

“Volunteers: Secret Agents for Patient Experience Improvement”

Presented by *Colleen Sweeney*

Standard keynote designed for volunteers and their leaders (90 minutes of material that makes a difference)

Have you ever wondered how and what those healthcare organizations in the top 5 percent are doing to WOW patients and get those unbelievably high scores?

One of the most visible departments in an organization is the volunteer force. They are everywhere!

Understanding the crucial role the **volunteer plays** in the patient experience is essential to *understanding the power that each volunteer has within them.*

This program will explore The Patient Empathy ProjectSM and its findings. This study was conducted to identify patients' most prominent fears in healthcare in an effort to sensitize caregivers to their concerns. Awareness of what patients fear can **help volunteers make an emotional connection between ‘always’ behaviors and the words they choose,** and the affect it will have on the patient experience.



Colleen will help volunteer services think bigger and differently about the work they do and the value they can bring to an organization!

She will share 10 things you can implement immediately to change the culture of your volunteer service. Be ready to feel motivated, moved and empowered!