

# Family, Guest and Volunteer Services

Annual Review 2018

## **Department Vision**

To be an outstanding and innovative team, committed to effectively engaging volunteers across all organizational levels while offering exceptional guest services to our families, patients and staff.

## **Department Mission**

Effectively engage volunteers in high quality, innovative programming while also providing professional guest services in partnership with staff and families, resulting in patient experience excellence.





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## Who's Who? and New Team Members



### **Family, Guest and Volunteer Services**

**(Left to right)** Hannah Crain, Brittany Barnett, Leah Brooks, Debbie Garrett  
Brin Schaechtel, Tricia Spence, Kathryn Berry Carter

## Director's Statement

**"When you open your mind, you open new doors to new possibilities for yourself and new opportunities to help others."**

*– Roy T. Bennett*

Focusing on improving the patient experience has led us to many new and exciting possibilities this year.

In August we celebrated the first anniversary of Concierge Services and expanded their reach to include the two front desks. This has led to an enhanced presence and the opportunity to better serve patients and families as they enter our main lobbies. We welcomed new team members, Lisa Naquin and Nathalie Garcia, as well as Stephanie Pierotti. Families can't say enough positive things about this awesome service and how the staff have helped with the little things—like shopping, running errands and delivering food—so they can focus on their children.

We also welcomed Leah Brooks into her new role as volunteer relations specialist and Brin Schaechtel as special events and projects coordinator. Both promotions have resulted in balancing our team's workload more efficiently, and more importantly, offering better customer service to our volunteers and club members.

Also, new team members Debbie Garrett, volunteer and special events coordinator, and Hannah Crain, Patient Family Centered Care (PFCC) coordinator, have quickly shown their amazing talents and skills. They bring a great deal of experience and fresh perspective, and we're blessed to have them aboard.

The Volunteer Services program has been busy expanding our volunteer placements, including a new opportunity in Rehabilitation Services and enhanced respite-care programming. Summer programs have flourished and grown due to flexible volunteer opportunities for those who find themselves with free time May through August. These opportunities include events planned for Pediatric Oncology Education (POE) students, for Volunteers, and for participants in four specialized volunteer placements. On the horizon we are planning a major increase in daytime volunteer needs for new placements, including the Treat Trolley, the School Program and the Family Commons area.

PFCC parent advisers have made significant contributions to many hospital initiatives, including to the Family Commons design, the parent app development, School Program expansion, affiliate transitions, adolescent and young adult programming and the Transition Oncology Program. These advisers also contributed content to important family educational materials. Parent advisers serve on many councils, committees and work groups across the institution. This year, they also joined several areas within Quality and Patient Safety. Parent advisers educated attendees at several Quality of Life symposiums, panels and events, providing their important and unique perspectives. Staff and parents hosted hospital-wide recognition events during PFCC awareness month in October and recognized many staff champions at two Breakfast of Champions events. We'll soon launch a new Virtual Advisory Council to gain a broader and more diverse perspective from our active and bereaved families through an on-line community.

Both PFCC and Volunteer programs developed extensive five-year strategic plans this year to help guide us and expand our vision for the amazing possibilities that lie ahead. Through your contribution of time and talents, you help us achieve our goals and desired outcomes. We hope you enjoy this 2018 annual report, and know that we celebrate your collective accomplishments this year and every year.

You're all an amazing inspiration to us as you spread the message of hope, joy and love to those you encounter at St. Jude. You play a large role in embracing the possibilities for the future, and through your efforts, you make St. Jude Children's Research Hospital a better place.

All my thanks to each one of you,



Kathryn Berry Carter, CAVS, CVA  
*Director, Family, Guest and Volunteer Services*

## Family, Guest and Volunteer Services is composed of three major facets:

**1** First in our department, we have Patient Family-Centered Care which is based on the concept that healthcare staff and patient families can work together to best meet the needs of a child.

We also have Guest and Concierge Services which provides a variety of services to St. Jude families such as running errands, grocery shopping and any non-medical tasks that they can assist with to help improve the patient-family experience.

Lastly in our department, we have Volunteer Services which works hand in hand with volunteers to ensure that patients, families and staff are supported through a variety of roles.



PATIENT FAMILY-CENTERED CARE



## Patient Family-Centered Care

Patient Family-Centered Care initiatives have led to great progress and positive changes in 2018. Parent advisers have been instrumental in advancing the Patient Family-Centered Care culture throughout the institution. They have provided input to many departments in creating programs, defining projects, designing elements and improving quality of life care by incorporating the caregiver and patient perspective. Parent advisers help other patient families by offering mentorship and guidance throughout their journeys with pediatric catastrophic diseases. Being able to express feelings and share experiences with those facing similar circumstances is a valuable opportunity. Patient Family-Centered Care adds a layer of empathy, understanding and advocacy to promote patient experience excellence.

