

Developing the Workforce Pipeline Through Volunteer Programs

2022 California Hospital Volunteer Leadership Conference

February 22 | 11:30 a.m. – 12:30 p.m.



Moderator & Presenters



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Ensuring Care for All Californians Requires Strengthening the Health Care Workforce

The health care system for all Californians does not have enough nurses, physicians, pharmacists, behavioral health professionals, lab scientists, home health aides, and more.

11 million+

Californians live in an area without enough primary care providers.



The state's nursing shortage gap won't be closed **until 2026**.

500,000

New allied health care professionals — medical assistants, imaging specialists, and other non-nursing staff — are needed in CA by 2024.



People of color will be a majority of Californians by 2030 but are woefully underrepresented in the health workforce.

COVID-19 has pushed many health care workers to leave their profession, and hospitals now struggle with the worst staffing shortages in memory.

1 in 5 physicians and **2 in 5** nurses intend to leave practice within two years.

78% of CA hospitals report an increase in staff turnover from pre-pandemic to Q2 of 2021.

The staff vacancy rate in California hospitals has jumped **98%** since the end of 2019, just before the COVID-19 pandemic.



Closing the health care workforce gap requires:

- Retaining the current health care workforce
- Eliminating barriers to entry for in-state and out-of-state health care workers
- Building a pipeline for a more robust and diverse future workforce



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MOVING

FORWARD

United Together



Developing Future Healthcare Models

- At Kaiser Permanente, we start the volunteers' experience in healthcare
 - ✓ Engaging volunteers through **community partnerships** that encourage participation in healthcare organizations
 - ✓ Creating vital **workflow development** through our varying Volunteer Programs and throughout the medical center
 - ✓ Developing a **hiring pipeline** for healthcare organizations

Ultimately resulting in a medical center that represents the community that we live in when you hire volunteers!

