

ANNUAL REVIEW 2020/2021



**Family, Guest and
Volunteer Services**

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.
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.
- 4** 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.
- 5** 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.
- 6** 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.
- 7**

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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Director's Statement

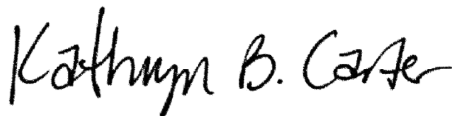
Dear St. Jude volunteers and Patient Family-Centered Care advisers,

What a wild ride the past two years have been. I still remember vividly March of 2020, when we were forced to suspend the volunteer programs due to the pandemic. Never in a million years did we think the impact would be as great as it has been. The world has changed, and even society and the way we gather and communicate with one another has changed. I'm comforted though because one steady and constant thing that never wavered was the care, compassion and support that our volunteers maintained for the hospital's mission. In this annual report, we are pleased to share with you a few of the mission-moments and highlights from 2020 and 2021.

As the hospital moves forward into our bold, new future, we are confident that together we will continue to find creative and safe ways to engage our volunteers in providing patient experience excellence for our patients and families.

My tremendous thanks to each member of our volunteer family for your patience, positive outlook and continued passion for serving St. Jude Children's Research Hospital and for generously giving your time and efforts. Whether you are a hospital volunteer, PFCC adviser, or staff who champions our cause, we appreciate each of you and look forward to what is to come!

With appreciation and thanks,



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

Family, Guest and Volunteer Services is composed of three areas that share a common theme to improve the patient experience:

Patient Family-Centered Care is based on the concept that health care staff and patient families are partners, working together to best meet patient needs.

Concierge Services offers a variety of services to St. Jude families, including running errands, shopping for groceries and providing other non-medical tasks.

Volunteer Services works closely with community members, employees and groups to provide entertaining activities to help distract patients from their illness. Volunteer Services also offers personal care items, treats, beverages and other amenities to support families and staff.



Family, Guest and Volunteer Services

Staff sent this postcard to volunteers and PFCC advisers to share our new work environment and to express how much they were missed.



Pre-Pandemic Activities January through March 2020



The St. Jude Women's Club hosted the Founder's Day celebration honoring Danny Thomas and commemorating his birthday.



Food Services staff celebrated longtime volunteer Lyndal Grieb by hosting a retirement party in his honor. Lyndal volunteered at St. Jude for 15 years.

Members of the Ladies of St. Jude toured areas of the hospital to see equipment and supplies that their donations supported.



St. Jude President and CEO James R. Downing, MD, joined Treat Trolley volunteers to help while rounding on inpatient units.

Sharing and learning best practices are an important part of quality programming. Family, Guest and Volunteer Services staff hosted a day-long visit and tour in February 2020 for colleagues from Arkansas Children's Hospital in Little Rock.



Children's Arkansas staff met with St. Jude staff from housing and departments across the hospital.

Longtime volunteer, Patricia (Patsy) Moretta and Dolores Seelig, affectionately known as "The Sisters," run the Movie Cart.



The St. Jude Women's Club held a Dr. Seuss-themed event in March 2020 and hosted a Collective Goods Sale.

Pandemic Impact

All volunteer programs were suspended indefinitely in March 2020, and FGVS staff members began working from home.

All planned events and activities were canceled, including the annual volunteer appreciation event, Volunteer program, student summer and leadership programs, intern programs and all club events.



We thank our interns for their incredible contributions toward our mission. Pictured are FGVS spring 2020 interns (L to R), Louisa Carter, Alexis Morena, Chloe Kjellin and Maribel Donjuan.

amazon



FGVS staff partnered with the St. Jude Liaison Office to establish an Amazon Smile Wish List, so generous donors could send crafts and toys needed for the Happy Cart and play areas.

Find out more by scanning the QR code. ▷





Before leaving campus in March 2020, Volunteer Services staff developed and implemented a process to ensure that toy and supply needs in outpatient clinic areas were met. Later, staff took the Happy Cart to all Outpatient common areas twice each week.



2020 Highlights

We all found encouragement and motivation from connecting with each other across the volunteer and staff family.





**Family, Guest
and Volunteer
Services**

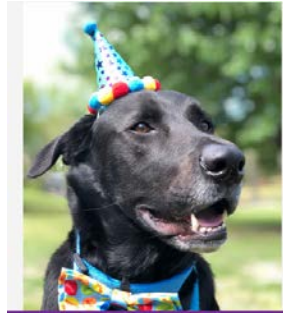
FGVS CONNECT

Connecting all of Family, Guest & Volunteer Services



All communication from FGVS was consolidated into one email newsletter called FGVS Connect. This vehicle enhanced shared communication and provided a way to share frequent updates and changes.

Additionally, while working from home, FGVS staff members made numerous phone calls to check on our volunteers and tell them they were missed. Staff also took advantage of work-from-home time to evaluate all software systems, processes and policies. One of many positive outcomes included approval and purchase of a new volunteer database allowing for greater integration with hospital systems.



*Valerie Cox
Helping Hands*

I've been riding my bike in my neighborhood, reading books, catching up on my TV shows, writing letters to friends, and having a birthday photoshoot for my dog Moose. A plus side of working from home for the past 5 weeks has been wearing t-shirts every day! soon.



*Marc Doss
Child Life Playroom, 5th floor*

Here's how I'm passing the extra time at home. I'm working on starting a saltwater aquarium! I'm still working on getting everything I need and having to learn a lot!! Gonna be a lot of work, but worth it.

Hello my St Jude Family!

I hope everyone is well and safe, back home in Memphis.

During the month of March, I have been in the North Slope of Alaska for a work contract! It was very exciting (and cold! -40F!!) I was able to see the Northern Lights, caribou, arctic foxes, and beautiful sunrises! I left before the outbreak, so my plans have changed, like everyone else's!

Thinking of all the kiddos and hope everyone stays safe!

*Andrew Cuthbertson
Helping Hands*



*Amy Hutcheson
Child Life Teen Art*

I have been giving video talks from studio. Here are two images from different videos. Miss you guys and hope to see you soon.



Volunteers were asked to send in photos of their adventures during the pandemic and how they were spending their time at home. Shown here are several hospital volunteers sharing how they were spending their time.



