



When: Wednesday, March 11th, 2020 at 8 am - Friday, March 13th, 2020 at 11:45 am

Where: The Hawthorne Inn & Conference Center
420 High Street
Winston Salem, NC 27101

To learn more about the hotel, visit
<https://www.hawthorneinn.com/contact-us>

REGISTRATION AND HOTEL INFORMATION

Please remember that you must register for the conference and hotel separately

1. Register for the NCHVP Education Conference by clicking the link below: Cost is \$350.00

<https://www.nchvp.org/event-3691001>

**Daily conference prices are noted within registration*

Remember your registration is not complete until we've received your conference registration fee of \$350. **Payment is due in full no later than March 1, 2020.**

Please print the emailed invoice receipt, include it with a check made payable to NCHVP and mail to:

WakeMed Cary Hospital

Volunteer Services

Attn: Laura Riach

1900 Kildaire Farm Road

Cary, NC 2718

Note: Refunds will not be given for cancellations made after March 1, 2020. If you have any questions, please direct them to Torrey Goard Torrey.Goard@unchealth.unc.edu

2. Make hotel reservations online at www.hawthorneinn.com and make sure that you request the discount rate of \$104.00 per night plus taxes and noting it is for The North Carolina Health Care Professionals Group or call the hotel directly at 336-777-3000 and provide them with the Group Name.

Group Name: NC Health Care Volunteer Professional group

Room Rate: \$104

Check-in: 11-MAR-2020

Check-out: 13-MAR-2020

Hotel Name: The Hawthorne Inn & Conference Center

Hotel Address: 420 High Street
Winston Salem, North Carolina, 27101
27409

Phone Number: 336-777-3000

Email: www.hawthorneinn.com

Brief Descriptions of Sessions

Management Development Workshop

Presented by: Melinda Scott, CHVM, Director, UNC Rex Healthcare, Raleigh, NC

All members will benefit from this 4 hour workshop. During the workshop, members new to the profession and members with years of experience will learn from one another while gaining insight into the basics of volunteer management and the importance of professional certification. Members of the Certification Committee will present this session. Attending this class is a requirement if you are seeking certification or recertification as a volunteer manager.

How to Talk So Patients Will Listen & How to Listen So Patients Will Talk

Few events in life are more potentially stressful than a hospital stay. Admission to a hospital generally indicates a major health event in a person's life -- surgery to correct a problem, or a medical condition requiring intensive treatment. Most patients fear either the treatment itself or the medical outcome. Even seemingly positive events such as childbirth can be laden with fear. In this highly emotional environment, one key to success is the ability of the staff to effectively calm patient fears.

Our time together will dive into patient's fears and expectations. Expectations are created and altered by a person's experiences and influences, including current somatic symptoms; perceived vulnerability to illness; past experiences; and knowledge acquired from physicians, friends, family, or the media.

Then we will explore helpful and meaningful responses volunteer teams can provide to patients and their families while at the bedside.

Presented by: Ken Turner

I was a pastor for 20 years before becoming a professional hospital chaplain serving for 22 years. I was the chaplain of oncology at Vidant Medical Center, Greenville, NC, and was blessed to be taught about the "living human document" by precious patients seeking to find meaning in their own health journey. I was then offered the position of Director of Pastoral Care at Carteret Health Care in Morehead City, NC where I provided spiritual and emotional care to patients, their families, as well as the staff. I was also the director and facilitator of the ethics program. I also provided mental health, relational and grief counseling.

After retiring, I returned to the pastorate where I serve a small congregation in Tallahassee, Florida. I have also become a "Lifeforming Certified Professional Coach."

Every Standard, Every Day – Learn the Steps for Your Volunteer Program to be Survey-Ready At All Times.

We will work together to identify what is required to be survey ready for TJC, DNV and CMS. Using a workshop format, attendees will be encouraged to ask questions and identify best practice for their program. Being survey ready not only ensures a less stressful survey environment, but also creates the best and safest program for your hospital and your volunteers.



Presented by: Eileen McConville

Eileen McConville served as Director of Volunteer & Auxiliary Services at New Hanover Regional Medical Center for 15 years. She was responsible for oversight of 900 active volunteers and 50 paid staff in a 728-bed public hospital. Prior to her work in volunteer management, Eileen served as Director of Marketing at NHRMC and has a total of 30 years' experience in hospital operations.

In 2018, Eileen formed Vision Volunteering, LLC. This consulting company is ready to assist volunteer leaders advance their practice and strengthen the volunteer impact at their organizations. Eileen serves as AHVRP's presenter of their 6-part series, "Principles of Volunteer Resource Management."

Eileen received her MBA from UNC-Wilmington and is a Certified Administrator of Volunteer Services.

Volunteer Dashboards: Driving Your Message

How can you translate the intangible good work of your Volunteer Services department into facts and figures that relate to the clinical and financial initiatives of your organization? More importantly, how can you design that message to be understood AT A GLANCE? This breakout session will teach the basics of creating an attractive and informative Volunteer Services Dashboard to enable you to communicate facts quickly and accurately.