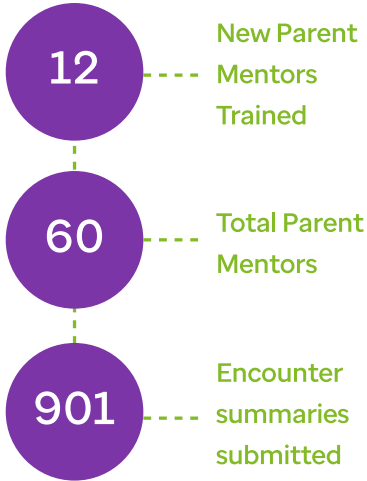


Over the year, we recruited several parent advisers for multiple positions and roles, which included: parent mentors, bereaved parent volunteers for the Stay in Touch program, a bereaved parent volunteer for the Quality of Life Steering Council, several parent advisers for the Patient Family Advisory Council and more than 25 new parent advisers joined our virtual council.

## Parent to Parent Support Highlight

Through their hard work and dedication to improving the patient family experience, parent volunteers have provided parent-to-parent support in several ways throughout the year.

### Parent Mentor Program



- Our parent mentor program has grown immensely as parent mentors continued to provide support to more newly diagnosed families and Quality of Life families.
- Parent volunteers hosted numerous St. Jude 101s and Family Talks, which are informal gatherings that serve as an outlet to educate families on resources at the hospital and allow families a chance to express their ideas, have their voice heard, and connect with other parents. Parent volunteers held a recruitment table multiple times throughout the year to educate families and staff about Patient Family-Centered Care and the ways they can be involved.





St. Jude 101  
3

Family Talk  
6

Recruitment  
Table  
3

# Parent *to* Parent Events



In October, parent volunteers celebrated Patient Family-Centered Care Awareness Month where they held a staff education table and handed out cake and information about Patient Family-Centered Care. Concierge Services and Happy Cart volunteers assisted with distributing over 500 “Care Kits for Caregivers” to families. A parent volunteer graciously assisted a Beverage Cart volunteer in passing out 750 cookies to inpatient units.







## Patient Family Advisory Council

4 new parent advisers

15 parent advisers total

St. Jude staff requested parent involvement or feedback **64 times.**

### Patient Family Advisory Council Highlight

Parent advisers have been heavily involved in helping improve the patient family experience as they provided the parent perspective and valuable information to help push forward many initiatives at St. Jude. Some of the initiatives include providing input on the renovation of numerous clinics. They also provided input for the design of the Family Commons, the development of a new parent app, expansion of the school programs and implementation plans for the Transition Oncology Program.

- “The parent advisers are instrumental in helping define and prioritize efforts initiated through our office.”  
- Diane McGarry, Patient and Family Experience Manager
- “The PFAC has been instrumental in the development of the new Transition Oncology Program as they have offered sage advice, asked provocative questions, and provided encouragement and support to our team.”  
- Emily Browne, Director of the Transition Oncology Program

Over the year, parent advisers have made great strides as they have become involved in highly important initiatives at St. Jude. Parents have been asked to further their partnership with the Quality and Safety team to expand involvement. What started as one parent on the Quality Patient Safety Committee has increased to a total of four parents serving on several committees. Three parent advisers are serving

on the Pressure Injuries, Catheter Associated Urinary Tract Infections (CAUTI) and Central Line Associated Blood Stream Infections (CLABSI) hospital acquired conditions (HAC) teams.

Parent advisers have also partnered with staff by serving on an Antimicrobial Utilization and Improvement Committee. The advisers worked closely with staff as they developed educational materials and programs to promote proper antibiotic use.

“The Antimicrobial Stewardship Program at St. Jude is responsible for improving how we use antibiotics in our patients. We met with the PFAC to introduce them to the activities and aims of the program and to explore their thoughts about antimicrobial use. We worked together with the PFAC to craft a statement of support for stewardship efforts.” - Dr. Shane Cross, Clinical Pharmacy Specialist.



One parent adviser partnered with staff by serving on a work group for integrative medicine that will offer holistic therapy such as meditation, yoga and massage services for patients and parents.

Parent advisers provided feedback from the patient family perspective that helped launch the national cancer website, Together. The feedback allowed Together developers to create appropriate content for patients and families at end-of-life and in bereavement.

“The PFAC has made invaluable contributions to Together, from suggesting ideas to sharing stories. The unique perspectives of patients and families are critical to our mission to offer dependable information and a community of support for anyone facing childhood cancer.”- Diane Roberts, Director of Medical Content and Patient Outreach.

A banner for the 'Together' website. On the left, the word 'Together' is written in a large, blue, cursive font. Below it, in smaller text, it says 'Powered by St. Jude Children's Research Hospital'. On the right, a teal brushstroke contains the text 'Visit together.stjude.org' in white. Below the brushstroke is a cartoon illustration of a young boy in a blue shirt with his arms raised. At the bottom left of the banner, there is a short paragraph of text.

*Together* is an online resource for families facing childhood cancer. Families can find trusted information, practical resources, and shared stories.

To expand the Patient Family Advisory Council's impact and staff access to the parent adviser's voice, the group has added an additional meeting day consisting of a leadership meeting and small-group sessions where staff can ask for recommendations and feedback.

