



Family, Guest and Volunteer Services

Annual Review 2019

Hospital Mission

The mission of St. Jude Children's Research Hospital is to advance cures, and means for 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 Core Values

- 1. Always recognize that advancing treatment for children with catastrophic diseases is at the center of everything we do.**
This is why we exist. It's what we do.
- 2. Do what is right; take ownership of what you do.**
We know what is right. It's up to us to own our actions--and do what is right.
- 3. Work with purpose and urgency—your efforts matter.**
Every role in our institution contributes to our mission. Every moment, every decision and every idea matter.
- 4. Embrace the challenge to create a new tomorrow.**
Every person on our campus has something to contribute to our mission. Even during change and growth, keep sight of the power you have to influence and ignite the work around you.
- 5. Work collaboratively and help others to succeed.**
True success doesn't happen on an individual basis. It requires all of us supporting and inspiring one another to reach new heights.
- 6. Always be respectful of your coworkers, our patients and their families, and visitors to our campus.**
We share St. Jude with the world. This includes the diversity of backgrounds, perspectives and journey of every person who is a part of our campus. We are inclusive and we realize that we are stronger when all are valued.
- 7. Make the most of St. Jude resources, and be mindful of those who provided them.**
The support for our institution is incredible. It allows us to charge into frontiers that others can only imagine. And it's possible because of tens of thousands of people who trust us to be good stewards of their donations. We must be diligent to make their contributions count in every way possible.

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.



Table of Contents

- 7 Director's Statement
 - 8 Facets of Family, Guest and Volunteer Services
 - 9 Patient Family-Centered Care
 - 17 Guest and Concierge Services
 - 23 Volunteer Services
 - 35 Department Collaborations
 - 38 Annual Appreciation
-

Who's Who?



Family, Guest and Volunteer Services

(Left to right) Hannah Crain, coordinator, Patient Family-Centered Care, Tricia Spence, manager, Volunteer Services and Special Events, Brittany Barnett, manager, Patient Family-Centered Care, Leah Brooks, volunteer relations specialist, Kathryn Berry Carter, director, Family, Guest and Volunteer Services, Brin Schaechtel, coordinator, special events and programs, Annie Stuart, assistant, Patient Family-Centered Care, Debbie Garrett, coordinator, Volunteer Services and Special Events.

Director's Statement

“Only those who will risk going too far can possibly find out how far one can go.”

– T.S. Eliot, author

The Family, Guest and Volunteer Services team continues our pattern of growth, taking risks and enhancing our programs to improve the patient experience—for this is at the heart of all we do. Our community volunteers and parent advisers contribute greatly to making St. Jude the world-class facility that it is.

This has also been a year of progress for Patient and Family-Centered Care. To capture the voice of all parents, a new virtual platform, St. Jude Voice, allows caregivers to offer feedback and insights. That data directly influences hospital administrators and provides them with the answers they need. Read more about PFCC program advancements on page 12.

In August we celebrated the two-year anniversary of Concierge Services through Best Upon Request. This valuable resource ensures our families can focus upon their children. Best Upon Request provided more than 24,000 services in 2019. The concierge team delighted in running errands, answering questions, providing wayfinding, and offering comfort in waiting areas.

Volunteer Services launched the incredibly popular Treat Trolley program. This cart delivers sweet treats to patients, families and staff on inpatient units. We prioritized the quality of our volunteer engagement through program evaluation of the Family Resource Center, Imagine Room, Summer Program and Video Cart. In November we launched the Thankful Campaign, allowing volunteers to thank their supervisors and other St. Jude staff.

The volunteer clubs are an incredible part of our team. They have outdone themselves this year. Read more about the contributions of the St. Jude Auxiliary, Ladies of St. Jude and Women's Club on page 32.

Through your time and talents, we contribute directly to our culture of hope and inspiration for families across the world. Our staff and volunteers have incredibly big hearts, and each of you is an integral part of ensuring that our patients and families experience the best possible stay while they're on our campus and at housing. Enjoy this 2019 annual report and know that we celebrate your collective accomplishments this year and every year.



Kathryn Berry Carter, CAVS, CVA

Director, Family, Guest and Volunteer Services

Family, Guest and Volunteer Services

Family, Guest and Volunteer Services is composed of three major facets. In our department, we have Patient Family-Centered Care, which is based on the concept that health care staff and patient families partner to best meet children's needs. We also have Guest and Concierge Services, which provide a variety of services to St. Jude families. Those services include running errands, shopping for groceries and providing other non-medical tasks to help improve the patient-family experience. Lastly, 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.