St. Jude Volunteers Connecting Virtually



Family, Guest and
Volunteer Services



Volunteers, like all St. Jude employees, received “We are St. Jude” yard signs they could display to show connection and support. Shown here are several volunteer-submitted photos of signs proudly displayed in the Memphis area.



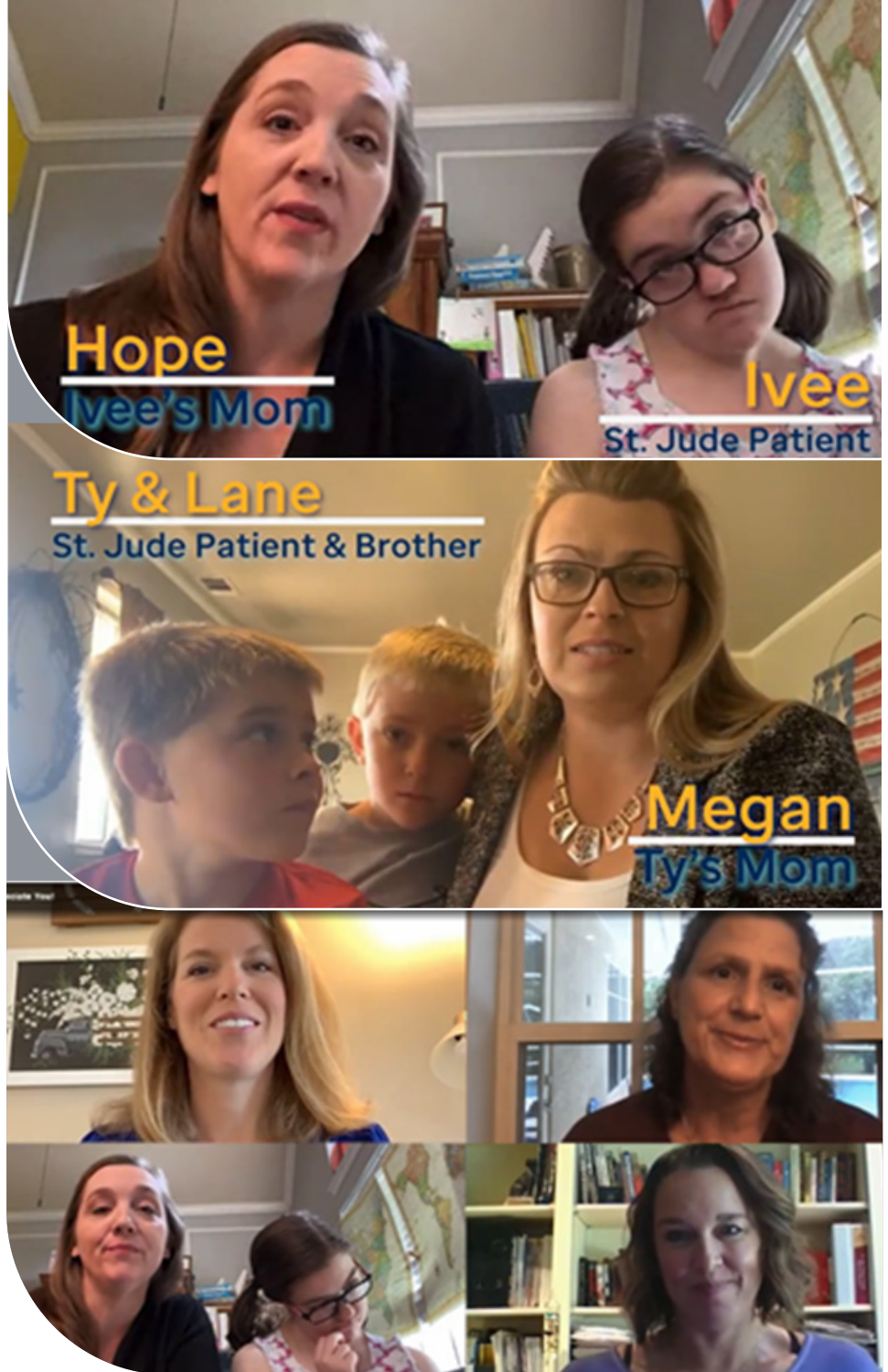
FGVS started a “Share the Love” campaign for the purpose of morale building and to express staff appreciation on our internal Yammer site. Volunteers were encouraged to send in photos for FGVS staff to post.

The Elsener Family Patient Family-Centered Care



ST. JUDE FAMILIES APPRECIATE YOU!

Patient Family-Centered Care advisers and parents of patients in treatment created a video expressing thanks to all St. Jude employees for their hard work and for keeping them safe during the pandemic. This was shown on a loop in the Marlo Thomas Center Auditorium while staff received their daily COVID tests.





FGVS hosted numerous virtual socials for volunteers and PFCC advisers to connect with one another.

Telehealth and Virtual Volunteer Roles

Once FGVS gained approval and learned how to use the hospital's telehealth system, many virtual volunteer opportunities began.

- The Doggy Daze Program was the first group to use telehealth for volunteers. Patients loved seeing the dogs again.
- Volunteer Services hosted bingo for inpatients twice monthly.
- Rehabilitation volunteers helped the staff team with paperwork virtually.
- Food Services created a new virtual position.
- Quality of Life caregiver advisers wrote and mailed cards to bereaved parents.
- Volunteers assessed and revised volunteer components of the St. Jude website with guidance from the User Based Experience (UBX) team.



All 2020 and 2021 meetings were held virtually via Webex. PFCC advisers' participation exceeded engagement expectations through involvement in committees and work groups across all areas of the hospital.

Patient and Family-Centered Care Flourished and Expanded



Abby Cooley,

New PFCC coordinator, was hired to coordinate the Mentor Program and other parent support services. These programs saw a 30% increase in the number of St. Jude caregivers requesting a mentor. The Mentor Program also expanded to support Hematology caregivers and other specialty clinics.