### Quality of Life Steering Council Highlight

**Pediatric Palliative Oncology Symposium:** More than 400 guests from 22 countries attended the second annual symposium in September. The program featured many sessions covering the history, evolution and other aspects of palliative care in the context of pediatric cancer. Parent advisers outlined strategies for recruitment, training and engaging bereaved parents in palliative, quality of life and Patient Family-Centered Care programming. Throughout the three-day symposium, 11 parent advisers participated by leading role-playing workshops on best practices, serving on panels and presenting their families' stories from diagnosis to life as bereaved parents.

## Stay in Touch Parent Volunteers

Contacted and  
provided support to  
**125**  
newly bereaved  
families



**Stay in Touch Program:** When this program piloted in January 2018, four bereaved parents volunteered to offer support to newly bereaved parents. As time progressed, the program has flourished, with three additional bereaved parent volunteers joining the program. Bereaved parents sent over 528 handwritten mailings to families. Examples of the mailings include: a bereavement resource guide, Seasons of Change (St. Jude bereaved parent stories about landmark grief experiences such as the first holiday, first birthday, anniversary of death, birth of a child after patient death and others), a surviving-the-holidays brochure, an anniversary card and a letter of condolences.





**Day of Remembrance:** More than 125 families and 425 people were in attendance for Day of Remembrance which is an event that provides an opportunity for bereaved families to honor the memories of their children at St. Jude.

- A special Schwartz Rounds® session was held during Day of Remembrance with four bereaved parent advisers serving on the panel. Panelists spoke about how staff touched the lives of the parents and their children as they went through their journeys at St. Jude.



## Highlights:

Lisa Trumbo and Wendy Avery were featured in an article about the importance of bereaved parent volunteers and the significance of their work providing support to bereaved families.

Tasha Ives, a bereaved parent volunteer, wrote and published an article in the Pediatric Blood and Cancer Journal on the importance of effective communication with bereaved families.



## Other ways parent volunteers have been involved:

- Served as members of the Institutional Quality Patient Safety Council, the Grievance Committee, and 10 nursing unit-based councils.
- Participated in committees and work groups in areas including design and construction, family education, and Quality of Life and Palliative Care events.
- Shared the parent perspective in designing new programs including affiliate transitions, adolescent and young adult programming, parent support initiatives, and pain management for sickle cell.
- Parent involvement has resulted in positive changes, including support in patient care emergencies, nursing bedside reporting, appointment wait times, inpatient discharge, on-therapy to off-therapy transition, and quality-of-life seminars.



A vertical grey bar is positioned to the left of the text.

# GUEST AND CONCIERGE SERVICES

## Guest and Concierge Services

The collaboration between St. Jude and Best Upon Request (BEST) grew this year. Based on the positive feedback and support for the relatively new patient and family concierge service, BEST has expanded throughout the hospital. BEST staff members have furthered their reach by working as guest services representatives. Present in both the Patient Care Center lobby and the Chili's Care Center lobby, BEST is easier to access for patient families. This expansion allows growth, efficiency and improved patient family satisfaction. The BEST concierge team is a wonderful complement to the Family, Guest and Volunteer Services team. This program enhances patient experience and excellence and adds tremendous value to our department.



*“I feel very blessed to work for BEST at St. Jude, where everyone is valued and appreciated as part of the team and the miracles that happen every day. Being a concierge, I love that I am able to serve the families compassionately and meet their needs immediately hands on! It is with great joy that I serve, and nothing is more satisfying than knowing I’ve helped a family to have a better day.”*

- Lisa Naquin



*“I feel very at home when I’m at St. Jude, and I love to be able to serve as both a concierge and interpreter for our Spanish-speaking families. I love seeing the children laugh and smile knowing they are at the best place to get better!”*

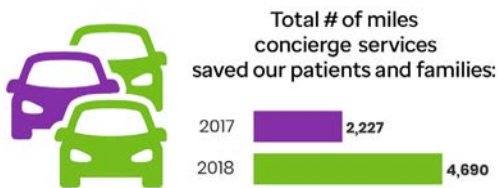
- Nathalie Garcia

## Special Events



Concierge Services staff held special events during the year, such as an open house where they handed out treats to families and staff in an effort to raise awareness about the variety of services they provide to families. They also held a special gift-wrapping service during the holiday season where they wrapped Christmas presents for families.

## 2018 Facts



99%

*of families agree that concierge services improved their hospital experience.*

**According to patient feedback forms from April to December**



## Customer feedback:

- “Concierge services has improved so many of our families’ worries. Whenever we need them, they are always a helping hand. We love concierge at St. Jude!”
- “It is amazing to not have to worry about the little things I may need so I can focus on my kids.”
- “I don’t know what we would do without concierge services. We love that we have this option while we stay here.”
- “This is the best service available to parents, especially those who have no vehicle here and have no other people to help. I would have been lost without you ladies.”