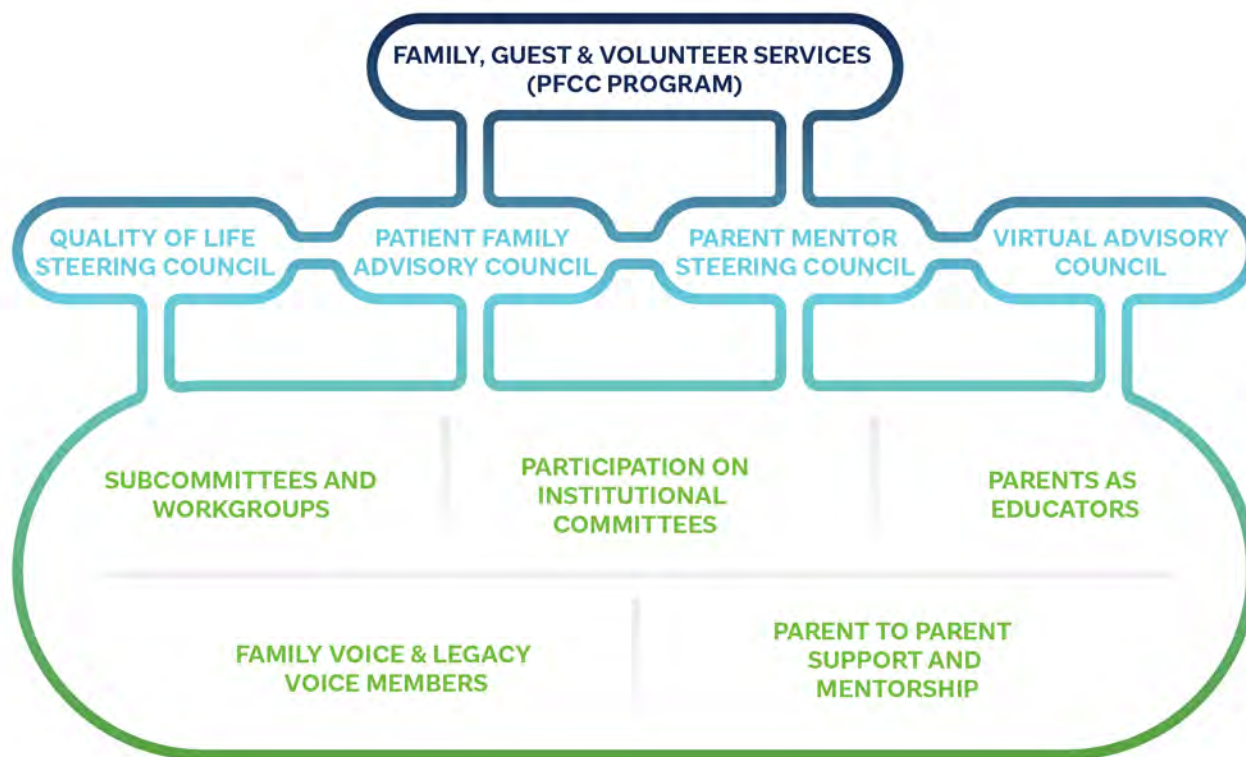
PATIENT FAMILY-CENTERED CARE



Patient Family-Centered Care in 2019

Our patients and families are the core of St. Jude. Their voices continue to make this hospital better for each family that comes after them. Because of their advocacy, hard work and passion, 2019 was an exceptionally productive year. From a robust PFCC Awareness Month to implementation of a new virtual adviser community, patient and parent advisers within PFCC have affected families and staff alike.

This organizational chart shows how the Patient Family-Centered Care program is structured. There are many ways caregivers and former patients partner with the institution.



THE DIVISION OF QUALITY OF LIFE AND PALLIATIVE CARE

is an integral partner with Patient Family-Centered Care staff, providing leadership, experience and guidance by engaging bereaved parent advisers in all facets of these programs.

PFCC Awareness Month

Patient Family-Centered Care Awareness month was a huge success. PFCC is a culture of providing dignity and respect to our families and fostering collaboration and partnership between families and staff. Throughout the month, advisers provided opportunities for appreciation to staff and self-care for families.

PASSING OUT CAKE AND INFORMATION



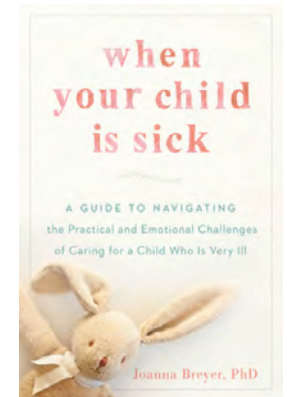
PFCC advisers said, “thank you” by passing out cake and teaching staff about the culture of Patient Family-Centered Care. Staff learned how to get feedback from parent advisers and were encouraged to include the core values of PFCC in all they do.

TREATS TO STAFF AND FAMILIES



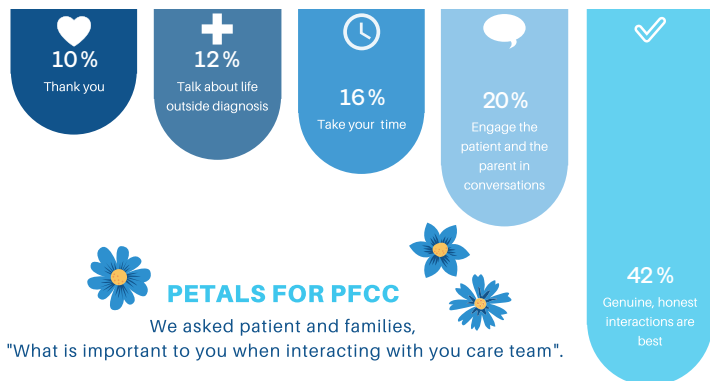
PFCC sponsored two treat trolleys during October, allowing parent advisers and volunteers to hand out a total of 216 treats to families on inpatient units.

GRAND ROUNDS WITH DR. BREYER



The PFAC and Sean Phipps, PhD, Psychology chair, hosted author and pediatric psychologist Joanna Breyer, PhD. At Grand Rounds, she spoke about her experiences working with pediatric patients and their families. Breyer signed her books and passed out many of them to patient families.

PETALS FOR PFCC



Information-sharing from staff to patients and families is a core value of PFCC. Information-sharing from parents to staff is just as important. Petals for PFCC was a hospital-wide initiative that invited families to answer questions about what was most important to them in interactions with their care team. Families provided 60 responses, which allowed staff to identify several main themes.

CARE PACKAGES



Advisers delivered more than 400 care packages to families. Packages included snacks, chapsticks, eye masks, ear plugs and other self-care items.

ANNUAL BREAKFAST OF CHAMPIONS



St. Jude staff exemplify the tenets of PFCC daily, and our families want to recognize them when they go above and beyond. The annual Breakfast of Champions recognized 11 staff members, including the entire MRI technology staff.

THANK-YOU CARDS

Patient Family-Centered Care Awareness Month

THANK YOU FOR ALL YOU DO FOR MY FAMILY

To: _____

Clinic/Department: _____

From: _____

Families completed 250 thank-you cards to clinical staff and support staff this year, including shuttle drivers and housing employees. St. Jude will roll out a special delivery of the cards in 2020.

ST. JUDE VOICE



The culture of Patient Family-Centered Care is built around the voices of patients and families. To capture the diverse voices of our families, PFCC launched its new virtual adviser community, St. Jude Voice. This online platform features two communities to meet the needs of all families throughout their trajectory of care. Family Voice is for caregivers of those on or off therapy. Legacy Voice is for bereaved caregivers. Feedback from these two communities allows for the expansion of the patient and parent voice across the institution.

Feedback from these two communities allows for the expansion of the patient and parent voice across the institution.

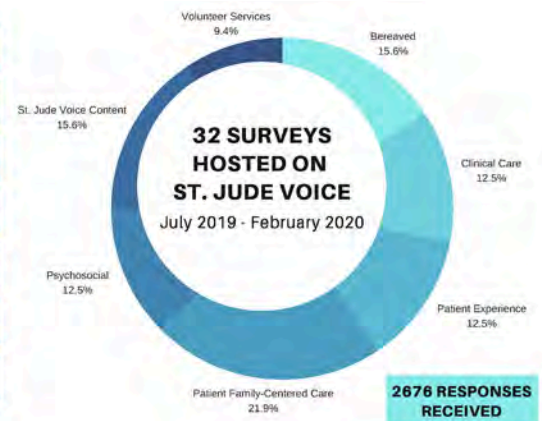
- Family Voice helped name the Acute Care Clinic, reviewed educational materials, and helped multiple departments determine the direction for their upcoming projects.
- Legacy Voice shared parents' grief journeys, told us about the psychological support experience, and shared about grief resources they have found helpful.
- St. Jude Voice has helped St. Jude spread the word to families about many patient safety issues such as information on Vincristine and Coronavirus.
- 70 posts sharing stories, news, resources, videos, weblinks, articles, quotations and information have been posted on St. Jude Voice.