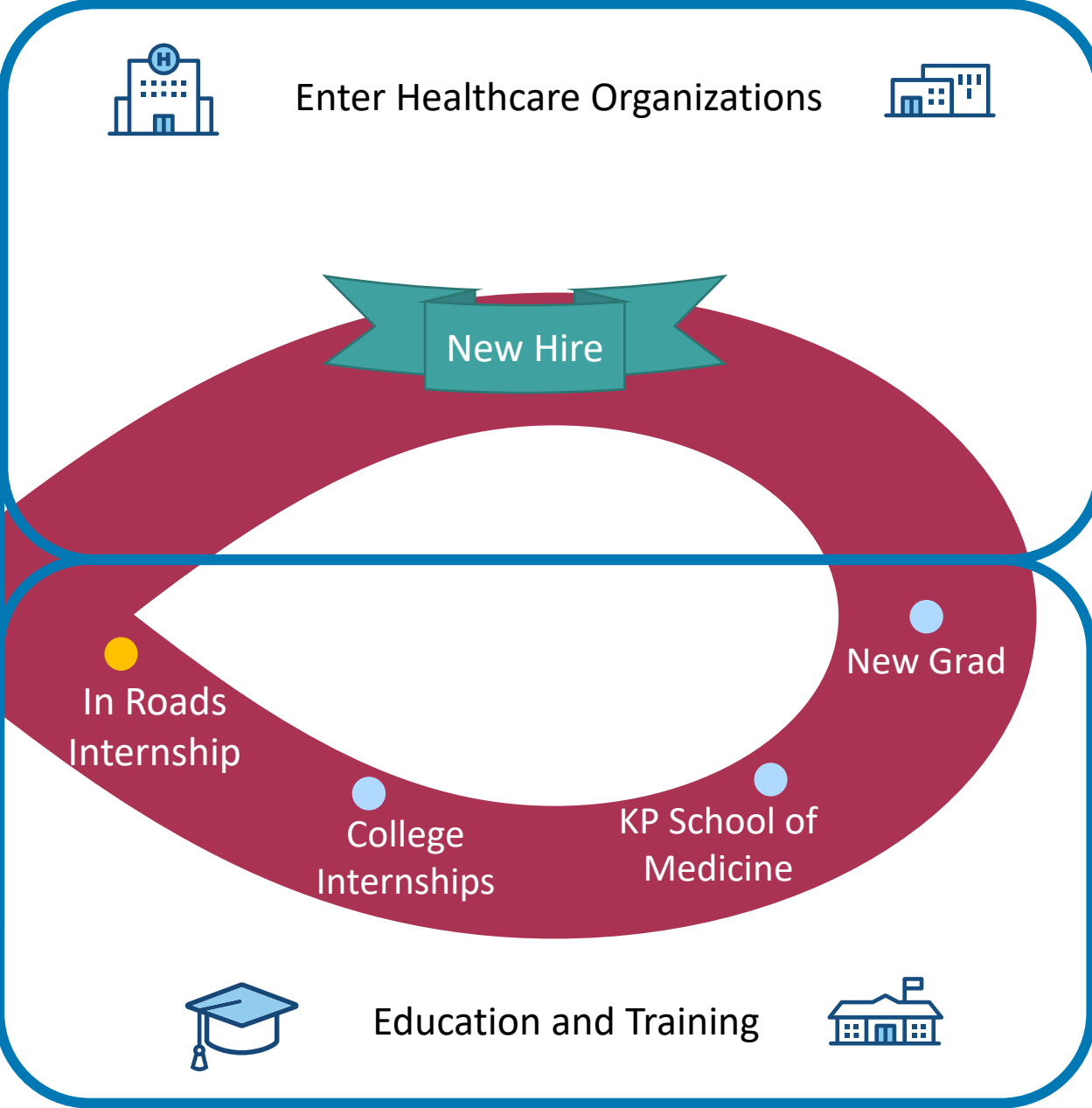