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# VOLUNTEER SERVICES



## Volunteer Services

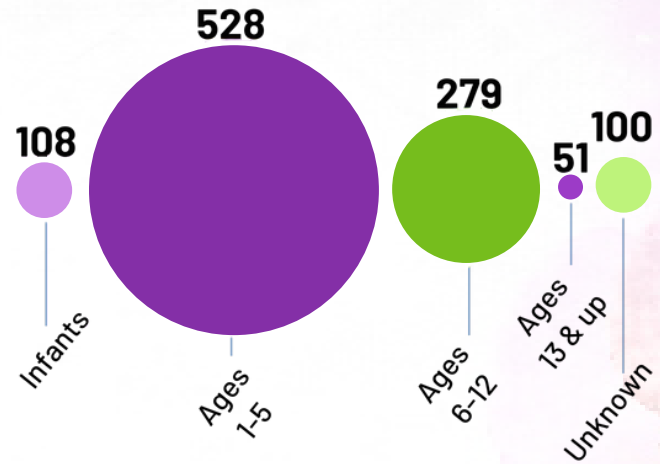
The Volunteer Services program has showcased effort and enthusiasm toward optimizing the patient experience this year. Volunteers continuously live out the mission and vision Danny Thomas envisioned for St. Jude. Volunteers are an integral and vital aspect of this hospital. Volunteer Services highlights the commitment, dedication and service that volunteers provide.

In 2018, Volunteer Services experienced growth in the number of volunteers, hours worked, and most importantly, impact created. St. Jude relies on volunteers to support staff, create a comforting and fun environment for patients and siblings, and to provide respite for parents and caregivers. Volunteer Services has had a busy year and is eagerly engaged in achieving patient experience excellence.

## Helping Hands



provided respite care for  
**1,066**  
patients and siblings



## FOOD SERVICES VOLUNTEERS



More than  
**6,500**  
Snack Bags  
assembled



Kay Kafe  
Companions  
assisted  
**2,376**  
patients and  
families



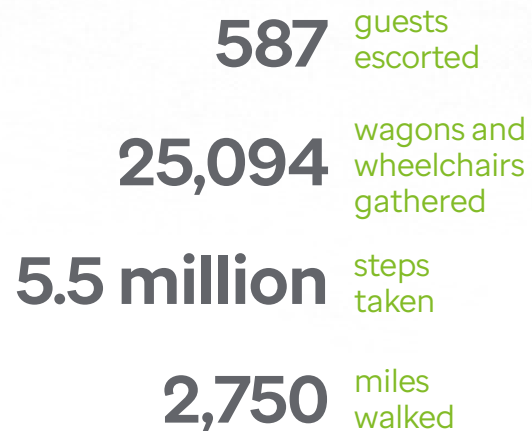
Bakery Volunteers  
served  
**256**  
days





Happiness and joy brought to patients and families one cart at a time.

**READY RUNNER  
VOLUNTEERS**



## Summer Volunteers



## School Program Tutor Volunteers

helped facilitate over 220 K-12 enrichment groups in:



Literacy



Math



Science



STEM

as well as

160.5 hours of individual instruction

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## Child Life and Doggy Daze Volunteers

14 areas served: 5,550 hours  
Inpatient and outpatient

## What's New in Volunteer Services?

*New volunteer placement in Rehabilitation Services.*

## Highlights

### Volunteen Program

In summer 2018, 41 teens provided daily, fun-filled activities for patients and siblings while learning more about St. Jude and health and research-related careers. The Volunteens contributed an astonishing 2,492 hours.



### Volunteers in Memphis

- Levitt Shell
- New Memphis: Exposure



Volunteer Services was involved in several fun activities to promote St. Jude volunteerism. Volunteer Odyssey chose St. Jude as their Non-Profit of the Week and hosted an event over July Fourth at the Levitt Shell with music, crafts, popsicles and tons of fun. New Memphis hosts an annual exposure event where organizations across the city unite to present their mission and gain community support; we were pleased to host a table.



## Schwartz Rounds®

In April 2018, four volunteers participated as faculty in a Schwartz Rounds® session titled “What Keeps You Up at Night? – The Volunteer Perspective.” This Schwartz Rounds® session was important not only to volunteers but to St. Jude staff. The session highlighted the importance of volunteers engaging in self-care in order to maintain high levels of compassion for our patients and families.



## Expansion of Volunteer Appreciation Week

To show appreciation for volunteers, week-long activities celebrated our volunteers and demonstrated gratitude for their efforts. Some of the activities included handing out treats, volunteer supervisors showing their personal appreciation, and posting flyers and banners on campus to promote awareness.



## Events for POE students

The Family, Guest and Volunteer Services Department partnered with the Pediatric Oncology Education (POE) program and other student interns on campus to host five, themed events for St. Jude patients and families at Tri Delta Place, Ronald McDonald House, Target House and in the Kay Research and Care Center’s Imagine Room. Through these specifically designed events, the 2018 POE class helped provide fun activities for our families.



