

Volunteer Role

Through active listening and respectful conversation, Advisors gather insights that help recognize excellent care, identify opportunities for improvement, support service recovery, and enhance the overall patient and family experience.

Advisors serve as peer representatives and do not provide clinical care, medical advice, or replace the role of hospital staff.

Responsibilities

- Introduce yourself and explain the purpose of rounding.
- Obtain patient consent before beginning any conversation.
- Engage patients and families using active listening techniques.
- Ask approved rounding questions and accurately document responses.
- Capture and document patient and family feedback, including recognition of exceptional care, compliments, concerns, and opportunities for improvement.
- Escalate compliments, concerns, service recovery opportunities, and immediate patient safety concerns to the appropriate staff liaison or manager.
- Follow all hospital policies related to privacy, confidentiality, infection prevention, safety, and volunteer conduct.
- Complete required documentation and participate in a debrief with the staff liaison at the end of each shift.
- Respect the boundaries of the Advisor role and refrain from providing medical advice, clinical interpretation, or personal opinions.

Requirements and Qualifications

- Compassionate, respectful, and empathetic.
- Strong listening and communication skills.
- Objective and non judgmental.
- Reliable, professional, and accountable.
- Committed to improving the patient and family experience.
- Comfortable in patient care areas.
- Able to work collaboratively in a team environment.
- Able to document feedback accurately and objectively.
- Comfortable using basic computer technology.
- Able to maintain confidentiality and appropriate boundaries.
- Willing to complete required training.
- Complete a Health Surveillance Form, including a 2 step TB skin test and immunization assessment.

Time Commitment

- Typical rounding shifts are 1 to 2 hours in length.
- Advisors are encouraged to participate in at least one rounding shift per week.

- ✓ Compassionate and empathetic
- ✓ Friendly and approachable
- ✓ An active listener
- ✓ Respectful and non judgmental
- ✓ Professional and reliable
- ✓ Able to maintain confidentiality
- ✓ Comfortable speaking with patients and families
- ✓ Comfortable in patient care environments
- ✓ Service oriented
- ✓ A collaborative team player
- ✓ Respectful of diverse perspectives and experiences
- ✓ Comfortable using basic computer technology
- ✓ Interested in improving the patient and family experience
- ✓ Able to maintain appropriate boundaries
- ✓ Open to learning and completing required training