A virtual adviser steering council featuring parent advisers from both communities and staff from across St. Jude come together to vet and guide content. The Quality of Life steering council leads a Legacy Voice workgroup of bereaved advisers to create and review resources, meeting the needs of other bereaved caregivers using the Legacy Voice virtual community.

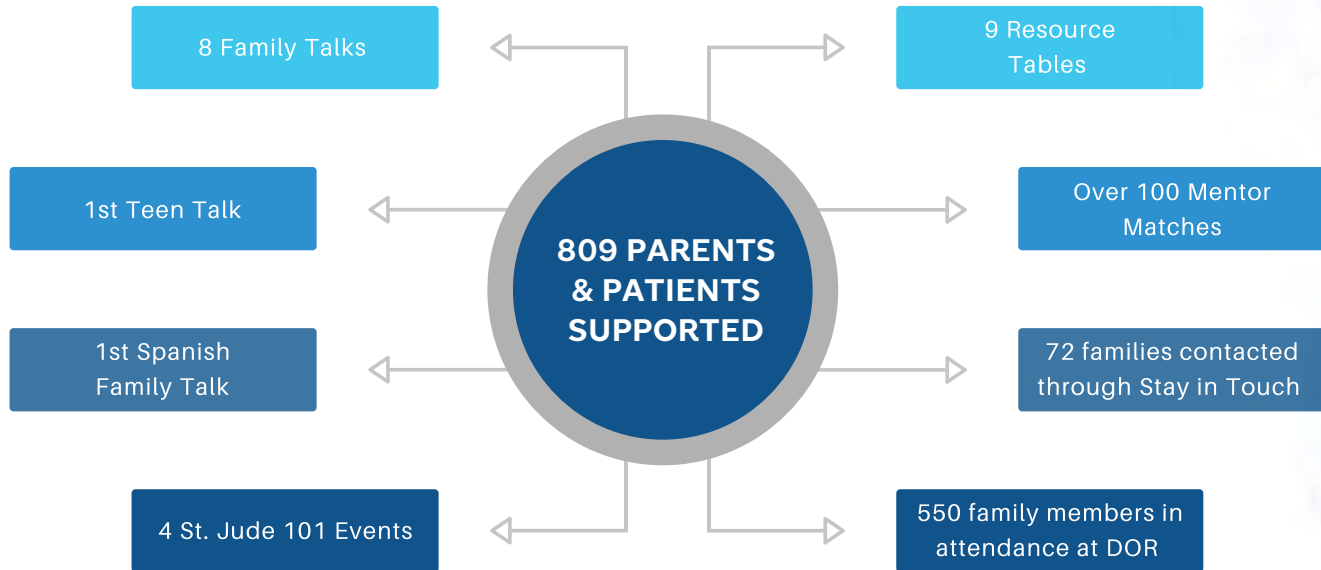
ST. JUDE VOICE OUR VIRTUAL PARENT ADVISER COMMUNITIES



- BEREAVED
- CLINICAL CARE
- PATIENT EXPERIENCE
- PATIENT FAMILY-CENTERED CARE
- PSYCHOSOCIAL
- ST. JUDE VOICE ADMIN USE
- VOLUNTEER SERVICES



24 Total Parent Support Events



Advisers hosted supportive events throughout the year, including new programming such as Spanish Family Talk and Teen Talk. Through these programs, more than 800 parents and patients had in-person conversations with PFCC advisers who understand their journey.



QUALITY OF LIFE

Through conference presentations, the Quality-of-Life team mirrors the global initiatives of St. Jude and offers assistance to other institutions starting similar programs. Requests have centered around the mentor program, creating a bereavement program and using parent advisers as educators. In 2019 alone, PFCC staff and QoL parent advisers spent more than 110 hours with 51 different institutions or non-profits explaining the logistics of the programs, offering materials and speaking on panels.

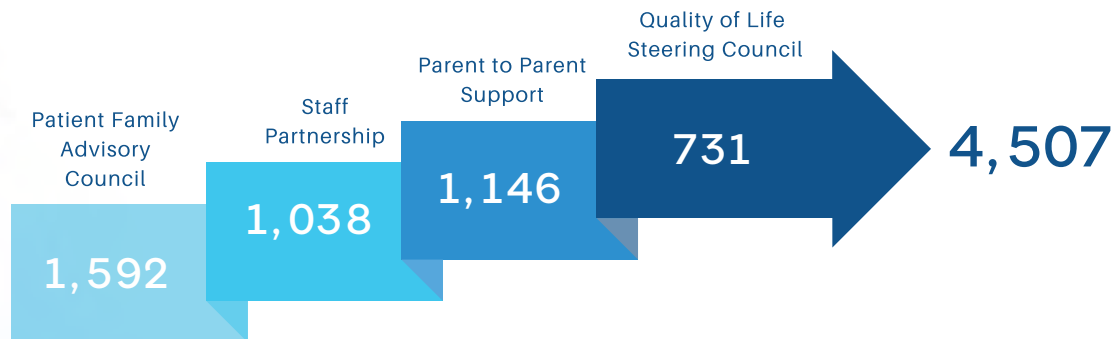
Parent Involvement

| EDUCATIONAL VIDEOS | DIAGNOSTIC IMAGING DESIGN | QUALITY AND PATIENT SAFETY | EDUCATION | DESIGN | SERVING ACROSS THE INSTITUTION | SCHOLARLY PAPERS | IN THE NEWS |
|--|---|---|--|---|--|--|--|
| Created 3 videos for new families, focusing on the primary care team, inpatient stays and the specialty care team. | Provided Input on the design of the new dressing and waiting room | Partnered with staff in the new Sepsis protocol and served on several Quality and Patient Safety teams to provide the parent voice. | Eight events were hosted by parents as faculty members to provide staff the opportunity to hear parent and patient stories and ask questions | Parents were engaged in the design of the Family Commons as well as on the Design and Construction Committee. | Parents are represented on the Grievance Committee, Nursing Service Line Councils, Quality Patient Safety Council and various HAC teams. | The QoL Steering Council Parents described the coexistence of hope and realism across a child's advancing illness as co-authors in Dr. Erica Kaye's paper. | Bereaved parents were featured in a WKNO article, "St. Jude Parents who have Lost, Heal Together" and the Commercial Appeal, "Their children died at St. Jude. Now, they counsel the hospital in end-of-life-moments". |

Hours of Parent Involvement



4,507
Total Hours





GUEST AND CONCIERGE SERVICES

GUEST AND CONCIERGE SERVICES

The collaboration between St. Jude and Best Upon Request (BEST) expanded this year. Based on the positive feedback and support for the relatively new patient and family concierge service, BEST staff members have furthered their reach by adding the operations of the front desks to their services. Now present in both the Patient Care Center and the Chili's Care Center lobby, BEST is easier to access for patient families. This expansion allows for growth, efficiency and patient family satisfaction. The BEST concierge team is a wonderful complement to the Family, Guest and Volunteer Services team. This service has helped our families by reducing their stress levels and allowing them to stay with their patients, which has enhanced the overall patient experience.