## Special Volunteer Opportunities

Volunteers were requested for eight large-scale, one-time events such as Science Scholars of Tomorrow with Cancer Center Administration, Vacation Bible School with Spiritual Care Services, Dress Fest with the Child Life Program, Parent Prom with Social Work, Nursing State of Union with Nursing Administration, Holiday Store with Child Life, Halloween with the Liaison Department, and Day of Remembrance with Social Work and Quality of Life.



## Club Impact

### Auxiliary Club

The St. Jude Auxiliary worked incredibly hard not only through their service in various volunteer positions, but also through hosting several internal events in which they raised money to benefit the children of St. Jude. The club hosted the Masquerade Jewelry sale in May and October, which continues to be a huge hit. In addition, club members raised an astonishing amount at their annual Auxiliary Bazaar and Silent Auction. In 2018, the Auxiliary donated \$65,940 to St. Jude, which benefited patients and families in various ways such as funding a dinner that was hosted for families at the Parcels at Concourse, as well as a musician and travel arrangements for Day of Remembrance.



### The St. Jude Women's Club

The St. Jude Women's Club provided entertaining experiences for patients and siblings by hosting a beach party and an elf event, in which they dressed as Santa's elves and helped the children with crafts. Club members also held many internal fundraising events such as selling T-shirts and hosting the Collective Goods book sale. In addition, in honor of Danny Thomas' birthday, club members hosted Founder's Day. The Women's Club's hard work resulted in wish list grants exceeding \$15,000 in the fiscal year of 2018, funding equipment for cooking classes in Clinical Nutrition, reclining wheelchairs for Nursing Surgical Services and a dinner for parent mentors.



### The Ladies of St. Jude

The Ladies of St. Jude hosted patient activities and art projects every month. In collaboration with the ALSAC Southern Region, they were also in charge of hosting the Memphis Dream Home fundraiser, as they processed tickets and gave tours during the open house. The Ladies were heavily involved in planning the St. Jude Walk/Run to End Childhood Cancer as well as volunteering at the St. Jude Marathon and helping celebrate the St. Jude Marathon "heroes." The Ladies of St. Jude donated \$532,096 in fiscal year 2018, which went to fund beverage cart supplies, the mock MRI that is used in Child Life and a liquid nitrogen freezer for the Surgery Department. The Ladies also sponsored the Family, Guest and Volunteer Services Internship program and other important programs.



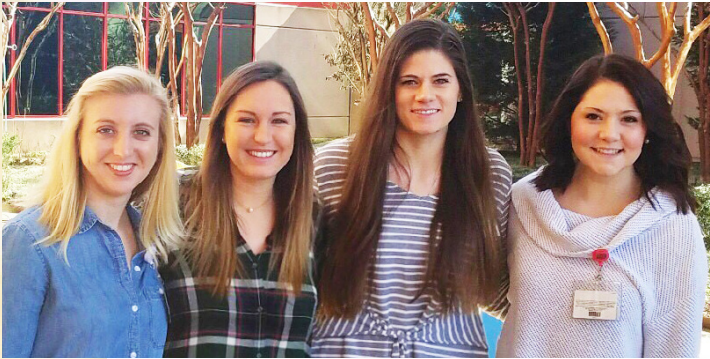


# INTERN PROGRAM



## Intern Program

The Family, Guest and Volunteer Services interns bring valuable support, energy, and innovation as they expand the reach of our department. They play a role in implementing the Summer Volunteer Program and the Volunteer Program, creating the VIP newsletter and Volunteer and PFCC Alerts, improving volunteer training and evaluation, collecting and interpreting data concerning volunteer impact in the hospital, and investing in time evaluating new and effective volunteer programs.



*Spring 2018 Interns Picture (L-R)- Jennifer Flinn, Kelly Ford, Courtney Huie, and Kyra McCausland*

The Spring 2018 semester was a busy one. Our interns helped plan for summer programs, planned the Annual Volunteer Appreciation Event, the Spring Breakfast of Champions Event and the 2017 Annual Report design.



*Summer 2018 Interns Picture (L-R)- Marissa Brauer, Mellynn Baker, Hannah Bullock, and Kathleen Broussard*

Our wonderful interns used their summer break to help pull together many events at St. Jude, including implementing the Volunteer Program, planning and executing the Pediatric Oncology Education (POE) student events, assisting with the Summer Volunteer Program and planning our staff retreat.



*Fall 2018 Interns Picture (L-R)- Hawa Abdalla, Alyssa Bolin, and Michelle Augustine*

During their semester at St. Jude, the Fall 2018 summer interns helped prepare and implement the Patient Family Centered Care Awareness Month activities, Halloween and Day of Remembrance. They also helped implement department activities such as Volunteer Manager's Week and winter activities.

# 2018 Annual Appreciation



**Dr. James Downing**, CEO of St. Jude Children's Research Hospital, at the 2018 Annual Appreciation Event with volunteers.



