



# Engineering Change. Inspiring Leadership.

**2020** California Hospital Volunteer Leadership Conference





**Engineering Change.  
Inspiring Leadership.**

2020  
California Hospital  
Volunteer Leadership  
Conference

# Conference Connections

California Hospital Volunteer Leadership Network

February 17, 2020 | 3 p.m. – 3:45 p.m.



# Learning Objectives

- Provide an overview of
  - California Association of Hospitals and Health Systems (CAHHS) Volunteer Services
  - Committee on Volunteer Services
  - 2020 California Hospital Volunteer Leadership Conference

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## California Hospitals

- 439 California Hospital Association member hospitals
- Estimated number of California hospital volunteers is 60,000 – 80,000, potentially 100,000.



# Understanding Our Impact: The California Hospital Volunteer Impact Report©



**439**  
total member hospitals

**340**  
operate with volunteers

**111**  
replied to questionnaire

Hospital has a paid employee who oversees volunteers

**104 YES**  
**7 NO**

*Volunteers involved in hospital retail operations*

**72 YES**  
**39 NO**

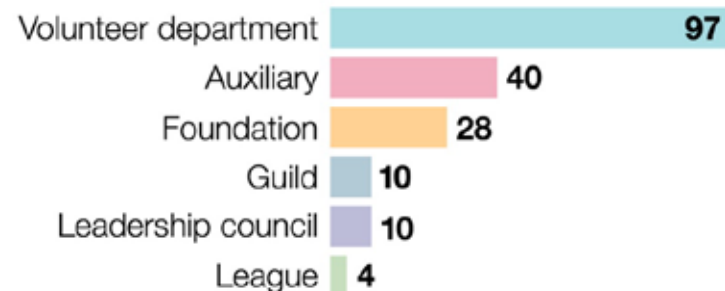
Hospital offers a volunteer youth program

**93 YES**  
**18 NO**

Volunteer actively involved in hospital fundraising activities

**47 YES**  
**64 NO**

## *Volunteer organizations represented*





# CAHHS Volunteer Services

## Vision

Volunteer Services is an organization that can lessen the economic burden on the system, one that becomes part of a whole team whose sole purpose is to heal and comfort.

## Mission

The California Association of Hospitals and Health Systems Volunteer Services Department mission is to create and support a favorable climate for voluntary hospital service in the areas of advocacy, governance, fundraising, public relations and service.



# CAHHS Volunteer Services

Website

[www.calhospital.org/volunteers](http://www.calhospital.org/volunteers)

Facebook

[www.facebook.com/CalHospitalVolunteers](https://www.facebook.com/CalHospitalVolunteers)



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# CAHHS Volunteer Services Staff

**Melanie D. Shanley**

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# CAHHS Committee on Volunteer Services (COV)

- Appointed by CAHHS Board of Trustees
- Established process for more than 25 years
- Serve one calendar year terms, with option to renew up to 3 years total
- Interested members, contact CAHHS Volunteer Services



# CAHHS COV

- COV Purpose
  - Advise the California Association Hospitals and Health Systems and California Hospital Association (CHA) Board of Trustees
  - Provide a forum to share, collaborate, communicate
  - Be an information clearinghouse
  - Provide leadership training and development

# Conference Overview

- General Sessions
- Concurrent Sessions
  - Everyone Ready Series
  - Volunteer Leadership Solutions
  - Emergency Preparedness
  - Retail
  - Expert and Peer-Led Roundtable Discussion Groups

# Conference Program & Sched Mobile App

**It's all in there...**

- Table of contents
- Schedule at a glance
- Daily program schedule
- Session descriptions
- Roundtable discussion topics
- Committee members
- Hotel map
- Resources

<https://californiahospitalvolunteers2020.sched.com>

WiFi access code — CAHHS2020

# Conference Attractions

- Exceptional speakers
  - General sessions (4)
  - Concurrent breakout sessions (14)
  - Expert and peer-led roundtable discussion groups (2)
- Welcome reception
- Sponsor/Exhibit
  - Visit the official conference photographer — Mom365 Newborn Photography — for your complimentary professional and group photos
  - Tour the Pomona Valley Hospital Medical Center Mobile Hospital Command Center
- 200+ attendees
  - More than 100 hospitals represented

# During the Conference

1. Clear your calendar/clear your head
2. Get plenty of rest
3. Eat and drink lots of water
4. Talk to strangers (yes, that's okay here)
5. Wear comfortable shoes
6. Share your ideas, thoughts, resources, etc.
7. Use your program to attend all you can
8. Ask questions



## During the Conference *(continued)*

9. Take notes to share when you return
10. Visit the exhibitors, lots of fun stuff
11. Thank conference sponsors and supporters
12. Divide and conquer
  1. If you are here with a group, attend different sessions to broaden your coverage and learning
13. Complete the session evaluations at each session
14. Have FUN!!!

# After the Conference

- Complete the online evaluation that will be emailed to you shortly after the conference.
- Share your conference experience and materials with your hospital and local volunteer groups.
- See post-conference checklist on page 62 of your program.
- A Certificate of Attendance will be automatically emailed upon completion of online evaluation.



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# Questions?

Thank you!

