



HALLOWEEN AT ST. JUDE

Family, Guest and Volunteer Services strives to promote patient-experience excellence. Halloween 2018 exemplified that goal.

We offer a special thank-you to all volunteers who donated candy and volunteered during the St. Jude Halloween activities.

[View St. Jude Halloween Pictures](#)

BEST Concierge Staff



L-R: Erin Clemens, Lisa Naquin, Gina Baptist-Jones, Nathalie Garcia and Dildra Williams

The collaboration between St. Jude and Best Upon Request (BEST) has grown this year. Based on positive feedback and support for the relatively new patient and family concierge service, BEST has expanded their services. The addition of two team members, Nathalie Garcia and Lisa Naquin, has allowed BEST to further their reach by serving our patients and families from the Child's Care Center and Patient Care Center lobbies.

According to Kathryn Berry Carter, director of Family, Guest and Volunteer Services, "Relocating the concierge team to the main lobbies has provided our team of five with greater visibility and more ways to serve and help, resulting in patient-experience excellence."



CHILDHOOD CANCER AND SICKLE CELL AWARENESS MONTH

September was Childhood Cancer and Sickle Cell Awareness Month (CCAM). Many activities were offered to make our families feel especially appreciated. Here are a few highlights:

- For the first time, a garden event was held for patient families
- Caregiver kits were distributed from the Happy Cart each week
- Dinners were held at all four St. Jude housing facilities, organized by employee volunteers





- The ladies of St. Jude held three themed events: a "Let's Race Bout It" craft, a "You're a Champion" cookie decorating and a "Leading the Way with Science" slime-making experience
- The Concierge Services team coordinated three evenings of free massages for caregivers

Many thanks to all the volunteers who signed up to help with the special opportunities for CCAM events in the hospital throughout the month.



A VISIT FROM UNIVERSITY OF MEMPHIS STUDENTS

Tricia Spence, manager of Volunteer Services (pictured far left), welcomed a group of students from the University of Memphis. These students are studying Religious and Spiritual Perspectives in Healthcare led by Anthony Maranise. Maranise has a unique connection with St. Jude. From ages 5-7, he received treatment for acute lymphoblastic leukemia (ALL) at the hospital. In 2014, Maranise returned to St. Jude as a Eucharistic Lay Ministry volunteer.

Program Spotlight: Child Life Playroom



Being diagnosed with a new illness and coming to the hospital can be stressful for a family. The Child Life Program helps reduce that stress and anxiety as much as possible. Child Life specialists create many opportunities for children to play and express themselves. These therapeutic activities promote patients' and siblings' development and enhance their coping skills. The activities also provide an outlet for feelings, peer interaction and a sense of mastery.

Child Life Playroom volunteers help with recreational activities and play opportunities in group and one-on-one situations by providing a comfortable, accepting and non-threatening environment under the direction of a Child Life specialist.

William "Rog" Sphar has been a St. Jude volunteer since 2007. He is one of the beloved Child Life volunteers and has given over 100 hours of service in 2018. He volunteers in the Diagnostic Imaging playroom under the guidance of his volunteer supervisor and Child Life specialist, Shandra Taylor. Sphar says he enjoys his time volunteering in Diagnostic Imaging —ensuring the toys are clean, talking with parents or playing with patients. He is delighted when patients are excited to play with him.

Shandra Taylor has been a Child Life specialist and volunteer supervisor at St. Jude since 2018. Taylor says she loves watching her volunteers connect with patients.

"Our volunteers are essential members of the Diagnostic Imaging team," Taylor said. "They add much-needed smiles and laughter to the playroom and help brighten the days of patients and families through play and conversation. Volunteers have an integral role in helping to ensure our patients have a safe and clean space to play."

These two work together to promote a fun and safe environment for the children and encourage patients to express themselves and reach milestones.

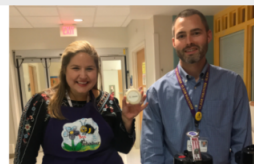
[Read more about Sphar and Taylor](#)



Patient Family-Centered Care

PFCC AWARENESS MONTH

October was Patient Family-Centered Care Awareness Month. The PFCC program planned activities throughout the month to make staff and patient families aware of the opportunities and resources available. The events included recruitment booths, staff education



tables, handouts and giveaways.



DAY OF REMEMBRANCE

Day of Remembrance was held November 2 and 3. This event requires a great deal of volunteer support. This year, more than 30 volunteers and 18 staff volunteers rose to the occasion, helping entertain siblings and provide customer service. We also thank 13 bereaved parent advisers for serving on educational panels and assisting with events.

BREAKFAST OF CHAMPIONS

Breakfast of Champions shows appreciation for staff who support and engage in Patient Family-Centered Care and exemplify the program's values. The November Breakfast of Champions recognized Lisa Clark, PhD; Maricarmen Windisch; Leah Brooks; Ibrahim Qaddoumi, MD; Melvin Becton; Graylon Holloway and Marquis Edwards for their phenomenal work.



VOLUNTEER MANAGER'S WEEK

St. Jude celebrated Volunteer Manager's Week November 5-9. Kathryn Berry Carter, Brittany Barnett, Tricia Spence and Debbie Garrett are Family, Guest and Volunteer Services staff who manage, coordinate and support our volunteers and parent advisers. We also acknowledge Jermarra Jones-Price and Jennifer Loving at Tri Delta Place and Target House, respectively.



Pediatric Palliative Oncology Symposium

The second annual Pediatric Palliative Oncology Symposium at St. Jude Children's Research Hospital was held in September. Over 400 guests attended the symposium and 22 countries were represented. The symposium brings together physicians, nurse practitioners, physician assistants, nurses, child life specialists, chaplains, social workers, psychologists, rehab specialists and others, all of whom gather to learn how to better provide interdisciplinary care for children with high-risk cancers.

The program featured many sessions covering the history and evolution of palliative care as a specialty, self-care in a difficult profession, the integration of psychosocial standards into an interdisciplinary setting, the use of opioids in the current prescribing environment, navigating the difficult face of building a palliative care program, and much more—all in the context of pediatric cancer.

An interdisciplinary and patient family-centered care approach to palliative care is an effective way to enhance the collaborative care of children with cancer and their families. For this reason, 11 of our bereaved parent advisers helped to plan, host and facilitate this symposium.

Parent advisers outlined strategies for recruitment, training and engaging bereaved parents into palliative, quality-of-life and patient family-centered care programming. Throughout the three-day symposium, parent advisers participated as faculty by leading role-playing workshops on best practices, serving on panels and presenting their families' story from diagnosis through bereavement. To showcase how to integrate parent advisers into educative and parent-to-parent supportive roles, Kathryn Berry Carter, director of Family, Guest and Volunteer Services; Lisa Clark, PhD, coordinator of Grief Support; and Brittany Barnett, manager of Family Centered Care, highlighted the Parent Mentor program, the Quality of Life Steering Council, the Patient Family Advisory Council, E-Council, the Stay in Touch program and Day of Remembrance weekend.

The collaboration between St. Jude staff and bereaved parent advisers was an integral piece in the success of the 2018 symposium.

We thank our parent adviser volunteers who contributed to this event. Thanks to you, health care providers all over the world were given a glimpse into an engaging, evolving and accomplished program and will hopefully enhance or create palliative care programs of their own in the near future.