## Patient Family-Centered Care

Partner in Excellence Nominees



Leah Brooks



Brittany Newman



Lisa Clark



Pat Canale



Christine O'Brien



Mary Driscoll



Pat Pitman



David Fisher



Cathy Swain



Dr. Ibrahim Qaddoumi



Marquis Edwards



Diane Roberts



Jennifer Fradella



Christopher Thomas



Diane McGarry



Maricarmen Windisch



Kimberly Michael



## We Welcome Our Newest Lifetime Members



BJ Bendixson



Carole Dimaso



Marilyn Fleming



Marcella McCann



Rebecca Rupff



Lori Pearson



Chris Clark



Shannon Thomas-Lohrman

## We Welcome Our Newest PFCC Platinum Partners



Audrey Davis



Ashley Dismuke



Debbie Higgins



Tricia McNally



Kelly Waddell



Katie Witsoe



Bethan Maloney

Memorial Recognition  
Dolores Migliara



## Recognition of volunteer **YEARS** and **HOURS**

### 50-74 hours

Alison Allensworth  
Bill Anderson  
Beth Ann Bailey  
Micah Barker  
Bridget Beckley  
Julia Bolado  
Carmen Booher  
Alexis Bourdeau  
Chris Bridges  
John Brown  
Owen Butenschoen  
Ashlynn Butler  
Jason Cain  
Jay Cardoso  
Teresa Carr  
Ereiyal Cartwright  
Chris Clark  
Ashley Cobb  
Luella Coleman  
Xavier Conway  
Chelsey Cook  
Andrew Cortes  
Anne Craft  
Lisa Marie David  
Elizabeth Day  
Hannah Derouen  
Ashley Dismuke  
Justin Du  
Gwen Elrod  
Walter Evans  
Martine Fortin  
Alex Friedman  
Rayann Gabrielson

Lluvia Garcia  
Vanajaa Gokulakrishnan  
Janice Graham  
Abigail Gray  
Sara Griesbeck  
Rebecca Griffin  
Aubrey Guy  
Kimberly Halford  
Cheryl Harris  
Stephanie He  
Alexis Hinson  
Lisa Houston  
Laura Howard  
Loma Hyder  
Ashley Interiano  
Jennifer Pignolet  
Lauren Jetton  
Makayla Jibben  
Alecia Johnson  
Aaruti Kakkar  
Caroline Kam  
Jindpreet Kandola  
Madison Keegan  
Muhammad Khan  
Lexie Kimler  
Scott Kiser  
Chaya Klein  
Geneva Leake  
Robin Lee  
Walker Lee  
Nicole Lelis  
Debbie Lemaster  
Barklee Loflin  
Susan Lugar

Emma Maaske  
Madeline Matheson  
Sara Mayers  
Ashleigh McCargo  
Ken McDaniel  
Leigh McWilliams  
Pat Medling  
Andzelika Miga  
Kathryn Milbury  
Melissa Mitchell  
Camille Moffatt  
Ahmed Motiwala  
Gale Mueller  
Christy Mullikin  
Sai Mummareddy  
Lisa Musser  
Monika Natarajan  
Jessica Nguyen  
Jaynee Patel  
Madison Perchik  
Sarah Perry  
Paula Phipps  
Robert Porter  
Margarita Ramos  
Jenny Reddick  
Jacqueline Reid  
Alexis Roe  
Tayler Rooks  
Randa Rosenblum  
Samantha Ruehl  
Melanie Russell  
Emily Ryu  
Amanda Sadler  
Susan Schools

Peyton Segrest  
Talia Shadroui  
Hayley Shwer  
Bridget Sims  
Chandrima Sinha  
Lori Smith Pearson  
Madison Spears  
Randy Stalcup  
Katelyn Stewart  
Bob Stewart  
Jeri Stichka  
Paris Taylor  
Shannon Thomas-Lohrman  
Susan Trammell  
Beverly Trojan  
Sara Van Aernum  
Stephany Vines  
Brandy Vo  
Kelly Waddell  
Patricia Walker  
Nya Walton  
Hallee Warren  
Bobbie Waxler  
Patty Williams  
Shannon Winkel  
Hannah Grace Winkle  
Charles Wortham  
Sean Yang  
Rana Youssef  
Camille Zindy



**75-99 hours**

Tia Baker  
Kate Baker  
Amy Baltensperger  
John Basek  
Scott Beaulieu  
Jean Bernardin  
Alexandria Camille Bien  
Jenny Bledsoe  
Jane Bragg  
Vicki Brown  
Sofia Carlton  
Jay Colley  
Ernie Costilow  
Silvia Cubillos  
Teresa Dalle  
Diamond Daniels  
Kim Deneka  
Karen Dodson  
Patricia Donnelly  
Jo Epstein  
James Gaines  
Tracy Kelly  
Norma Lea  
Aline Long  
Kay McVean  
Emily Murphy  
Brittany Nguyen  
Molly Oster  
Judy Patterson  
Amanda Penny  
Mary Petty  
Mary Portner  
Rebecca Rice  
Sharon Richardson

Susan Rock  
Molly Rogers  
Patty Shelton  
Greer Simonton  
Olivia Summitt  
Jackson Tate  
Lawson Trefz  
Kendall Whitt  
Sylvia Whitworth  
Cara Wittig  
Liz Womack  
Lisa Yarbro