PEER SUPPORT PROGRAM

Experienced adviser volunteers actively engaging and supporting patients and families

PARENT MENTOR PROGRAM

GET IN TOUCH PROGRAM, STAY IN TOUCH PROGRAM

FAMILY TALK, ST. JUDE 101, TEEN TALK, INPATIENT VISITS, RESOURCE TABLE

LONG TERM SUPPORT - REFERRAL ONLY

- The **Parent Mentor Program** matches parents of former patients with families who need an extra layer of support. The program also matches newly bereaved parents with mentors who have also lost a child.

SHORT TERM SUPPORT

- The **Get in Touch Program** matches parents of former patients with families who are new to St. Jude.
- The **Stay in Touch Program** connects all newly bereaved parents with a bereaved parent adviser to offer resources and support.

AVAILABLE TO ALL

- **Family Talk, St. Jude 101 and Teen Talk** are all events that encourage families in active treatment to connect with former St. Jude parents and patients (advisers) in a casual setting at the hospital or at St. Jude housing. Advisers can offer a listening ear, support and provide information or resources.
- **Inpatient Visits** occur several times a year. Advisers visit with patients and their families to provide support at the bedside and education to staff about PFCC.
- The **Resource Table** acts as a “meet and greet” for parent advisers to meet with active families and encourage them to use the resources throughout the hospital while also educating them on ways to get involved.

The Mentor Program added two short-term options for families. The Get in Touch program was piloted as part of the mentor program to support new St. Jude families. Mentors called new families staying at Target House to check in, answer questions and provide support.

The Stay in Touch program, where newly bereaved families receive support and resources from bereaved parent mentors, became part of the overall Parent Mentor Program in 2021.

Feedback brought to you by VOICE

ST. JUDE

ST. JUDE VOICE OUR VIRTUAL PARENT ADVISER COMMUNITIES

792 FAMILY VOICE

St. Jude Family Voice is for families who are in active treatment or who have recently completed treatment at St. Jude.

914
Total Members

122 LEGACY VOICE

St. Jude Legacy Voice is for the bereaved families of St. Jude patients.

2020-2021 ACCOMPLISHMENTS ST. JUDE VOICE

37
SURVEYS

53
POSTS

3000
RESPONSES

225
NEW MEMBERS

2019-2021 TOTALS

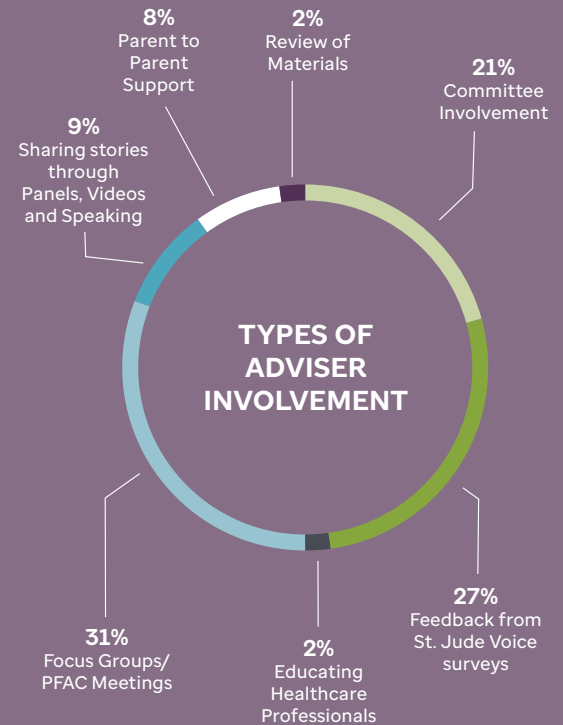
90
SURVEYS

173
POSTS

7300
RESPONSES

914
MEMBERS

More than 90 surveys and activities have been conducted through St. Jude Voice, the virtual advisory community. Feedback was collected from caregivers around meal cards, vaccine education and patient education materials, to name a few. Most surveys result in some sort of policy or process change. One example is a transition in the way meal cards are associated with the patient family, ensuring an easier user experience.



With over 100 active advisers, requests for engagement spread across several facets. Over 300 caregivers were matched with a mentor, and over 700 patient families were involved in important hospital conversations through gathering their feedback. Parents also provided their feedback on work groups, such as the pandemic response team, participating in COVID vaccination discussions and reviewing written materials.

This chart demonstrates much growth from 2018-2022: Advisers have contributed almost 20,000 hours, equivalent to nearly 9 full-time employees. The effort is evenly spread between PFAC and Parent to Parent Mentoring, closely followed by staff partnerships, projects and committees. The important work QoL advisers do in partnering with the QoL staff accounts for over 3,000 hours.

Adviser Involvement 2018-2022*

TOTAL HOURS: 19465 | FTE: 9

Parent to Parent Support

Mentoring, Family Talk, SJ101, DOR



5,843

Parent Family Advisory Council

Meetings



5,683

Staff Partnerships

Meetings



4,804

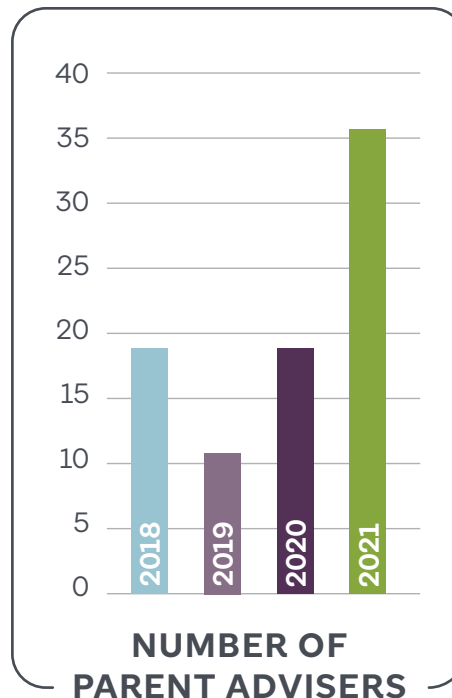
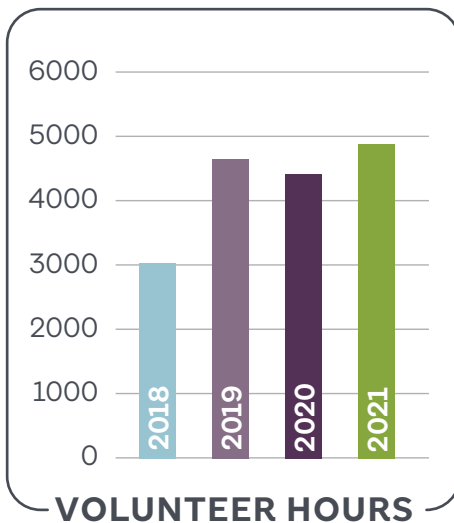
Quality of Life Steering Council

Committee, Meetings, Work groups



3,135

*Stats through July 2022



Though the past five years have consisted of considerable change and unforeseen obstacles, the program trended positively in most areas, including recruitment of advisers and volunteer hours.