In August, the concierge team hosted an event outside Kay Kafe to celebrate their second anniversary.



The concierge team spread holiday cheer by handing out treats and sharing information about their services.

CUSTOMER SATISFACTION QUOTES

““ *The concierge service is always helpful in meeting our needs during trying times. Without Best Upon Request, we would be clueless with how to get needed items.* ””

““ *I absolutely love this service. I am able to get things for my son and me without stressing. Thanks so much!* ””

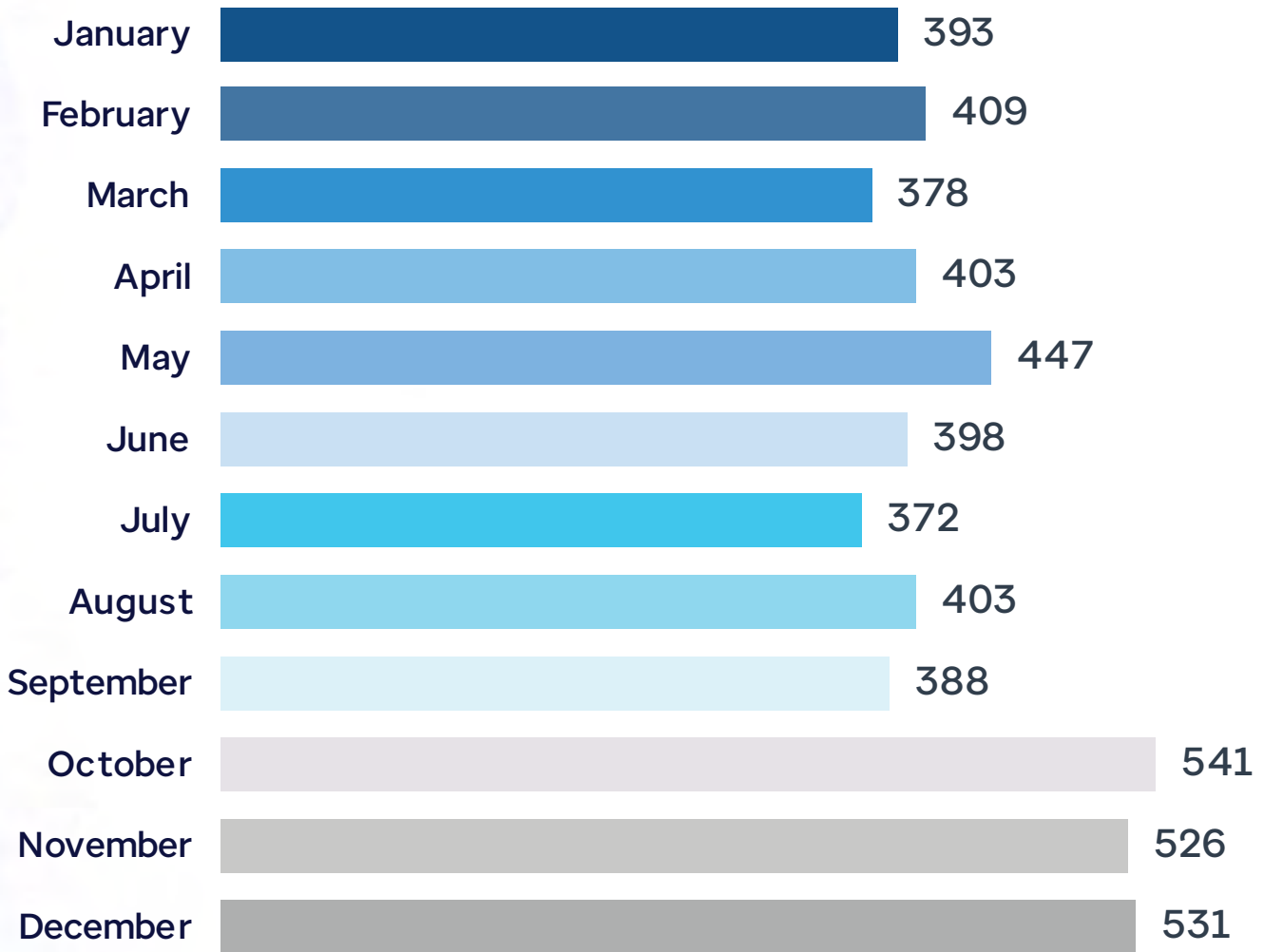
““ *Wonderful service, and the ladies take pride in making us comfortable and happy.* ””

““ **LOVE** *having the concierge service. It makes life so much easier, being the only parent here with my daughter.* ””

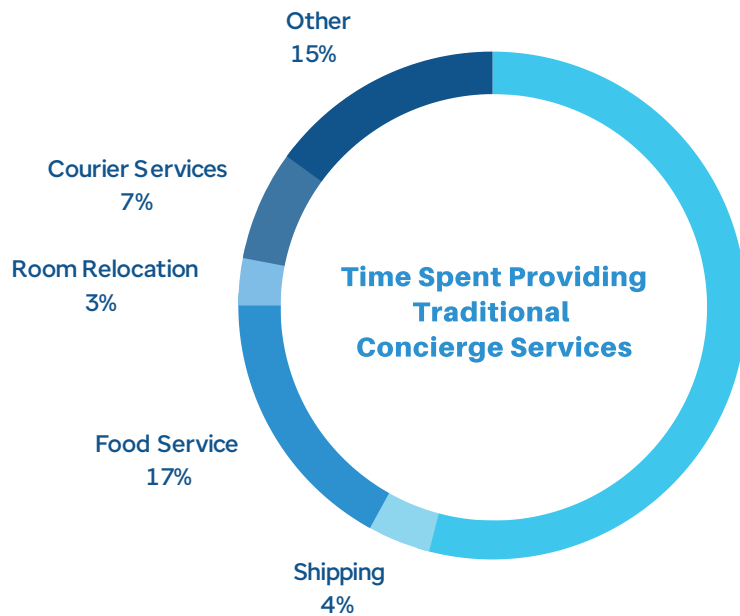
CONCIERGE SERVICES PROVIDED

2019

This graph reflects traditional concierge services provided to the patients such as errand running and room relocation. It does not include services provided in the main lobbies. In 2019, the Concierge team provided families with service 5,189 times.