**100-199**

Razi Aamar  
Kelly Adkins  
Ernest Albonetti  
Rebecca Beaulieu  
Gail Bishop  
Pat Boysen  
Phyllis Brown  
Kelly Caudle  
Nick Chamoun  
Jennifer Chavez  
Valerie Cox  
Ron Curlin  
Yousef Czapary  
Virginia Daniel  
Mary Driscoll  
Julia Eanes  
Meredith Edwards  
Gina Ennis  
Johnnie Mae Evans  
Karrie Evans  
Deborah Follis  
Janet Gatewood

Katherine Grant  
Lyndal Grieb  
Donna Griffin  
Trish Henley  
Pam Hill  
Jane Hunter  
Tasha Ives  
Manpreet Kaur  
Judy Lee  
Ben Levie  
Kim Louis  
Gayatri Mamidanna  
Nolen Manley  
Barbara McGregor  
Dennis Medford  
Erin Miller  
Patsy Moretta  
Aqueelah Muhammad  
Katherine Nesbitt  
Suzanne Newman  
Glaucia Novoa  
Eva O'Beirne  
Derek Pass  
Ashley Peterson  
Leota Pye  
Alberto Quesada  
Ernie Restivo  
Sue Rogers  
Gerald Rossi  
Kristen Ryan  
Debbie Schneider  
Ann Scobey  
Dolores Seelig  
Anne Shaw  
Rob Silverberg

Sarah Sloas  
Chris Stella  
Patty Stephens  
Alan Strain  
Jennifer Tat  
Leah Taylor  
Alice Trotzman  
Agnes Wagner  
Nancy Walker  
Marjorie Webster  
Norman Wilkes  
Sherry Wilt  
Jason Winkle  
Katie Witsoe  
Dianne Wright  
**200-299**  
Linda Angevine  
Cindy Barnett  
Susan Bransford  
Doris Burton  
Pat Canale  
Maria Chandler  
Lisa Crutchfield  
Larry Davis  
Carole Dimaso  
Linder Hill  
Jack Ingram  
Dean Ives  
Maureen Kennedy  
Lennie Lott  
Marcella McCann  
Cindy Pendergrast  
Kate Schurch  
Rog Sphar III  
Jackie Treat

### **300-399**

Wendy Avery  
David Fisher "Paw"  
Suzanne Hieserman  
Radha Kumar  
Jane Vogel  
Larry Weatherington

### **400 or more**

Fannie Brown  
Barb Caesar  
Betty Christy  
Ginger Newsom  
Christine O'Brien  
Kenny Perry  
Pat Pitman  
Cathy Swain

## **Milestones**

### **1 year**

Ina Abel  
Ben Aiken  
Koketi Allen  
Loketi Allen  
Shay Amos  
Beth Ann Bailey  
Tracey Bailey  
Kate Baker  
John Basek  
Julia Bolado  
Kim Bounds  
Jason Cain  
Joao Cardoso  
Kaylynn Carmikle  
Jennifer Chavez  
Kellie Clelland

Britni Coffey  
Josh Collfer  
Diamond Daniels  
Hannah Derouen  
Karrie Evans  
Martine Fortin  
Alex Friedman  
James Gaines  
Cheryl Harris  
Peter Hectorne  
Cindy Howard  
Amy Hutcheson  
Mary Irvine  
Manpreet Kaur  
Tracy Kelly  
Marie Kennedy  
Fahad Khan  
Lisa Krull  
Lu Lu  
Walter Manning  
Stephanie Merling  
Erin Miller  
Lisa Noe  
Glaucia Novoa  
Cindy Pendergrast  
Amanda Penny  
Sharon Richardson  
Sue Rogers  
Melinda Ruppert  
Kristen Ryan  
Amanda Sadler  
Linda Schiff  
Susan Schools  
Ann Scobey  
Carolyn Shanks

Chandrima Sinha  
Hailey Skonhovd  
James Smith  
Olivia Summitt  
Lawson Trefz  
Marcia Tromblee  
Lisa Trumbo  
Sara Van Aernum  
Stephany Vines  
Patricia Walker  
Jason Winkle  
Liz Womack  
Charles Wortham  
**5 years**  
Teresa Carr  
Kelly Church  
Chelsey Cook  
Valerie Cox  
Carolyn Deeley  
Allison Ezell  
Merri Hackett  
Pam Hill  
Laura Howard  
Deborah Hunt  
Loma Hyder  
Ginger Newsom  
Susan Pere  
Kenny Perry  
Jennifer Pignolet  
Leota Pye  
Gabriela Salinas  
Lori Seifer  
Greer Simonton  
Randy Stalcup  
Alan Strain