Quality and Patient Safety Ad Hoc Council formed



SAFE & SOUND

EVERY CHILD.
EVERY DAY.

Caregiver adviser engagement in Quality and Patient Safety initiatives grew as 10 advisers gave their combined experience and perspective, at HAC, ACA, UBC, Grievance Committee, No Hit Zone and other meetings supporting the QPS Strategic Plan.



Connecting Through Grief When a Child Dies is a podcast created at St. Jude Children's Research Hospital by parents who have experienced the death of a child. Each episode in this first series focuses on a different aspect of early grief. www.stjude.org/grief-podcast



The Together team created Together Communities to provide a forum where families affected by cancer and other catastrophic diseases could connect and share experiences. This initiative includes parent advisers who not only comment with their personal responses, but also help monitor the site for caregivers who may need extra support.



During Patient and Family-Centered Care Month in October 2020, staff and advisers distributed gifts for caregivers and clinical staff.



Volunteers Return to Campus

Volunteer Services staff advocated for the return of volunteers to the hospital and developed a phased-in approach. Once approved, volunteers began returning to the hospital in October 2020. All former volunteers furloughed due to the pandemic were offered the chance to return. FGVS staff worked closely with Legal Services, Infection Prevention and Control, Human Resources, and the Incident Command Center to ensure new procedures and technology enhancements were followed. All returning volunteers signed updated service agreements, completed a new competency quiz and attended an in-person “COMPASS retraining” session led by Volunteer Services staff.



The first phase included the return of Eucharistic Lay Ministry volunteers and Garden volunteers. Pictured is Eucharistic Lay Minister Volunteer Ernie Albonetti being swabbed by the COVID-19 clinical staff team as part of COMPASS Compliance.



All returning inpatient volunteers were trained on new infection control procedures.

Garden staff were thrilled to welcome back volunteers to help during harvest time. Pictured is volunteer Chuck Page assisting with garden tasks.



Phase 1 also included the return of the Treat Trolley that Volunteer Services staff members operated. Staff also circulated with the Happy Cart until volunteers were approved to return.

Phase 2 included the return of the Doggy Daze Volunteer Program and the volunteer Doggy Daze assistants to inpatient units.



The Happy Cart was transitioned back to volunteers in phase two, but still rounding to outpatient clinic waiting rooms, as opposed to pre-pandemic when the Happy Cart only rounded to inpatient units.

Volunteers participated in Halloween 2021.



Returning volunteers are pictured during volunteer COMPASS orientation.

Child Life Playroom volunteers returned in phase two. Toy cleaning and rounding with supplies was a major component of the role.



St. Jude celebrated the return of volunteers to the hospital on its social media channels.

Inpatient unit employees greeted volunteer Kim Louis with excitement as they welcomed the beverage cart back for the first time since the pandemic began. The cart gives an appreciation boost for patients, families and employees, providing a happy moment in the middle of the day.

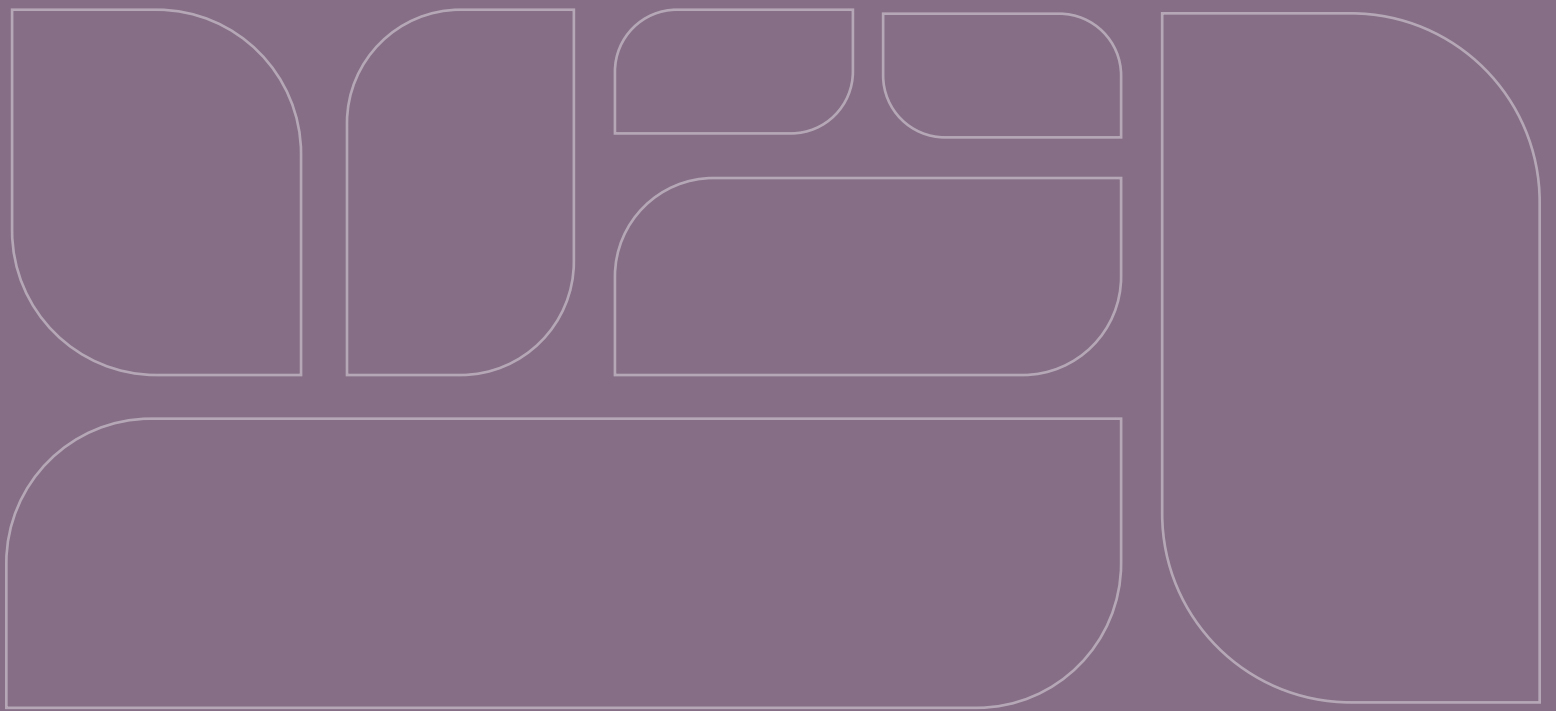
Programs like the beverage cart are organized by St. Jude employees in the Family, Guest and Volunteer Services department working behind-the-scenes to make moments like these happen.

