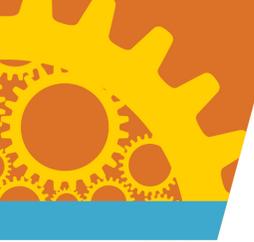




Engineering Change. Inspiring Leadership.

2020 California Hospital Volunteer Leadership Conference





Connecting Volunteer Expertise to the Quadruple Aim

Wendy Turner, CAVS

Manager, Volunteer Services
Providence Regional Medical Center
Everett, WA

Pam Keck

Manager, Volunteer Services
Swedish Medical Center
Issaquah, Redmond and Mill Creek, WA



Learning Objectives:

- Journey through a deeper look at ourselves as professional experts in our field.
- Communicate relevant and impactful information that will catch the attention of leaders.
- Document the impact of volunteers to meet the American Hospital Association (AHA) goals of the Triple/Quadruple Aim.



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Reporting? What does that look like?



*Trusted my instincts to spend extra time with a 5 year volunteer whose partner has just been diagnosed with cancer. I can see he needs to take some time off and I have placed him on the inactive list **thus reducing the number of active volunteers**. He may or may not resume volunteering, but, due to his positive experience so far, **will remain an advocate forever**. I will be spending time to check in on him periodically because I hope he returns to volunteering, but also, because I care about him as a person (and make no mistake, our volunteers know the difference between sincerely caring about them versus giving them lip service). My personal attention to volunteer needs **increases the overall number of active volunteers**. It also creates satisfied volunteers who will **advocate for us no matter whether they continue volunteering or not**.*

— Meridian Swift in [volunteerplaintalk](#) ~ for today's leaders of volunteers

*Spent 45 minutes with a prospective volunteer who admittedly can't volunteer until sometime next year. This prospective volunteer's father was helped by our organization and she is interested in giving back, although current commitments are preventing her from taking training. I have set reminders in my calendar for scheduled contact with her throughout the year as I perceived her as an excellent future volunteer. Rushing her at this time will only increase her overload of responsibilities and will cause her to quickly quit. **As a result, no new volunteer stat has increased** but time spent will pay off in the future because this potential volunteer also **belongs to several key civic groups that I have been recruiting**. She's already booked a **speaking engagement** for me next month. I expect **several new volunteers** from forging a relationship with this group.*

— Meridian Swift in [volunteerplaintalk](#) ~ for today's leaders of volunteers

*Attended funeral of long-term volunteer who retired due to health reasons more than two years ago. **No stat will be affected**, but I did it because this is the right thing to do.*

Addendum: Received a phone call from the volunteer's son whom I spoke with at his mother's funeral. He is a VP at the largest investment firm in our area and is very interested in setting up a **corporate volunteer program with me. There will be substantial work involved. And, BTW, he and the firm will be **donating** in his mother's name.*

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The soft work we do is an ocean compared to the kiddie pool stats we report. Our instincts flow like a current, over and under the waves of volunteer requests.

— Meridian Swift in [volunteerplaintalk](#) ~ for today's leaders of volunteers



How are we communicating the bigger picture to our leaders?

- Monthly stats (whose priority?)
- Newsletters
- Email communication
- Facebook/Instagram
- Annual Reports



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Is it Enough?