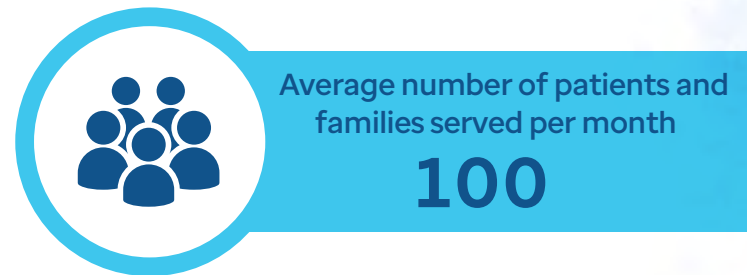


2019 TRADITIONAL CONCIERGE SERVICES PROVIDED, TIME SPENT

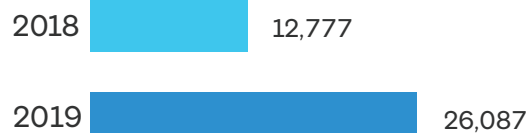


By far, shopping and fulfilling food services requests were the most requested services. The team spent nearly 3,000 hours shopping for patients and families, followed by 904 hours of fulfilling food service requests.

Shopping
54%



Total Number of Services Provided



Combining the services provided through our traditional concierge services with our lobby services, the team has seen a major increase of requests in 2019 compared to 2018.

A New Perspective on 'Getting Things Done'



*Lisa Naquin
and the
Frunzi Family*

It is human nature to do things ourselves, why go through the trouble of asking for help, when one is perfectly capable of doing it themselves? This is exactly what Christopher Frunzi thought until he took a chance that ultimately changed his St. Jude experience.

Christopher and his wife, Jill, are the parents of two St. Jude patients, Bennett (age 2) and Jackson (age 5). For the parents of two boys, life can get hectic, especially being in a hospital. As a police officer, Christopher was adamant about doing things himself.

One day, while stationed in the Chili's Care Center lobby, Lisa Naquin with Best Upon Request, noticed how Christopher constantly left his family to run errands, and she began offering to help. "I met him in the lobby and tried to convince him to enroll with Best," Naquin said. "Every time I saw him, I said, 'I could be doing that for you.'" Finally, when the Frunzi family was in a bind and needed groceries, Christopher asked for help. Now he uses the service weekly.

"It has impacted my family in a very good way," Christopher said. He added, "It has taken the stress off everyday life of being in a hospital. Knowing that I can ask, and the task is completed, allows me to focus on my children. The other day I needed an oil change; I was 3,000 miles overdue, and it was just one more thing that I had to deal with. The concierge staff took this task from me so that I could stay with my family."

"As concierges, we try to offer families whatever services we can to ease their day and to become part of their support team. As part of that goal, we offer care and comfort, which can simply mean offering a hand to hold, listening when needed, or words of comfort," said Naquin.

With 26,087 services performed in 2019 and 11,387 hours spent serving patients and families, the Best Upon Request staff creates life-enriching experiences for their customers.

VOLUNTEER SERVICES



Volunteer Services continued improving processes for bringing in new volunteers and aligning all programming toward optimizing the patient experience. Community volunteers continue to play an integral role at St. Jude. They provide invaluable resources, often measured in small gestures, which add up to powerful impact on the lives of patients and families. The support that volunteers provide extends far beyond what can be measured in numbers – it's often measured better by the imprint they leave on the heart and soul of all who are part of the St. Jude family.

Retention Rates



New Volunteer Retention Rate improved by 15% from 2018

St. Jude Volunteer Assignments

Program supervision: centralized vs. decentralized



READY RUNNER Volunteers



St. Jude Garden Volunteers



Helping Hands



provided respite care for **1,640** patients, siblings, and family members

FOOD SERVICES VOLUNTEERS



On average
1,500
Snack Bags
assembled per month



Kay Kafe
Companions
assisted
2,686
patients and families



Bakery Volunteers
served
256
days

317

Patients and Siblings enjoyed an event in the **IMAGINE ROOM** hosted by our volunteers.

School Program Tutor Volunteers K-12



Literacy



Math



Science



STEM

61 HOURS of reading/math/science K-6

54 HOURS of STEM activities with the 7-12 group

18 HOURS of individual tutoring K-12 that included teaching Spanish

26 HOURS take new STEM cart up to drop off experiments to inpatient K-12

Summer Volunteer Program



21
VOLUNTEERS



1,236
HOURS

Served In:

Child Life
Play Room
Garden
Happy Cart
Imagine Room
Ready Runner
Tri Delta Place

STUDENT LEAD PROGRAM

Provided

5
opportunities for

70
Pediatric Oncology
education students
and summer interns
across St. Jude to host
events at all housing
facilities and
at the hospital.

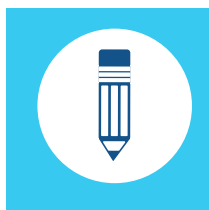
Volunteering Program



11 Returning Leaders
34 New Volunteers



32 Speakers &
Presentations



13 Patient Events



2,618 Service Hours



Volunteers In Action Photo Gallery



New in 2019

- Held two focus groups for volunteers ages 18-25 to gain insight on recruitment and retention of this generation.
- Celebrated nursing week by rounding on inpatient units with goodies and treats during all shift times.
- Implemented a “Thankful” campaign to allow volunteers to thank staff members for their contributions to St. Jude.
- Expanded the **Beverage Cart Program** to include all staff.



- Fully established an employee volunteer program for hospital staff to easily onboard for short-term or specific volunteer roles, such as helping in the **St. Jude Garden**.



- The St. Jude Hospital volunteer program and the St. Jude housing volunteer program transitioned into independent entities, allowing more freedom for program development.
- The newly created **Treat Trolley Program** serves treats to all patients, families and staff on inpatient units. With its initial success, it will expand to regular programming in 2020.



Volunteer Special Event Opportunities Program

Volunteer Services provided volunteers for 13 events in 2019:

- Dress Fest, Teen Formal, Sibling Star Day and the Holiday Store with the Child Life Program
- Halloween with the Liaison Office
- Science Camp with the School Program
- Parent Prom and a day of organization with the Social Work Department
- Vacation Bible School with Spiritual Care Services
- Back to School event at Tri Delta Place
- Leadership Director Core Commencement with Human Resources
- Letters to Santa with the St. Jude Gift Shop
- Day of Remembrance with the Social Work Department and the Division of Quality of Life and Palliative Care

Club Impact

St. Jude Auxiliary



The members of the St. Jude Auxiliary like to think of themselves as fairy godmothers and godfathers to St. Jude departments. Not only do the members work year-round in various hospital volunteer positions, but they sponsor and work events throughout the year to raise funds to help grant “wishes.”

- Members host two yearly \$5 Masquerade Jewelry (and Accessories) sales.
- Members plan, prepare and volunteer many hours for a four-day Holiday Bazaar, providing early holiday shopping at fantastic prices.
- Because of their tireless efforts, the Auxiliary can fill many requests from various departments for items that may or may not be in their annual budget.
- In 2019, the Auxiliary gave more than \$69,000 in requested supplies, including the Treat Trolleys, milk warmers and feeding pumps for Inpatient Nursing and carry-on bags for Social Work to distribute.