Brian Thompson  
Mary Beth Uselton  
Kathryn Vaughan  
Norman Wilkes  
**10 years**  
Kelly Adkins  
Wendy Avery  
Tisha Bland  
Bryan Brashear  
Rebecca Bush  
Gwen Elrod  
Debbie Higgins  
Betsy Lambert  
Aline Long  
Barbara Pavlat  
Jack Pavlat  
Randa Rosenblum  
Beverly Trojan  
**15 years**  
Carole Blackburn  
Phyllis Brown  
Joan Rodrigue  
Patty Stephens  
Rich Van Meter  
**20 years**  
Helen Harbor  
Jenny Reddick  
**25 years**  
Marlys Smith

# Volunteer Supervisors

The work of our volunteers could not be accomplished without the teamwork and support of our volunteer supervisors and PFCC staff champions

Traci Adams\*  
Doni Anderson  
Ashley Anderst  
Ashley Atkins  
Katherine Bailey  
Brittany Barnett\*  
Amanda Brody  
Mark Brown\*  
Nicole Byford  
Kristin Canavera\*  
Kathryn Cantrell  
Mary Carnes  
Ashley Carr  
Patricia Cathey  
Lisa Clark\*  
Hannah Crain\*  
Holly Cullum  
Sarah Daniels  
Mandi Dodson  
Janice English\*  
Beverly Esposito\*  
Kimberly Foster  
Leanna Fox-Irwin\*  
Libby Gaitskill

Debbie Garrett  
Julie Gattas  
Janet Giordano\*  
Nan Henderson\*  
Jessica Hotchkiss  
Margery Johnson\*  
Jermarra Jones-Price  
Barbara Joyner  
Amy Kennedy  
Gena Kim  
Margie Kjellin  
Sarah Klein  
Kevin Kruger  
Carol Langston  
Karyn Lawrence  
Laurie Leigh  
Sherry Lockett  
Jennifer Loving  
Diane McGarry\*  
Jim Mobley\*  
Sandy Murphy  
Brittney Newman\*  
Brittany O'Shea  
Mary Parman

Kendra Parris\*  
Lindsey Patterson  
LaWanda Payne  
Brent Powell\*  
Amanda Pullen\*  
Samantha Ransone  
Kimberly Russell  
Brin Schaechtel  
Rachel Schmelzer  
Amy Scott\*  
Janet Sellers\*  
Michaela Shurden  
Jennifer Smith\*  
Jessica Sparrow  
Tricia Spence  
Shandra Taylor  
Samantha Toohey  
Ira Wigley  
Cheri Wilkerson  
Jennifer Windham\*  
Alicia Wright\*

(\*)= Staff who partner with our parent adviser volunteers



# References

## Articles and Presentations

### **Brittany Barnett, MS, CAVS**

*Manager of Patient Family-Centered Care*

Featured speaker for two Parent Mentor Program video conference webinars:

- Enhancing Patient Caregiver Support through a Parent Mentor Program
- Incorporating Bereaved Parents as Mentors to Newly Bereaved Families

### **Brittany Barnett and Kathryn Berry Carter**

Institute for Patient and Family-centered Care Conference, 2018:

- Operating a High-quality and Effective Mentor Program: Lessons Learned from the Past Five Years

### **Kathryn Berry Carter, CAVS, CVA**

*Director of Family, Guest & Volunteer Services*

Society for Healthcare Volunteer Leaders Conference, 2018:

- Online Orientations, Yes You Can!

<http://www.sgvlonline.org/resources/Documents/2018%20Speaker%20Handouts/Vols%20Improving%20the%20Patient%20Experience.pdf>

### **Tasha Ives**

*Parent Adviser, Quality of Life Steering Council*

Article in Pediatric Blood and Cancer:

- Just Tell Me: A Bereaved Parent's Thoughts on Expressing Condolences and Longitudinal Remembering to a Family after the Death of Their Child

<https://onlinelibrary.wiley.com/doi/full/10.1002/pbc.27521>

### **Tricia Spence, CAVS**

*Manager of Special Events and Volunteer Services*

Featured speaker at the University of Memphis' course on non-profit administration.

### **Lisa Trumbo and Wendy Avery**

*Parent Advisers, Quality of Life Steering Council*

Featured in a Commercial Appeal article, "Their Children Died at St. Jude. Now, They Counsel the Hospital in End-of-life Moments"

<https://www.commercialappeal.com/story/news/2019/01/31/st-jude-program-has-bereaved-parents-counsel-memphis-hospital/2681988002/>

## Leadership Positions

### **Brittany Barnett**

- Tennessee Healthcare Volunteer Professionals: Board Secretary

### **Kathryn Berry Carter**

- Tennessee Healthcare Volunteer Professionals: At-large Board Member

### **Tricia Spence**

- 2018 Association for Health Care Volunteer Resource Professionals: Member of Planning Committee, Awards Task Force Committee, Committee on Nominations; Storytelling Coordinator; Session Facilitator
- Certified as Franklin Covey facilitator

## Achievements

### **Brittany Barnett and Tricia Spence**

Graduates, St. Jude Leadership Academy  
Manager/Supervisor Core



**St. Jude Children's  
Research Hospital**

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Memphis, TN 38105-3678

*[www.stjude.org/hospitalvolunteers](http://www.stjude.org/hospitalvolunteers)*