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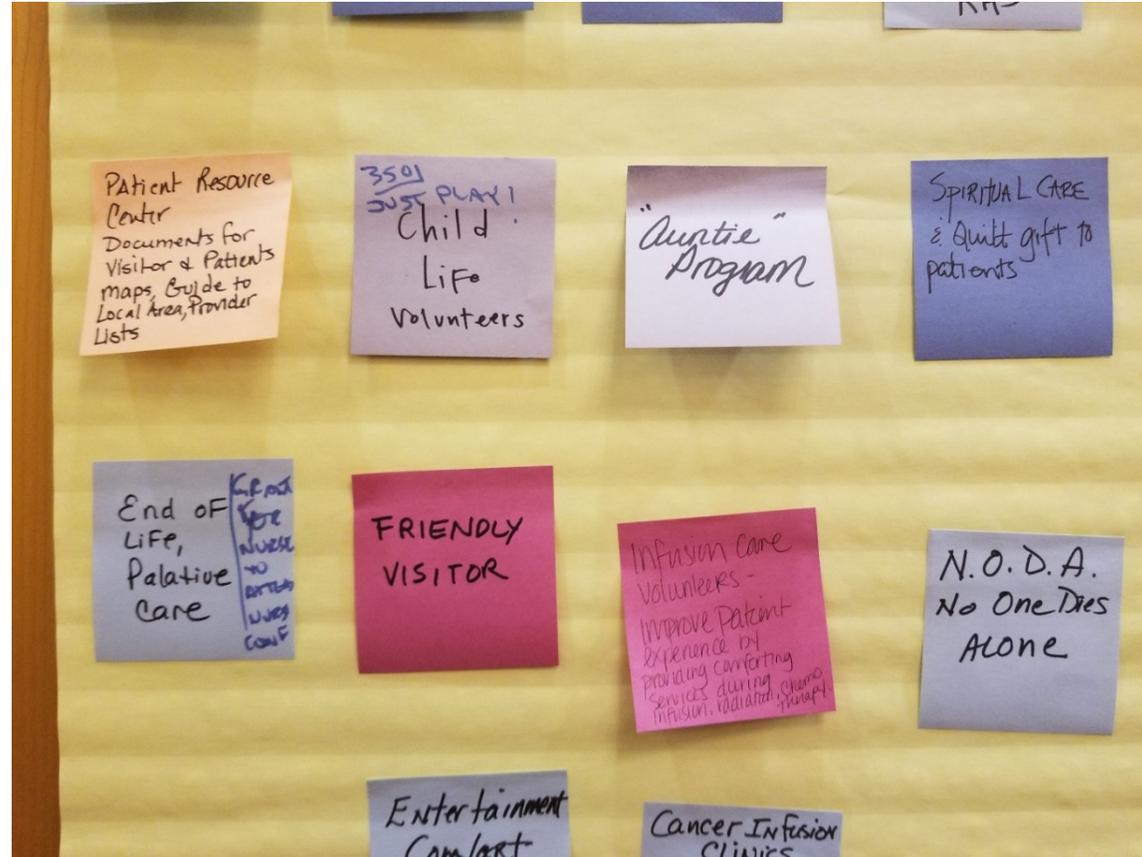
This is how we were feeling. Washington State Society of Directors of Volunteer Services (WSSDVS) was dying. And we were exhausted.





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Then came the Conference that changed our downhill spiral and taught us the power of our Collective Story.

It started with ordinary conference conversations

- Struggles
- Successes
- New programs
- General service programs
- Impact
- Stories
- Challenges
- Triumphs

We Needed a Concrete Work Product

- Share our collective story
- Shareable with peers and leaders
- Capturing the impact of volunteers in healthcare
- Elevate the professional nature of our work

What is the Triple/Quadruple Aim?

- **Aim #1**

Improving the Patient Experience
of Care

- **Aim #2**

Improving the Health of
Populations

- **Aim #3**

Reducing the Per-Capita Cost of
Healthcare

- **Aim #4**

Care Team Well Being

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There's Power In Numbers



WSSDVS Quadruple Aim

About WSSDVS

Washington State Society of Directors of Volunteer Services (WSSDVS) is a not-for-profit professional membership group. Established in 1966, WSSDVS is an organization dedicated to the profession of volunteer leadership in healthcare institutions. Our goals are to strengthen the profession of volunteer services administration, offer opportunities for professional development and recognition, promote volunteerism as a resource in serving the healthcare needs of the state and support healthcare volunteerism. We are quite proud of being the first AHVRP Chapter affiliate, established in 2013.