St. Jude Women's Club



The St. Jude Women's Club is a service and social club that provided several memorable experiences for patients and siblings in 2019:

- Founder's Day, which honors Danny Thomas' birthday by serving birthday cake to employees and patients
- The Dr. Seuss birthday party
- A beach party
- Golf-A-Round event
- The Elf event, where members dressed as Santa's elves and helped the children with crafts and cookie decorating
- Internal fundraising events such as T-shirt sales, a Collective Goods book sale and a Fashionista event

These funds raised resulted in departmental wish-list grants this year exceeding \$24,700 for items such as gliders for the Inpatient Unit, sensory items for PICU patients, and isolation carts for Surgical Services, just to name a few.


Ladies of St. Jude



The Ladies of St. Jude continue the work that Danny Thomas started many years ago. Their contribution to the patients and families includes:

- Hosting patient activities and art projects
- Working with ALSAC to host the Memphis Dream Home, where club members not only process tickets but also greet and educate visitors about St. Jude
- Planning and supporting other fundraising efforts for the hospital, such as the St. Jude Walk/Run to End Childhood Cancer and the St. Jude Marathon, where for many years, they celebrate the St. Jude Heroes
- Donating \$641,045.00 in 2019, upholding Danny's promise to the kids
"Wish List" items were granted for Critical Care-Pulmonary, Inpatient Units, Outpatient clinics, Neurology and Surgical Services. The club also sponsors the Family, Guest and Volunteer Services Internship and other programs.

The Ladies continue to promote Danny Thomas' mission that "no child is denied treatment based on race, religion or a family's ability to pay."



Success has nothing to do with
what you gain in life or
accomplish for yourself.
It's what you do for others.

-DANNY THOMAS-

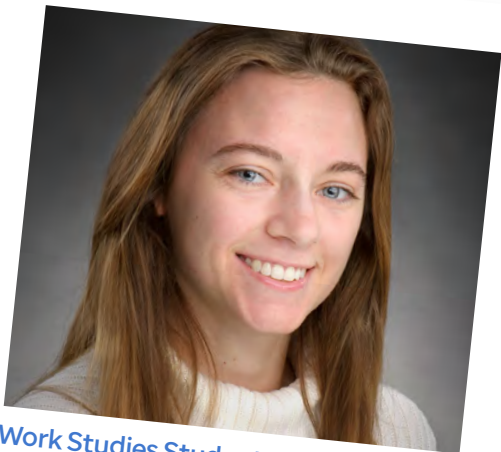
*Thank you,
Volunteers.*



DEPARTMENT COLLABORATIONS

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 evaluations, collecting and interpreting data concerning volunteer impact in the hospital, and investing in time evaluating new and effective volunteer programs.



Work Studies Student, Rhodes College.
Margot Childs

Margot has been part of the FGVS since January 2017.



Summer Interns

(L-R)- Aimee Miller, Alexis Bates,
Allison Leavitt, Savannah Dupree



Fall Interns

(L-R)- Phillip Knutson, Aundria McCadney,
Haley Pearson



Spring Interns

(L-R)- Stephanie Keiper, Hawa Abdalla,
Rachel Castelli

FGVS Highlights 2019

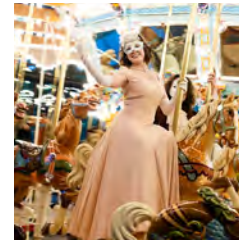
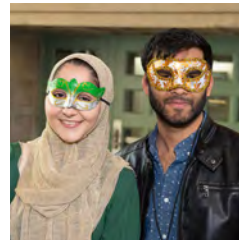


- The profession of Volunteer Management is celebrated annually each November. This year, staff hosted a bee-themed week-long awareness campaign.
- One of 15 departments asked to participate in The Manager's Roundtable: St. Jude Resources Session.
- Partnered with graduate students from Louisiana State University to produce a diversity and inclusion training video.



Annual Appreciation

Event Photo Gallery



2020 Nienhuis Nominees



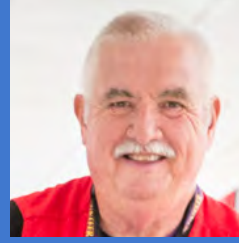
Tehani Barton



Susan Bransford



Jennifer Chavez



Larry Davis



Lyndal Grieb



Tasha Ives



Erin Miller



Cindy Pendergrast



Bev Trojan

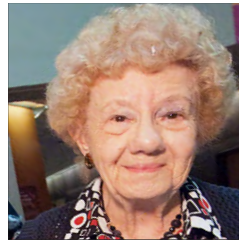
We Welcome Our Newest Lifetime Members



Becca Beaulieu



Ernie Costolow



Julia Eanes



Jo Epstein



Lyndal Grieb



Suzanne Hieserman



Ben Levie



Gayatri Mamidanna



Patty Stephens



Lisa Yarbro

Patient Family-Centered Care

Partner in Excellence Nominees



Traci Adams



Kristin Canavera



Hubert Cole



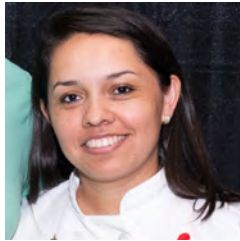
Jacqueline Jerry



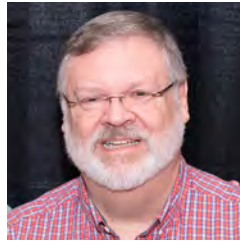
Jermarra Jones-Price



Lilora Kearney



Lorena Loa-Martinez



Jim Mobley



Ray Morrison, MD



Barron Newman



Brendan O'Reilly



Annie Pindell, Khristina Hidalgo, Kendri Herring, Rozalon Shipp, Jason Winkle (PFCC parent volunteer), Nathan O'Conner, Mary Jo Freeman, Carlos Gray, Diana Storment, Devon Taylor, Kelcie Willis

Not pictured: Elisha Gourley and Sandi Staten

We Welcome Our Newest PFCC Platinum Partners



Wendy Avery



Christopher Bridges



Kelly Church



Merri Hackett



Betsy Lambert



Lisa Musser



Christine O'Brien



Kevin O'Brien

Celebrating more than **5** of service as an adviser.

