers from college students to working parents, recent retirees and those with ever-changing work schedules like pilots and firefighters. Many people need the flexibility this role offers. As one volunteer put it, "It's a way to come in when you can, work hard for a few hours, and know you've made a difference because you literally count everything you do."

Ready Runner volunteers *do* track almost everything they do during their shifts. Since the program began in 2013, Ready Runners have:

- Given 5,180 volunteer hours;

- Taken a total 6,809,024 steps, averaging 8,304 steps per shift;
- Escorted 1,584 guests and families;
- Collected 15,815 dirty wagons and 10,624 dirty wheelchairs; and
- Delivered 13,163 clean wagons and 4,246 clean wheelchairs.

Ready Runners use Vocera badges, mobile communication devices, which free them to go wherever they are needed. It allows staff members to call upon these volunteers to run errands, escort families and guests, make deliveries and walk around campus looking for wagons and wheelchairs.

One Ready Runner said, "In collecting the wagons and wheelchairs from all over campus, I know I'm providing an important service. The campus is big, and sometimes patients don't feel like walking. Riding in a wagon is a fun way to get around."

Kathy Cox, a staff member who regularly calls upon Ready Runners to find clean wagons, said, "These volunteers provide an extra layer of infection control protection to the patients by gathering dirty wagons and wheelchairs for cleaning."

There are currently 23 Ready

Runners. Many comment about how far they are walking during each shift and about how much weight they have lost since starting the program.

The staff of Family, Guest and Volunteer Services tracks each step by providing pedometers to check out at the beginning of each volunteer shift.

This program is a win-win for all involved and as another volunteer put it, "I didn't expect to enjoy my service at St. Jude so much. I look forward to coming and always have a wonderful sense of satisfaction when I leave."

## Celebrate Child Life and Music Therapy Month

Child Life invites you to help celebrate Child Life and Music Therapy Month... Dr. Seuss style. "Oh the Places You'll Go" will include a photo booth, Whoo Feast snacks, a Dr. Seuss sing-along karaoke time, and some "Go Dog Go" competitions and arts and crafts.

Activities will be offered Wednesday, March 7, from 9–11 a.m. along the ABC Wall and in the Kay Kafe Corner.

## Psychology reports soon in *My St. Jude*

The *My St. Jude* online patient portal soon will offer access to psychology reports as part of your child's medical records. *My St. Jude* is a secure website where you can see parts of your child's medical record, communicate with staff members and view appointment schedules and lab results. If you need help setting up an account, talk to a Patient Registration staff member.

If you would like to learn more about seeing your child's psychology report, the psychology staff has written information that can help you find that report in *My St. Jude*.

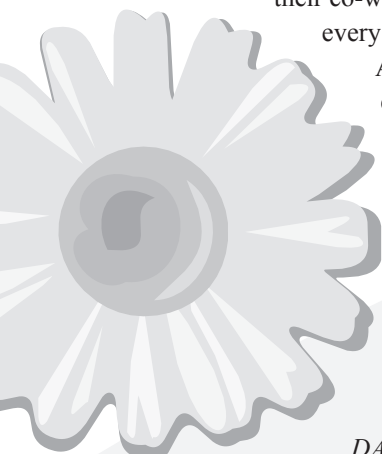
## Four St. Jude nurses receive DAISY Awards

Four extraordinary nurses were recognized with DAISY Awards in February. Congratulations to **Lilly Rose Johnson** LPN; **Christie Oliver**, LPN; **Shelly Rae**, LPN, and **Melinda Wood**, RN.

These nurses were honored for their compassion and skill in how they care for patients and their families. They were nominated by patient families or by their co-workers to say thank you for the amazing things they do every day.

Any nurse can be nominated by patients, families, employees, volunteers or visitors. To nominate a nurse for the DAISY Award, pick up a nomination form from any inpatient unit, your child's clinic waiting area, the Linda R. Hajar Family Resource Center (located on the second floor of the Patient Care Center), the Blood Donor Center or Chili's Care Center lobby. You may also nominate a nurse online. Visit [www.stjude.org/daisyaward](http://www.stjude.org/daisyaward) and click on "Nominate a Nurse" located under Related Topics.

If you have questions about the DAISY Award, email [DAISYAwardRecognitionCommittee@stjude.org](mailto:DAISYAwardRecognitionCommittee@stjude.org).





# Talking about Medicines

## Knowing your child's medicines

By Shane Cross, PharmD, Pharmaceutical Services

During the course of treatment, the number of medicines your child takes can really add up. Because parents are so vital in the health care of their children, you need to know what medicines your child is taking. A list can be a helpful way to keep track of medicines. A list should include details such as the name of each medicine, the reason it is being used, the current dose and how often it is given. Be sure to update your list often.

Patients and caregivers who understand their medicines are more likely to use them correctly. By understanding these drugs, you can avoid harmful effects that might occur from taking too much or not enough. If you do not understand something about a medicine, ask your child's doctor, nurse or pharmacist for help. Here are some other useful tools to help you with your child's medicines:

- Reading Patient Medication cards provided at St. Jude
- Using a pillbox
- Using a medicine calendar
- Using a watch, clock or cell phone alarm to remind you when doses are due

We understand that it can be hard to keep track of your child's medicines. The St. Jude staff is here to work with you. Together we can provide your child with the best possible care.

## Sign up deadline for teen formal March 12

The St. Jude Child Life staff is excited to host the 2018 Teen Formal Thursday, April 12, from 5:30–8:30 p.m. in the Domino's Event Center on the St. Jude campus. This year's theme is Enchanted Garden. The event will include world-class music entertainment from a nationally known DJ, amazing food, photos, limo ride, and prizes, as well as a take-home gift for each guest.

The teen formal is

open to patients and one guest each. All patients and guests attending must be between the ages of 15 and 19 on April 12 and enrolled in school.

Formal invitations have been mailed to active St. Jude patients, ages 15 to 19. The mailings included details about tux fest, dress fest, and hair and makeup appointments. All consent forms were also in the packets. Patients and guests younger than 19 must turn in signed consent forms to attend. All those who wish

to attend must reply to the invitation by Monday, March 12.

To learn more about the teen formal, talk to your child life specialist.



*St. Jude Parents* is published on the first of each month by Family-Centered Care Services and Biomedical Communications. Your questions and comments are important to us. **We want to print advice and tips from St. Jude parents to other St. Jude parents.**

To share your ideas or to receive this newsletter by email, please call or email Alicia Huettel, RN, MSN, at 901-595-5453 ([parents\\_newsletter@stjude.org](mailto:parents_newsletter@stjude.org)) or Lois Young ([lois.young@stjude.org](mailto:lois.young@stjude.org)). To subscribe to an online version of this newsletter or to learn more about *St. Jude Parents*, visit [www.stjude.org/parents-newsletter](http://www.stjude.org/parents-newsletter). St. Jude is an Equal Opportunity Employer.

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ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-278-5833 (TTY: 1-901-595-1040).

تنبيه: إذا كنت تتحدث باللغة العربية فيمكنك الإستعانة بخدمات المساعدة اللغوية المتوفرة لك مجاناً. يرجى الاتصال بالرقم (الهاتف النصي): 1-866-278-5833 (1-901-595-1040).



## St. Jude Children's Research Hospital

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