We salute and thank these staff members who embody the spirit of volunteerism which enhances each day at St. Jude. **#GiveThanks**



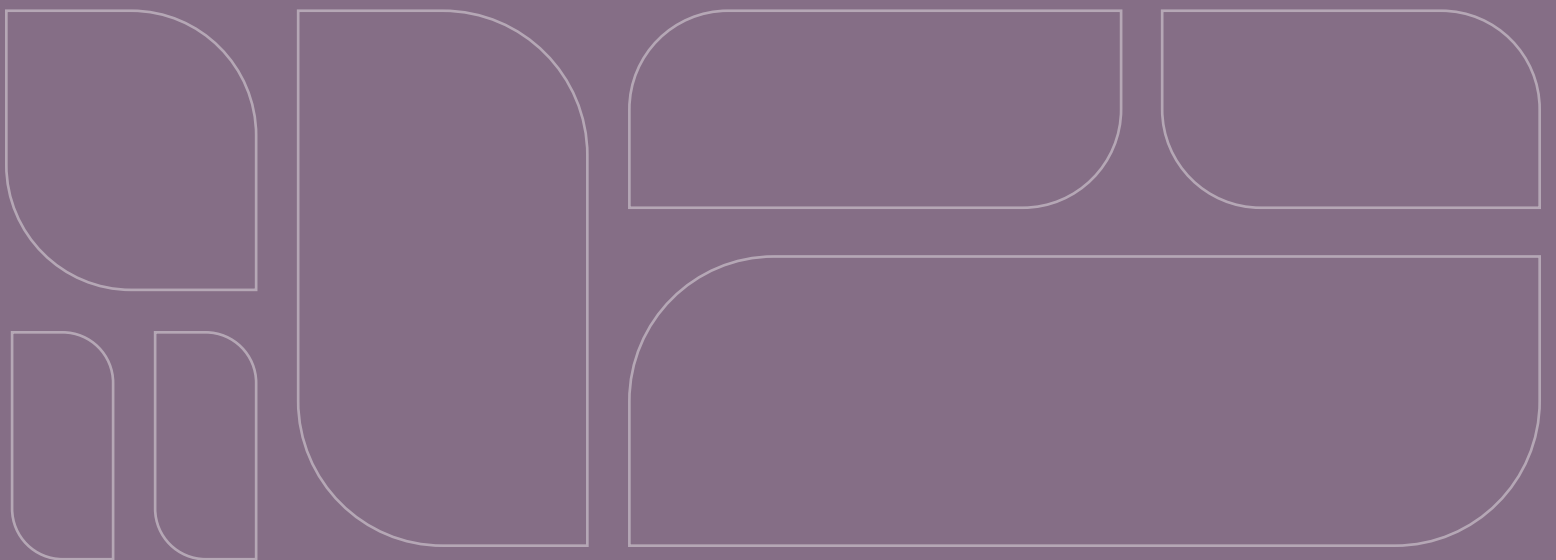
Other volunteer roles phased back in were ICU Greeters, Ready Runners, Bingo Helpers, Kay Kafe Companions, Snack Bag volunteers, Academic Programs, ESL Tutors and School Program Tutors.

Of the more than 500 volunteers who served at the hospital pre-pandemic, 123 returned to regular service at St. Jude. Many moved, life circumstances changed, and others could no longer commit to a regular volunteer shift. We appreciate all who served, and we value their time given.



Concierge Services

A Steady Presence in Serving our Families



Concierge Services gave an extra hand to families who were in isolation or quarantined by picking up meals from Kay Kafe and in the local community.



Concierge Services retrieved clean wagons for families to use while visiting the hospital.

Concierge Services staff remained on campus during the pandemic helping to implement toy and supply needs and covering other duties as they arose.



Concierge Services became errand runners for staff, taking important documents for signatures between caregivers and the psychosocial team. Shown is a morale boost they provided the Incident Command Center.