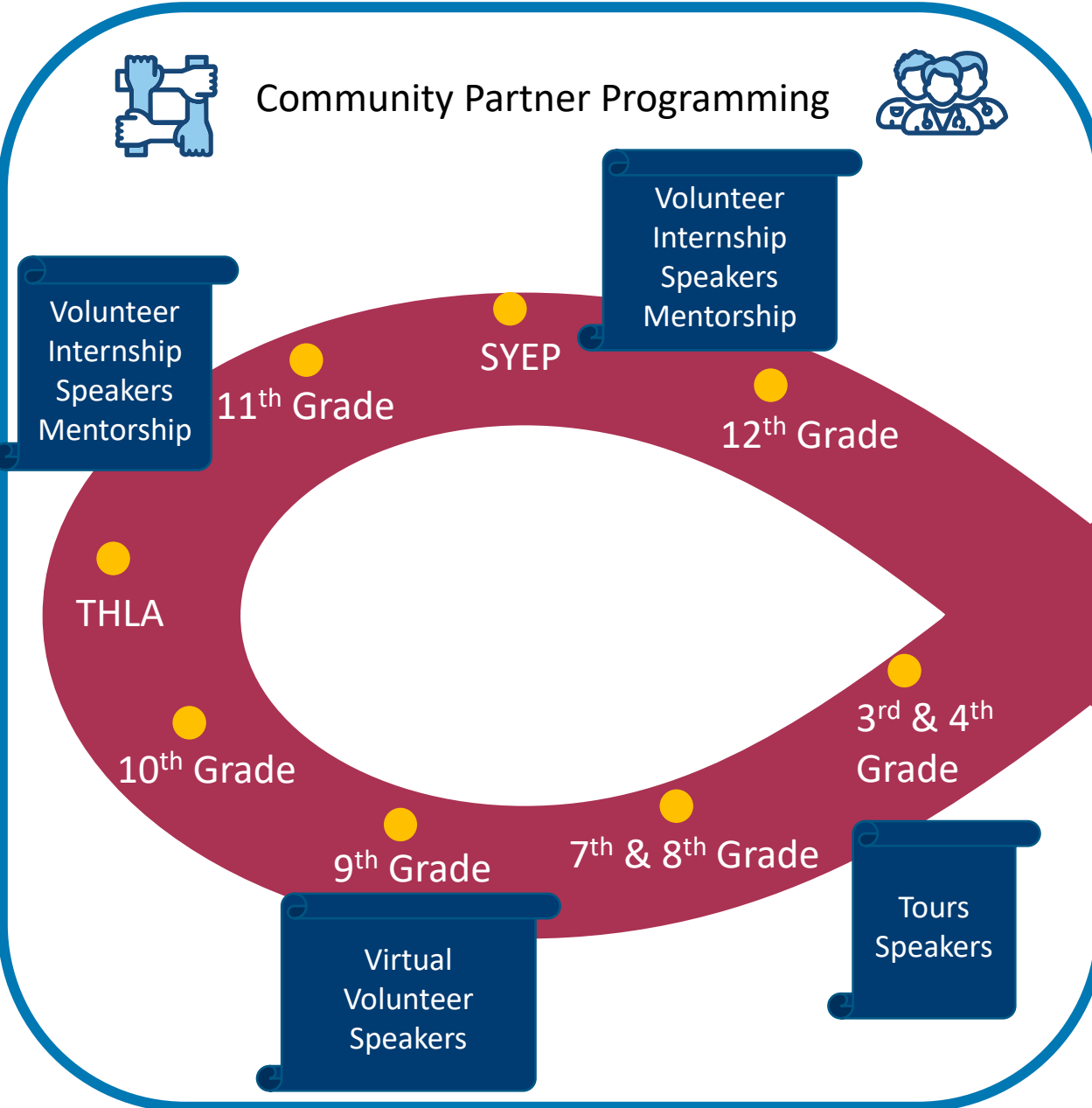