***Presented by: Ann Taylor, CVA, Director Volunteer Services and Gift Shops
Atrium Health Pineville, NC***

Streamline Your Onboarding Process

In this session, we will explore two options for streamlining the volunteer onboarding process. We will discuss how people no matter their age are capable of completing the volunteer onboarding requirements online using technology. As we move deeper into a digital age it will become the expectation that our programs utilize technology. Learn how to embrace and use technology to move your programs ahead.

Alternatively, we will discuss how to utilize a group onboarding process. Your time is valuable, so make the process work for you! In this approach, you will gain valuable face-to-face time with applicants before bringing them into the patient experience. The traditional interview process is replaced with a group onboarding session that will allow you to accomplish the requirements of HIPPA, safety and disaster preparedness, infection prevention, policies and procedures, and required paperwork, all while gaining a sense of the applicants and before any offers or placements are made.



Presented by: Gina Blackwell, Director, Cone Health - Alamance Regional Medical Center, Burlington, NC
Jackie Kennedy, CHVM, Manager WakeMed Health & Hospitals, Raleigh, NC

Coach, Mentor, Develop - Ensure volunteer engagement and maximize impact on patient experience and outcomes.

In today's challenging healthcare environment, volunteer leaders must be prepared to offer high-impact services that support the hospital's goals with measurable results. This session will guide attendees to identify one or two new program areas they can develop for their hospital in the upcoming year.

Presented by: Eileen McConville (bio above)

Patient Family Advisory Councils – PFACs and their impact on Volunteer Services

During this session, we will discuss the trend of PFACs in hospitals nationwide, what purpose they serve, and how Volunteer Service Departments are involved. Gain insight on how to recruit and place volunteers on PFACs, create position descriptions and keep PFAC volunteers engaged.

Presented by: Janice McSweeney, Manager Guest Services, New Hanover Regional Medical Center, Wilmington, NC

Looking for a new program that will enhance the patient and family experience at your facility?

Tranquil Transition: Compassionate Companions is a program inspired by Sandra Clarke's "No One Dies Alone." It is a volunteer effort providing companionship and support at the bedside when a patient has no family/friends present or when family members need respite. Volunteers create a peaceful presence by holding the patient's hand, reading to the patient and / or playing soothing music. Come learn more about this program and how to make it work for your hospital....big or small!

The Oshibori Experience: Provide a totally unexpected service at your hospital! Oshibori towels are infused with lavender oil, most commonly known for its ability to ease nerves and anxiety, as well as physical aches and pains. Not only will this experience cleanse your hands and help prevent infection, but will offer a calm moment of comforting tranquility. Kara will go over a couple of ways this can be implemented at your facility.



Presented by: Kara Chadwick, Manager CarolinaEast Health System, New Bern, NC

CONFERENCE AGENDA

*Denotes recently added.

WEDNESDAY, MARCH 11, 2020

AGENDA	TIME	CONTACT HOURS
Conference Registration Open	7:30 am to 12 noon	
Management Development Workshop (required for certification)	8 am to 12 noon	4
Lunch Ken Turner: How To Talk So Patients Will Listen & How to Listen So Patients Will Talk Part I	12 noon – 1:30 pm	1.5
Getting to Know You	1:30 pm – 2 pm	
Ken Turner: How To Talk So Patients Will Listen & How To Listen So Patients Will Talk Part II	2 pm – 3 pm	1
Vendor Fair/Heavy horderves	3 pm – 5 pm	

THURSDAY, MARCH 12, 2020

AGENDA	TIME	CONTACT HOURS
Breakfast	8 am to 8:45 am	
Eileen McConville: Every Standard, Every Day - Learn the Steps For Your Volunteer Program To Be Survey-Ready At All Times	8:45 am – 10:45 am	2
Breakout Sessions <ul style="list-style-type: none"> • Ann Taylor: Volunteer Dashboards: Driving Your Message • Gina Blackwell & Jackie Kennedy: Streamline Your Onboarding Process 	11 am – 12 noon	1

Lunch	12 noon – 1 pm	
Eileen McConville: Coach, Mentor, Develop - Ensure Volunteer Engagement and Maximize Impact on Patient Experience and Outcomes	1 pm – 2:30 pm	1.5
Breakout Sessions <ul style="list-style-type: none"> Janice McSweeney – PFACs and Their Impact on Volunteer Services Kara Chadwick – Looking for a new program that will enhance the patient and family experience at your facility? 	3 pm – 3:30 pm	0.5
Volgistic Workshop with the Pros	3:30 pm to 5 pm	1.5
45th Anniversary Celebration Dinner	6 pm – until	

FRIDAY, MARCH 13, 2020

AGENDA	TIME	CONTACT HOURS
Breakfast	8 am to 9 am	
Annual Business Meeting	9 am – 10 am	
*NCHVP Benchmarking Results and Roundtable Discussions for the future of NCHVP	10 am – 11 am	1
Closing Remarks/Prizes	11 am – 11:30 am	