5
YEARS

Recognition of volunteer **Years and Hours**

50-74 hours

| | | | |
|-------------------|------------------------|------------------|---------------------|
| Chinmaya Alli | Cynthia De Ochoa | Catherine Hu | Caroline McCutchen |
| Tina Anderson | Gabriella Yray Decker | Lauren Hurley | Barbara McGregor |
| Tracey Bailey | Kim Deneka | Isra Hussein | Raul Mehra |
| Tehani Barton | Jessica Diaz | Holly Ingram | Camille Moffatt |
| Scott Beaulieu | Anna Jane DiMeglio | Jack Ingram | Marlow Moore |
| John Benjamin | Maribel Donjuan Juarez | Kate Jackowski | Patsy Moretta |
| Dallas Bennett | Kenlee Dunn | Makayla Jibben | Stacey Morgan |
| Mary Bertus | Julia Eanes | Lori Jochum | Ahmed Motiwala |
| Gail Bishop | Josiah Fahhoum | Fraser Johnston | Aqueelah Muhammad |
| Sydney Black | Betty Faulkner | Rene Jooste | Christy Mullikin |
| Tisha Bland | Tom Fila | Emily Joyner | Libba Nance |
| Julia Bolado | Marine Fortin | Madison Keegan | Ben Nganga |
| Alexis Bourdeau | Alex Friedman | Laine Kennedy | Olivia Nutt |
| Stephanie Bowden | James Gaines | Kate Kiameh | Tal Old |
| John Brown | Ana Gallegos | Jaime Kim | Yagmur Onder |
| Vicki Brown | Lluvia Garcia | Gil King | Allison Paez |
| Lynn Burnett | Maria Garcia | Pam Kopchak | Chuck Page |
| Ashlynn Butler | Elizabeth Garfinkle | Angeline Le | Anar Parmar |
| Jay Cardoso | Kennedy Glatzer | Norma Lea | Krishna Patel |
| Keagan Carey | Michael Golden | Eva Leake | Judy Patterson |
| Frances Cates | Emily Grady | Robin Lee | Amanda Penny |
| Lucy Chimes | Bekah Grant | Nicole Lelis | Sarah Perry |
| Emma Clayton | Graham Gumbert | Sophia Lemus | Christy Phan |
| Wendy Clayton | Aubrey Guy | Ben Levie | Paula Phipps |
| Sandra Clifton | Merri Hackett | Robin Litten | Robert Porter |
| Chelsey Cook | Katherine Hall | Logan Livingston | Mary Portner |
| Emily Crunk | Melissa Hardy | Aline Long | Kayla Puzdrakiewicz |
| Lynne Cuthbertson | Steve Hetterscheidt | Kristen Lucas | Jenny Reddick |
| Teresa Dalle | Jennifer Hogue | Maxi Ma | Becky Reeves |
| Gabby Daniels | Jennie Holliday | Paula Malone | Ernie Restivo |
| Brianna Davison | Emeline Hood | Paulette Mastin | Susan Rock |
| Elizabeth Day | Sandy Hopper | Sara Matheson | Emily Grace Rodgers |
| | Hannah Houston | John Mazier | Haven Ross |

Lindsey Rothenbach
Samantha Ruehl
Kristen Ryan
Samuel Santos
Lauma Sarkane
Russ Schaffer
Akaash Seemakurty
Marion Senger
Carolyn Shanks
Patty Shelton
Rebecca Smietana
Madison Spears
Brooklyn Stanfill
Kamala Steele
Bob Stewart
Kay Stewart
Yerusha Stinnes
Daphne Strong
Paris Taylor
Sarah Jon Taylor
Camille Titus
Susan Trammell
Katie Trela
Beverly Trojan
Sara Van Aernum
Emma Van Epps
Ella Vath
Aggie Wagner
Jie Wang
Hannah Wiehe
Darlene Wilken
Hannah Grace Winkle
Hudson Winkle

Dan Wortham
Sri Yalamanchi
75-99 hours
Beth Ann Bailey
Kate Baker
Mary Belenchia
Luella Coleman
Jay Colley
Beverly Combs
Ron Curlin
Andrew Cuthbertson
Patty Donnelly
Marc Doss
Gwen Elrod
Johnnie Mae Evans
Lyndal Grieb
Donna Griffin
Bridgitt Holbrook
Lisa Houston
Danielle Hurst
Becky Johnson
Darin Jones
Tracy Kelly
Yumin Lee
Sandee Lemons
Claudia Lyons
Madeleine McDonald
Kay McVean
Lacy Milam
Marisa Moore
Katherine Nesbitt
Glaucia Novoa
Makenzie Organ

Mary Park
Ashley Peterson
Todd Pierce
Alberto Quesada
Katy Hobgood Ray
Lisa Redmond
Sharon Richardson
Randa Rosenblum
Dolores Seelig
Greer Simonton
Rhonda Smith
Marija Tomic
Sarah Towne
Nancy Walker
Marjorie Webster
Sherry Wilt
Shannon Winkel
100-199 hours
Kelly Adkins
Ernie Albonetti
Rebecca Beaulieu
Ricardo Benton
Jean Bernardin
Roger Boyd
Pat Boysen
Susan Bransford
Phyllis Brown
Barbara Caesar
Pat Canale
Brian Cannon
Sofia Carlton
Kelly Caudle
Nick Chamoun

Maria Chandler
Mike Cook
Valerie Cox
Lisa Crutchfield
Silvia Cubillos
Virginia Daniel
Karen Dodson
Mary Driscoll
Gina Ennis
Karrie Evans
Andy Featherstone
Tammy Featherstone
Deborah Follis
Janet Gatewood
Olivia Goodman
Trish Henley
Pam Hill
Linder Hill
Cindy Howard
Jane Hunter
Kimberly Jessop
Preet Kaur
Maureen Kennedy
Wanda Kerschbaum
Judy Lee
Lynn Lifsey
Lennie Lott
Kim Louis
Gayatri Mamidanna
Nolen Manley
Andy McCall
Dennis Medford
Pat Medling

Katy Mortimer
Lisa Musser
Suzanne Newman
Lisa Noe
Eva O'Beirne
Molly Oster
Derek Pass
Leota Pye
Sue Rogers
Gerald Rossi
Kate Schurch
Anne Shaw
Kim Snider
Nikole Sullivan
Alice Trottman
Lisa Trumbo
Kevin Washburn
Claire Watts
Celeste Welch
Norman Wilkes
Lisa Wintermantel
Katie Witsoe
Melissa Wooten
Dianne Wright
200-299 hours
Cindy Barnett
Chris Bridges
Doris Burton
Larry Davis
Suzanne Hieserman
Dean Ives
Radha Kumar
Betsy Lambert
Jane Vogel

300-399 hours

Fannie Brown
Jennifer Chavez
Betty Christy
David "Paw" Fisher
Erin Miller
Cindy Pendergrast
Pat Pitman
Rog Sphar III
Cathy Swain
Jackie Treat
John Wintermantel

400 or more

Wendy Avery
Tasha Ives
Ginger Newsom
Christine O'Brien
Kenny Perry
Jason Winkle

Milestones

1 Year

Tina Anderson
Ricardo Benton
Lynn Bergwerk
Jean Bernardin
Mariah Berner
Heather Bogart
Roger Boyd
Sarah Burdette
Nick Chamoun
Lelia Chapman
Sandra Clifton
Silvia Cubillos
Brianna Davison