Two Years in Review



Enrolled Families

1,157
as of June 2020

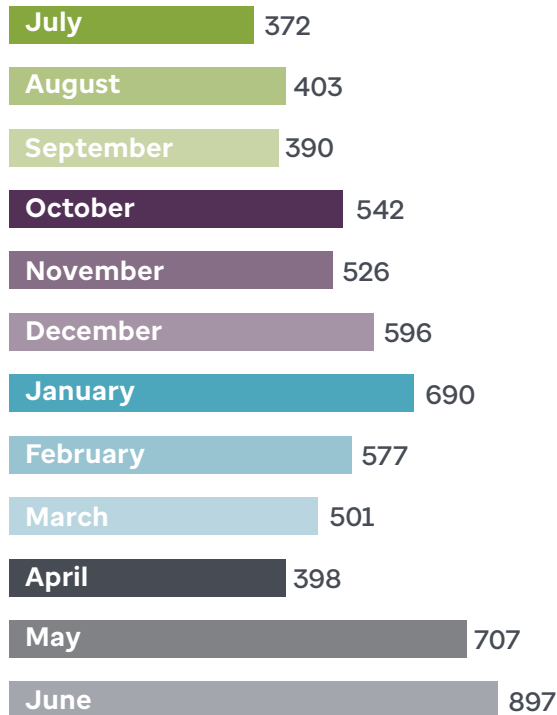


Enrolled Patient Families

1,443
as of June 2021

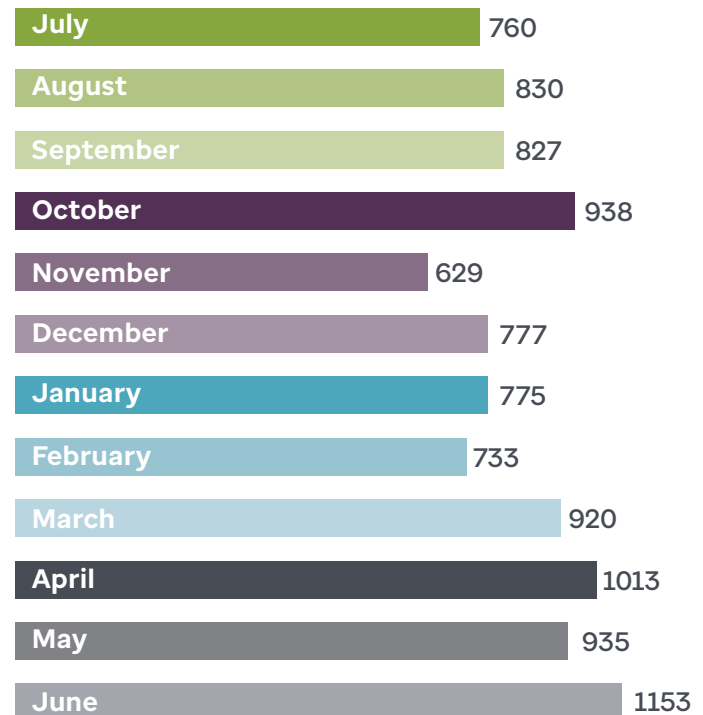
July 2019 – June 2020

Month Sum of Services Provided



July 2020 – June 2021

Month Sum of Services Provided



This data excludes services provided from the greeter desks in the Patient Care Center and Chili's Care Center Lobby Services as well as Patient Inventory and Rounding Services.

What Patient Families are Saying

100%

of respondents agree the concierge made their day more pleasant

100%

of respondents agree they were able to focus on their child because of the concierge's assistance

100%

of respondents agree their hospital experience improved because of the concierge service

"I didn't have a car full-time while we were at the hospital, so having an option for a service that can assist with needs outside of the hospital is very helpful."

"The Concierge Service team always knew my name. They made me feel special. They cared. I see them help moms so much. Often during the pandemic, they were the only people we got to talk to that were not medical staff. They never groaned when we asked for silly stuff. They always treated us so nicely! They are truly one of the greatest assets of St. Jude."

"Concierge Services takes the time to get to know me and my child personally. They are always pleasant, helpful and treat us like family."





St. Jude Volunteer Clubs, Contributions and Activities



The St. Jude Auxiliary

Members of the St. Jude Auxiliary worked year-round in various hospital volunteer positions, and they sponsored and worked events throughout the year to raise funds to help grant “wishes.” Though the St. Jude Auxiliary has disbanded, members retain their connection through virtual social events.

- During the pandemic, members transitioned to hosting an online version of the \$5 Masquerade Jewelry sale.
- In 2020, the Auxiliary gave more than \$58,000 in requested supplies, including the patient room side tables, temporal thermometers, and Day of Remembrance supplies.



After mask mandates were lifted, Auxiliary members enjoyed a meal together to celebrate the club's 50 years of service to St. Jude. Whether they continue volunteering, join other clubs or become a Lifetime Member, everyone remains committed to each other and the hospital's mission.

The Ladies of St. Jude

The Ladies of St. Jude continue the work that Danny Thomas started so many years ago. Despite the pandemic, the group's commitment to St. Jude patients and families never wavered. Together, the Ladies of St. Jude:

- Hosted patient activities and art projects during the pandemic, providing art packets to the hospital for monthly distribution to patients.
- Worked with ALSAC to host the Memphis Dream Home, including ticket processing, overseeing and coordinating open houses, and greeting and informing visitors about the work of St. Jude.
- Helped plan and support other fundraising efforts, including the St. Jude Walk/Run to End Childhood Cancer as well as the St. Jude Marathon.
- Donated \$492,676 in fiscal year 2020 for items that directly supported the families of St. Jude.



In 2021, the Ladies supported St. Jude by donating \$526,016 that was used to fulfill item requests from Anesthesiology, Critical Care Cardiopulmonary, Inpatient Units, Outpatient Clinics, Pharmaceutical Services, Psychosocial Services, Rehabilitation Services and Surgical Services. They also supported “Wish List” requests from Family, Guest and Volunteer Services, as well as Child Life.



Women's Club Elf Hailey Ross distributes holiday stockings with small toys and activities to patients in 2021.

The St. Jude Women's Club:



The St. Jude Women's Club is a volunteer organization for women directly associated with the hospital or ALSAC. Members enjoy social events and participate in fundraisers and patient activities.

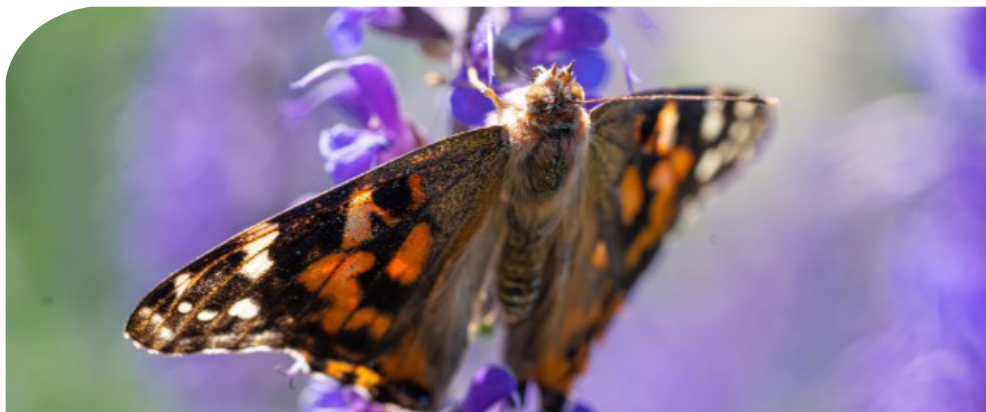
- Pre-pandemic, the club held events such as Founder's Day in February 2020. This day celebrates the birthday of Danny Thomas, and members provided cake for all employees, patients and families. Another was the Dr. Seuss event, where members celebrated through book readings and giveaways.
- Santa's Elves distributed holiday goodie bags to patients in 2021.
- The club donated funds to cover contents and prepared 3,000 treat bags for 2020-2021 Halloween events.
- Members raised approximately \$1,100 through the online Southern Comfort Linen Sale.
- The club hosted a virtual Fashionista sale and sold Zoo Lights T-shirts.
- Wishlist donations granted \$25,000 to various St. Jude departments, including Family, Guest and Volunteer Services, Global Infectious Diseases Program, Clinical Nutrition, Surgical Services, Inpatient/Outpatient Units, Psychology, Housing and Patient Services, and Spiritual Care Services.