Teen Healthcare Leadership Academy Model



Volunteer Program	Grade Level Experience			
	9 th Grade	10 th Grade	11 th Grade	12 th Grade
LAMC Internship Opportunities (Volunteer Services)	Not eligible Age Limit	Not eligible Age limit	<ul style="list-style-type: none"> ➤ CB Summer Youth Internship ➤ THLA Academy ➤ Volunteer 	<ul style="list-style-type: none"> ➤ THLA Academy ➤ Leadership Council ➤ In Roads Apps ➤ KP Thrive Program
LAMC Resident Mentoring (Residency Program)	Not eligible Age limit	Not eligible Age limit	✓	✓
LAMC Volunteer Program (Volunteer Services 72 hours)	Virtual volunteer Opportunities	Begin at age 16	✓	✓
LAMC Simulation Center Visit (CME)	✓	✓	✓	✓
LAMC Guest Speaker Program (LAMC-wide)	✓	✓	✓	✓

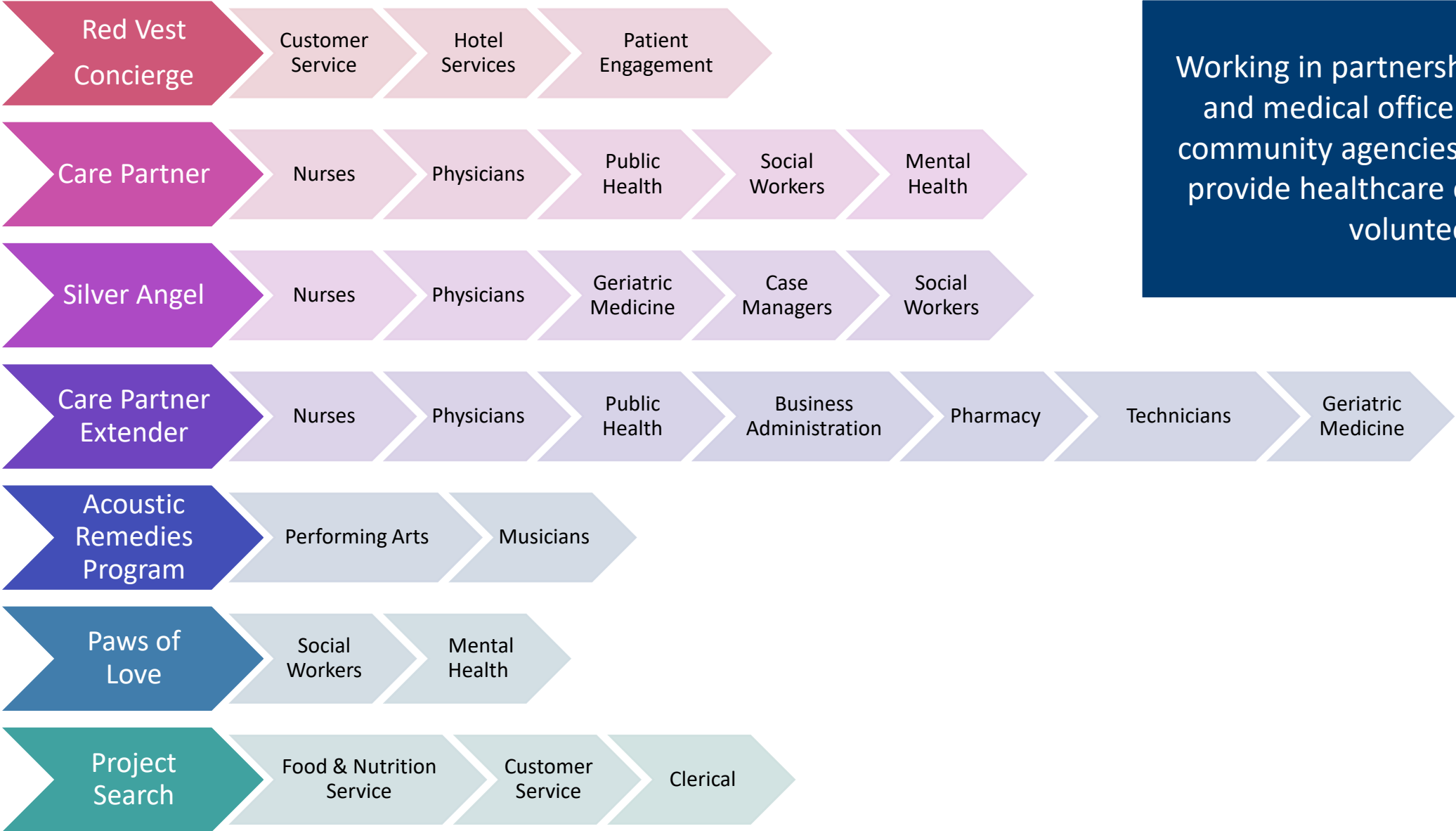
Workforce Development Pathway Programs



Our Community Partners



Volunteer Services Pathway Programs



Working in partnership with hospital and medical office departments, community agencies, and schools to provide healthcare experiences for volunteers.