Elizabeth Day
Cynthia De Ochoa
Renee Derossitt
Anna Jane DiMeglio
Maribel Donjuan Juarez
Victoria Doyne
Betty Faulkner
Andrew Featherstone
Jesenia Gonzalez
Kristin Goode
Janice Graham
Jennifer Gregory
Linnie Hemphill
Joy Hernandez
Jennie Holliday
Contessia Humphrey
Holly Ingram
Terry Jenkins
Kimberly Jessop
Amanda Johnson
Stancey Johnson
Becky Jones
Darin Jones
Wanda Kerschbaum
Thenesha Kimble
Pamela Kopchak
Jenny Landstreet
Georgia Lejuwaan
Sandee Lemons
Sophia Lemus
Yizhen Li
Robin Litten
Claudia Lyons
Jennifer Mason

Paulette Mastin
Jeni McBride
Madeleine McDonald
Olivia McGregor
Pat Medling
Linda Monterroso
Marisa Moore
Aqueelah Muhammad
Molly Oster
Derek Pass
Hector Perez
Ashley Peterson
Todd Pierce
Bill Poepsel
Kayla Puzdrakiewicz
Rebecca Rice
Dee Roe
Samantha Ruehl
Shane Schrock
Rebecca Smietana
Rhonda Smith
Megan Spence
William Spence
Rhonda Stafford
Brooklyn Stanfill
Kamala Steele
Jazmyn Stowe
Leah Taylor
Katie Trela
Paige Turner
Heather Tyrrell
Jessica Uhrich
Regina Velasquez
Celeste Welch

Hannah Wiehe
Benjamin Wilander
John Wintermantel
Pamela Wolfe
Evie Wright
Xujie Zhao

5 Year

Melinda Artz
Megan Barger
Cindy Barnett
Barbara Caesar
Jay Colley
Kim Deneka
Patty Donnelly
Jamilla Griffith
Michael Hans
Jane Hunter
Dean Ives
Tasha Ives

Tawana Johnson
Madeleine King
Judy Lee
Robin Lee
Bill Levy
Lennie Lott
Barbara McGregor

Emily Murphy
Matthew Murphy
Suzanne Newman
Jan Nolin
Eva O'Beirne
Judy Patterson
Alberto Quesada
Lisa Redmond
Sandra Rhodehamel
LaPetria Rhoe
Kate Schurch
Melissa Thomason

10 Year

Julia Eanes
Jo Epstein
Deborah Follis
Juliea Goodman
Marilyn Hodges
Lisa Houston
Jack Ingram
Candy Johnson
Kim Louis
Nolen Manley
Christy Mullikin
Tracy Parks
Mary Portner
Susan Rock
Ann Shadyac
Cathy Swain
Lynn Tian
Alice Trottman

Lia Wiley
15 Year
Pat Canale
Michele Crump
Virginia Daniel
René Leach
Susan Lugar
Gale Mueller
Jackie Treat
Donna Williams

20 Year

Aggie Wagner
35 Year
Maria Chandler
Donna Mulhern

Volunteer Supervisors

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

Amanda Brody
Amy Kennedy
Amy Scott
Ashley Anderst
Ashley Carr
Brent Powell
Brin Schaechtel
Brittany Barnett
Brittany O'Shea
Carol Langston
DaMaris Heidelberg
Debbie Garrett

Doni Anderson
Gena Kim
Hannah Crain
Holly Cullum
Jennifer Loving
Jennifer Smith
Jermarra Jones-Price
Jessica Hotchkiss
Jessica Sparrow
Julie Gattas
Karyn Lawrence
Katherine Bailey

Kathryn Cantrell
Kevin Kruger
Kimberly Foster
Kimberly Russell
LaTonya Houston
Laurie Leigh
LaWanda Payne
Libby Gaitskill
Lindsey Patterson
Lisa Clark
Mandi Dodson
Mary Carnes

Mary Parman
Michaela Shurden
Nicole Byford
Patricia Cathey
Rachel Schmelzer
Samantha Ransone
Samantha Toohey
Sandy Murphy
Sarah Daniels
Shandra Taylor
Sherry Lockett
Tricia Spence

Departmental Contributions and Achievements

Articles, Presentations and Posters

- **“Intro to Non-profit Administration,”** University of Memphis. Tricia Spence, CAVS, featured speaker.
- **“Lessons in Leadership... What I’ve Learned,”** St. Jude Leadership Academy. Tricia Spence, guest speaker.
- **“St. Jude Parents Who Have Lost, Heal Together,”** WKNO radio interview and article. Tracey Bailey, Wendy Avery, Lisa Trumbo, Tasha and Dean Ives, parent advisers, Quality of Life Steering Council.
- **“Bearing the Unbearable: Love, Loss and the Heartbreaking Path of Grief,”** Journal of Palliative Medicine. Featured Christine O’Brien, parent adviser, Quality of Life Steering Council.
- **“Bereaved Parents, Hope and Realism,”** submitted to the Journal of Pediatrics by Erica Kaye, MD. Quality of Life Steering Council parent advisers acknowledged for their contributions.
- **“Penelope’s Legacy,”** Greeneville Sun. Andy McCall, parent adviser, Quality of Life Steering Council.
- **“Integration of Parents in an Advisory Capacity,”** Pediatric Palliative Oncology Symposium, September 2019. Kathryn Berry Carter, CAVS, CVA; Wendy Avery, St. Jude parent adviser; and Blythe Lord, executive director, Courageous Parents Network.
- **“Helping Hands: Developing and Sustaining a Volunteer Respite Program,”** Patient Care Services Symposium Poster Session. Co-presenters: Tricia Spence and Debbie Garrett, CVA. Poster placed third of 17 submissions.
- **“Operating a High Quality and Effective Mentor Program: Lessons Learned from the Past 5 Years,”** Patient Care Services Symposium Poster Session. Co-presenters: Kathryn Berry Carter and Brittany Barnett, MS, CAVS.
- **“Engaging Bereaved Parents as Mentors,”** Pediatric Palliative Oncology Symposium, September 2019. Brittany Barnett, MS, CAVS; Lisa Trumbo; St. Jude parent adviser; and Tasha Ives, St. Jude parent adviser.

Leadership Positions

- Memphis DOVIA, Debbie Garrett, Social Media chair
- Manager’s Roundtable Facilitator, Tricia Spence
- Beryl Institute Patient Experience Collaborative, Sub-group members on Family Experience, Kathryn Berry Carter and Hannah Crain
- Collaborative on Parent Mentor Program, Brittany Barnett

Achievements

- Certified Volunteer Administrator (CVA) certification, Debbie Garrett
- St. Jude Compliance March Madness Event, FGVS 3rd place winners Leah Brooks, Debbie Garrett, Brin Schaechtel and Tricia Spence
- Six Sigma Yellow Belt, Project Management, Brin Schaechtel



Thank you, Volunteers.



**St. Jude Children's
Research Hospital**[®]

Finding cures. Saving children.
ALSAC • DANNY THOMAS, FOUNDER

262 Danny Thomas Place
Memphis, TN 38105-3678

www.stjude.org/hospitalvolunteer