Awards Presented in 2020 – 2021

In Memoriam: Honoring Those Who Served

St. Jude volunteers who passed away in 2020 and 2021 were honored with a butterfly release in the St. Jude Garden. These volunteers contributed so much to our volunteer family and to the St. Jude mission. Their legacy will live on through our memories.

- **Fran Costa**
 - **Julia Eanes**
 - **Natalie Frager**
 - **Ben Levie**
 - **Viva Murray**
 - **Ann Tucker**
 - **Lisa Yarbro**
- Doggy Daze canines who passed away:**
-  **Belle Hetterscheidt**
 -  **Piper Thompson**



The Sheryl K. Nienhuis Memorial Award

This award is presented to volunteers who exemplify the qualities of Sheryl K. Nienhuis. Sheryl was the epitome of an outstanding volunteer with her unwavering commitment and selfless dedication to the mission of St. Jude Children's Research Hospital. While waging a personal battle with cancer, she provided immeasurable encouragement to countless St. Jude patients and families in their own battles with the disease.



Lyndal Grieb is the winner of the 2020 Sheryl K. Nienhuis Memorial Award.

**Since volunteer service was suspended, this award could not be given in 2021.*



Patient Family-Centered Care

2020 CHAMPIONS



Penny Beckham,
Certified Registered
Nurse Anesthetist



Dr. Michael Babcock,
Oncology Physician



Emily Brown,
Director of the
Transition Program



Dr. Jennie Forlough,
Oncology Physician



Carol Ryle,
Director of Housing
and Patient Services



Lisa Pitts-Crymke,
Pediatric Oncology Nurse



Sue Lynn,
K-6 Teacher



Dr. Vanessa Parth,
Psychologist



Kasey Wyrick, Social
Worker

WE CONGRATULATE OUR CHAMPIONS!
These staff members were nominated because patient families felt they embodied Patient Family-Centered Care's core concepts of **Respect, Information Sharing, Involvement, and Collaboration**. Thank you for going above and beyond for our patients and families!

Nominate a champion at www.stjude.org/pfcc
Contact us at pfcc@stjude.org



Patient Family-Centered Care's 2021 Virtual Breakfast of Champions

Thursday, October 28, 2021, 9:00 - 10:00 am

Champions

We recognize the following staff who exemplify the core concepts, values, and philosophies of Patient Family-Centered Care:

Abbey Moore
Aditi Bagchi
Andy Saunders
Cassandra Rytting
Dr. Daniel Moreira
Dr. Dylan Graetz
Dr. Hiroto Inaba
Danielle Wright

Debbie Garrett
Emily Nichols
Jacky Zanders
Jennifer Gooch
Katelyn Park
Katy Hobgood
Kim Proctor

Margaret Russel
Senthil Bhoopalan
Sheila Dalrymple
Stephanie Crumpton
Tracy Kaluzny
Tia Hermanson
Valerie Graben
Whitney Freeman

Platinum Partners

We recognize the following parent advisers who have given five years or 1,000 hours of service to improve Patient Family-Centered Care:

Erin Miller
Mandi Sadler
Matthew Tayloe
Misty Tayloe
Tammy Featherstone
Susan Schools

RSVP To PFCC@stjude.org by October 25

WebEx: <https://stjude.webex.com/stjude/j.php?MTID=me30b4c7981182444c71d2ae944d01749>
Meeting Number: 2452 311 8838 Password: Danny1962 Phone: 1-877-668-4490



The Breakfast of Champions, an event that recognizes hospital staff whose actions and attitude promotes and supports PFCC, was held virtually in 2020 and 2021. Staff were recognized for engaging parent advisers in the decision-making process in their department, gaining feedback from caregivers and reaching out to the PFCC program in planning, implementing policies, and new processes and operations, just to name a few.

Since an in-person celebration was not possible in 2020, Family, Guest and Volunteer Services created a "Year in Review" slideshow of pre-pandemic photos to recognize volunteers.

View the slideshow by scanning this QR code. ▷





Cheers to our staff who represent the qualities of Patient and Family-Centered Care at the virtual 2020 Breakfast of Champions.

**MEMPHIS MOST:
BEST PLACE TO VOLUNTEER
ST. JUDE CHILDREN'S RESEARCH HOSPITAL**

St. Jude Volunteer Services was recently named the "Best Place to Volunteer," by voters of The Commercial Appeal. We are humbled and honored by this distinction, especially during this unprecedented time. We look forward to welcoming our volunteers back to campus in the future!

Family, Guest and Volunteer Services



The department was honored with the "Best Place to Volunteer" by readers of the Commercial Appeal.

Partner in Excellence Award

The Partner in Excellence Award is selected from previous PFCC champions. It is presented to a staff member whose work with patient families provides a basis for long-lasting partnership and growth of the PFCC Program.



Jim Mobley, Patient Relations Coordinator, received the 2020 Partner in Excellence award.



Jamie Flerlage, MD, Oncology, received the 2021 Partner in Excellence award.

FGVS created a photo slideshow of 2020 highlights for our virtual celebration.