Volunteer Spotlight: Deborah Ramsey

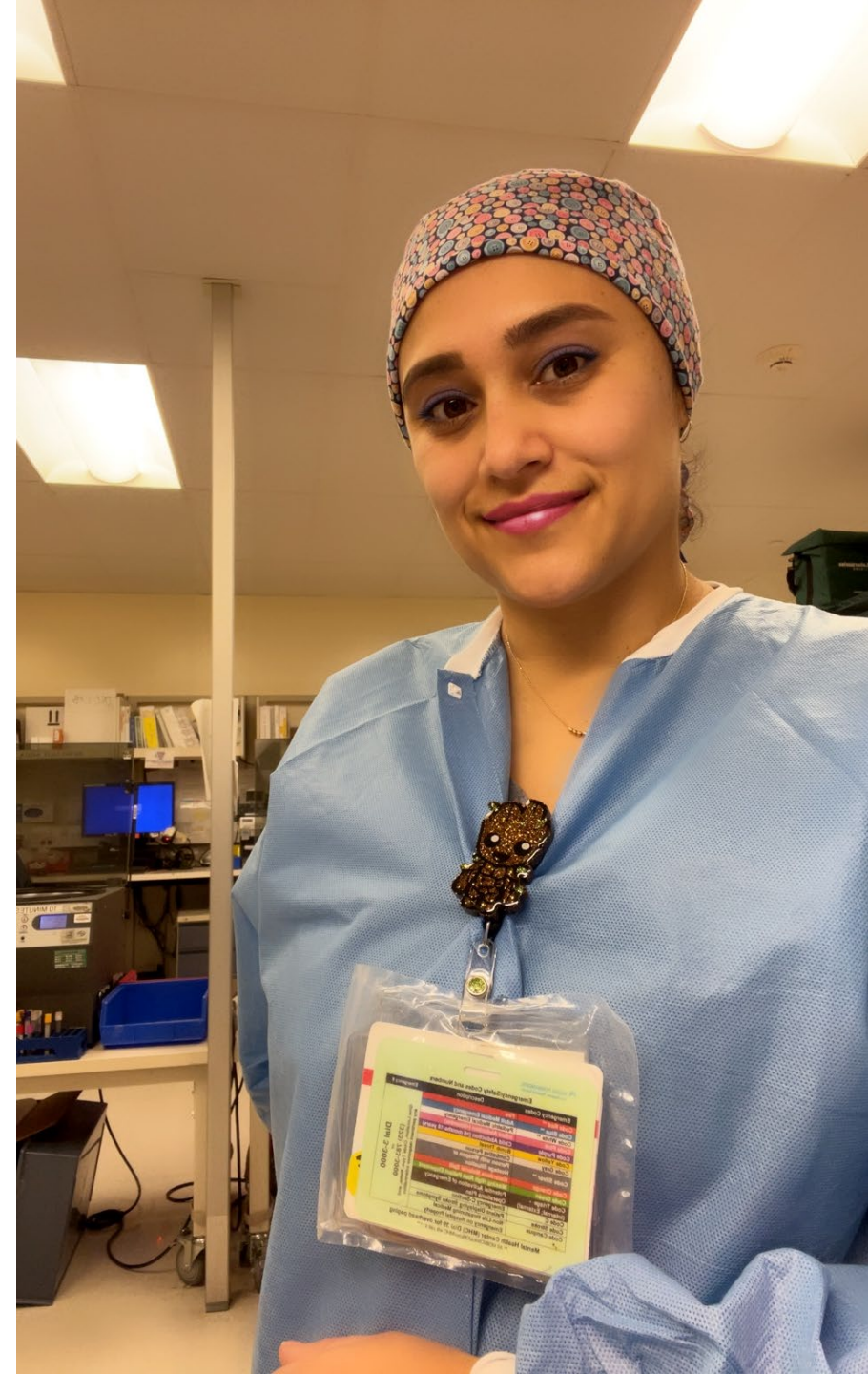
My journey began 10 years ago with Kaiser Permanente. I had recently graduated from university and was working at a mobile Health Diagnostic company. I wanted to see if healthcare had more options, so I decided to volunteer at Kaiser Permanente Los Angeles Medical Center.

I applied to the volunteer program, where I was interviewed and given information about the different areas of healthcare Kaiser offered. I was placed in the Admissions Department and quickly began to learn the surroundings of a hospital environment and assist in the needs of the department. After some time, employees referred me to an open position based on the quality of work I did as a volunteer.

I applied to the Admitting Department and became part of a team of admitting clerks. It was a great opportunity for me to learn more about inpatient hospital admissions, hospital policies and procedures, reviewing documents and appropriate signatures for our members. I truly enjoyed my job and after a year I decided to take the next step and apply to another department.

As a certified phlebotomy technician, I then transferred to the Laboratory and Pathology department. It was a big change, but I was also able to incorporate the knowledge I learned through admissions and incorporate that into my new career. I also trained in many different areas within the lab and can train new employees as well.