About the Quadruple Aim

As healthcare continues to transform, we have felt the impact here in Washington State. The Washington State Society of Directors of Volunteer Services (WSSDVS) knew that to engage our current members and entice new members to join, we must have an engaging, outcome-driven conference. We knew it had to be fully relevant and impactful enough to catch the attention of their leaders. When we reached out to AHVRP for assistance we were met with excitement and a shared vision. Former Governance and Operations Manager Ursula Pawlowski designed and presented content that encompassed personal and professional growth. Most importantly, she guided our group through the journey of a deeper look at ourselves as professional experts in our field.

Engaging Health Care Volunteers to Pursue the Triple Aim illustrated for us how empowered Volunteer Leaders had documented the impact of volunteers toward collective healthcare goals. In our discussion, the idea of a Quadruple Aim emerged from a leader whose hospital is already incorporating the concept of Caring for the Team's Well Being. As healthcare changes it is pivotal that Volunteer Leaders drive the effort to create roles that directly impact the success of the Triple or Quadruple Aim, and in fact are already doing so.

Following the conference, as members discussed with their Senior Leaders the journey we were about to embark on in publishing this booklet, all were supportive and offered words of encouragement. We must encourage hospital leaders to remember that Volunteer Services connects volunteers to life-enriching experiences that support patients, families, staff and volunteers. To have their support and that of AHVRP and the AHA sheds light on the best kept secret in healthcare. The work we do is complex and we all know that it is far more than just onboarding volunteers.

Telling part of our story here is an opportunity to help open doors and increase the professionalism and credibility of Volunteer Leaders throughout the country. This publication is a building block for other hospital systems and state organizations to unite in learning from one another and in sharing their own excellent work in meeting healthcare's overarching goals.

#1

HOSPITAL SEWING

Q1 Attendee info:

Name (include designations):	Meg Fallows Volunteer Coordinator
Title:	
Company:	Kadlec Regional Medical Center
Total number of volunteers:	493
City/Town:	Richland
State:	WA
Number of beds:	270
Work Email Address:	meg.fallows@kadlec.org
Work Phone:	509-942-2248

Q2 Which category best fits your program? **Aim #3: Reducing the Per-Capital Cost of Health Care**

Q3 What is the name of your program? Year program began?

Hospital Sewing 1048

Q4 What is the goal of your program?

To make and mend items for the hospital

Q5 What is the summary of your program? Purpose? What was the need?

To create & supply linens as needed or requested by physicians and other hospital caregivers.

Q6 What are the roles of the volunteers? Specific, measurable, impact outcomes?

20 Auxiliaries met once a week and gave 5,000 hours of service in 2017. This saved the hospital almost \$100,000 because of re-purposing and recycling linens. They also make hard to find and expensive items using their own designs for a fraction of the cost.

Q7 What is the role of health care provider staff?

Recruit, onboard & schedule suitable volunteers for the position.
Provide the equipment (sewing machines, sergers etc.) and pay for any material that is not donated. Provide a dedicated workspace for 16 sewing machines.



Elevating Our Profession

We must encourage one another and our healthcare leaders to remember that Volunteer Services connects volunteers to life-enriching experiences, that support patients, families, staff and volunteers.

To have their support and that of AHVRP sheds light on the best kept secret in healthcare. The work we do is complex and we all know that it is far more than just onboarding volunteers.



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The Infamous Iceberg





WSSDVS Today.....

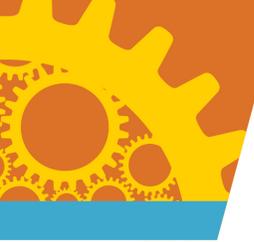


Our members are networking more, planning educational events and we are moving forward.

Is it perfect, no.

Drum Roll....please

- Association for Healthcare Volunteer Resource Professionals (AHVRP) Support
- Website Updates
- AHVRP
 - Resources
 - Quadruple Aim
 - <https://www.ahvrp.org/quadruple-aim>



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Questions?



Contact Info

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