View the video by scanning the QR code. ▶





Drive-Thru Appreciation

In 2021, FGVS received permission for a drive-thru volunteer appreciation event. All St. Jude hospital, housing and PFCC volunteers were invited to attend.

View all the photos from this event by scanning this QR code. [▶](#)



2020 Volunteer Milestone Celebration

5 Years

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
Matt Murphy
Suzanne Newman
Jan Nolin
Eva O'Beirne

Judy Patterson
Alberto Quesada
Lisa Redmond
Sandra Rhodehamel
LaPetria Rhoe
Kate Schurch
Melissa Thomason

10 Years

Julia Eanes
Jo Epstein
Deborah Follis
Juliea Goodman
Marilyn Hodges
Lisa Houston
Jack Ingram

Candy Johnson
Kim Louis
Nolen Manley
Christy Mullikin
Tracy Christian
Mary Portner
Susan Rock

Ann Shadyac
Cathy Swain
Lynn Tian
Alice Trotman
Lia Wiley

15 Years

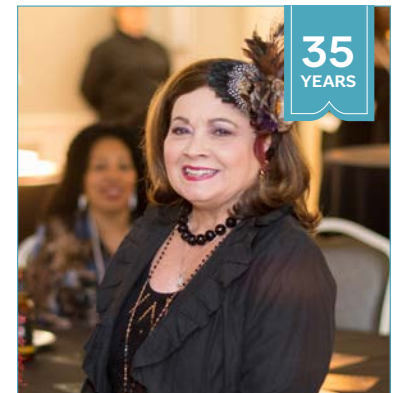
Pat Canale
Michele Crump
Virginia Daniel
René Leach
Susan Lugar
Gale Mueller
Jackie Treat
Donna Williams



Aggie Wagner



Maria Chandler



Donna Mulhern

2021 Volunteer Milestone Celebration

5 Years

Mary Bertus

Gail Bishop

Jane Brigden

Darren Burrichter

Lisa Crutchfield

Larry Davis

Karen Dodson

Johnnie Mae Evans

Walter Evans

Tammy Featherstone

Donna Griffin

Richard Herbert

Alanna Long

Erika Lowry

Paula Malone

Dennis Medford

Patty Shelton

Matthew Tayloe

Misty Tayloe

Aksana Vasilyeva

Cathy Walsh

Shannon Winkel

Melissa Wooten

Dianne Wright

10 Years

Mary Jo Belak

Pat Boysen

Lisa Marie David

Miriam Dillard Stroud

Linder Hill

Libba Nance

Monika Natarajan

Beverly Osing

Lindsey Rothenbach

Bob Stewart

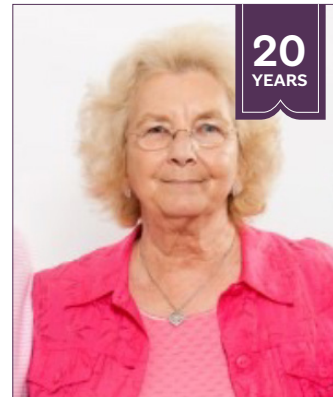
Jane Vogel

Claire Watts

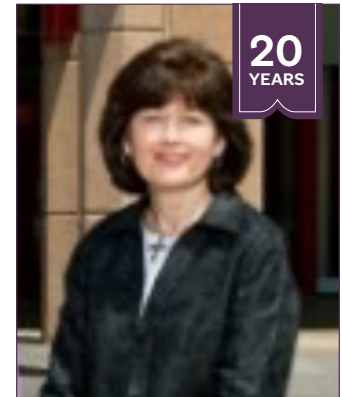
15 Years

Radha Kumar

Patty Williams



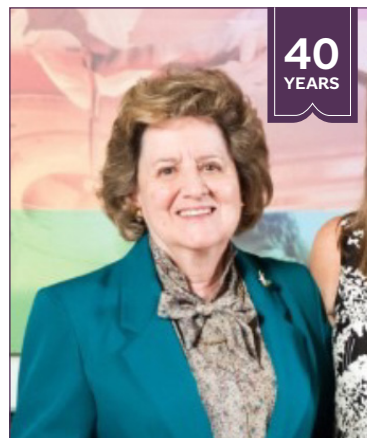
Doris Burton



Bobby Waxler



Betty Christy



Valerie Clasgens



Sarah Pratt

Departmental Contributions and Achievements

Articles, Presentations and Posters

Patient Family-Centered Care: Published Papers

- Development of a structured peer mentoring program for support of parents and caregivers of children with cancer
 - Leveraging Grief: Involving Bereaved Parents in Pediatric Palliative Oncology Program Planning and Development
 - Caregiver mental health in pediatric oncology: A three-tiered model of supports
-

Patient Family-Centered Care Posters

- Implementing a Robust PFCC Awareness Month Leads to Advocacy Year-Round, IPFCC 2020
 - Utilizing a Virtual Adviser Community, IPFCC 2020
-

Volunteer Services posters and presentations:

- American Society for Healthcare Risk Management, Poster Presentation: “Helping Hands: Developing and Sustaining a Volunteer Respite Care Program.”
 - Beryl Institute ELEVATE PX conference, Poster Presentation: “Helping Hands: Developing and Sustaining a Volunteer Respite Care Program.”
-

Kathryn Berry Carter, *Director of Family, Guest and Volunteer Services*, earned the distinction of Certified Director of Volunteer Services from the Society for Healthcare Volunteer Leaders. Kathryn was also recognized as a Values in Action recipient; these are hospital employees who reflect the St. Jude values in ways big and small. She was featured in the **2020 Values Book**.

Debbie Garrett, *Coordinator of Volunteer Services and Special Events*, earned the distinction of Certified Volunteer Administration from the Council for Certification in Volunteer Administration.

Tricia Spence, *Manager of Volunteer Services and Special Events*, earned the distinction of Certified Director of Volunteer Services from the Society for Healthcare Volunteer Leaders.

Internal and External Leadership Positions

- **St. Jude Diversity and Inclusion Council Member, Tricia Spence**
- **St. Jude Manager’s Roundtable Facilitator, Tricia Spence**
- **Patient Experience Collaborative, Kathryn Berry Carter, Brittany Barnett, Hannah Crain**
- **Leadership Squared Program, Kathryn Berry Carter**



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