The training I received during my first year at Kaiser and the people I met while I volunteered shaped and prepared me to be part of this organization. I'm thankful for the opportunities and career pathways Kaiser has to offer. I believe patient relations and care was my true calling. I continue to learn, grow, and apply all my knowledge towards becoming a better asset to Kaiser and promote the offers the company gives to the younger generation.



SVMHS Mission and Vision

Health Care System Mission

It is the mission of Salinas Valley Memorial Healthcare System to provide quality healthcare to our patients and to improve the health and well-being of our community.

Health Care System Vision



To be a center of excellence where an inspired team delivers compassionate and culturally sensitive care, outstanding quality, and an exceptional patient experience.



Volunteer & Health Career Services Programs



Program	Eligible Participants				
	Elementary School	Middle School	High School	College	Adults
Volunteer Opportunities	Not eligible	Not eligible	Career Pathways Program 15+	Service League or Service Learning	Service League
Health Explorers	Not eligible	8 th grade or at least 14 years	9 th grade or at least 14 years	Up to 21 years or adult leadership	Up to 21 years or adult leadership
Job Shadowing/ Non-Clinical Interns	Not eligible	Not eligible	Health Academy Partnerships	✓	✓
Guest Speakers/ Career Fairs	✓	✓	✓	✓	✓
Medical Museum Tours	✓	✓	✓	✓	✓
Hospital Tours	Not eligible	✓	✓	✓	✓
Medical Adventure Camp	Grades 4-6	6 th grade	Camp Counselor	Camp Counselor/ Program Intern	Mentor/ Presenter
Summer Health Institute	Not eligible	Not eligible	Junior or Senior	Student Mentor/ Program Intern	Mentor/ Presenter

Goals Achieved!

Officially a charge nurse. Always been a goal, stoked I can  that off my to do list.  that i have a good night and do a good job runnin the show. [#chargenursejarron](#)

5yrs later. Still healin one warm blanket at a time.

5 Years Ago
See your memories >

is  feeling optimistic at **Salinas Valley Memorial Healthcare System.**
Jan 14, 2017 · Salinas · 

Never underestimate the power of a warm blanket



Goals Achieved!



Alyssa Ferrell is with Shannon Dooley Graham at Salinas Valley Memorial Healthcare System. ...

Jun 11, 2012 · Salinas, California · 🐾

I had a great first day at the Summer Health Institute! ❤️



Summer Health Institute was the first step in my nursing journey. It was an excellent learning opportunity and played a large role in my admittance into a Bachelor's of Science in Nursing program.

Its emphasis on collaboration, evidence-based practice, and community education are values I employ in my career to this day.

*Alyssa Ferrell,
BSN, RN, CHPN*



*Lauren Ferrell,
MSOT, OTR/L*

SVMH's Career Pathways and Summer Health Institute programs introduced me to the vast amount of disciplines in the medical field with the opportunity to explore different scopes of practice that inspired my decision to be an occupational therapist... I witnessed firsthand the importance of interdisciplinary collaboration and patient-centered care.

Committing to a career in the medical field is a heavy decision due to the finances and time required to complete the education and internships. Programs that allow students to explore their areas of interest and begin to build basic technical skills are so important for allowing students to build passion for their chosen field...

Thank you SVMH for all the opportunities that you gave me!

Goals Achieved!



Selene Elias, BSN, RN

I used to walk down the halls of SVMH in a volunteer uniform, and now I walk down those same halls in navy scrubs and a badge that reads “RN”.

When I was in high school, I was given the opportunity to volunteer in the Emergency Department. At that time, I wasn't sure of what I wanted to study in college or do after high school. When I volunteered, I would get to work alongside health care providers, interact with patients and families, and help out in any way that I could. Volunteering and my involvement as a charter member of the **Health Explorers Post 450** allowed me to discover that I wanted to become a nurse.

I headed off into nursing school inspired by all the nurses and providers of care that surrounded me. I continued volunteering throughout nursing school. Every single time that I volunteered, I was reassured that nursing was exactly what I wanted to do. Now, two years later, I walk down the halls of the same hospital and I remember that this was the place that inspired me to become a nurse.