

Mission: The patient and family experience is enhanced by delivering a best-in-class experience for volunteers who use their time and talents to offer innovative and high-quality programming.

Vision: Effectively recruit, engage, and retain compassionate, well-trained volunteers, while continuously identifying opportunities to create programs that enhance the patient experience.



Recruitment

- 1 Establish recruitment procedures to increase applicants who complete an orientation with a year-over-year increase of 5%

Retention

- 4 Ensure that 80% of volunteer positions remain filled so that hospital and patient/family needs can be met.

Employee Volunteer Program

- 2 Expand opportunities for employee engagement in volunteer services programs

Supporting Future Institutional Growth

- 5 Using established criteria, evaluate and fulfill the needs for new volunteer positions.

Internal Systems, Processes and Ways to Improve Staff Productivity

- 3 Improve processes and procedures by integrating department systems with campus operations, reducing staff time spent by 25%.

Scan to view
our strategic plan





FY 24 Volunteer Services Priorities

- 1** Effectively use the volunteer database to encourage completion of orientation part one; surveys; and all features we offer.
- 2** Develop the onboarding process for employees.
- 3** Determine needs for employee volunteer engagement.

Train all staff who will supervise the employee volunteers
- 4** Measure VS Staff productivity through time studies.
- 5** Implement integration techniques as appropriate.
- 6** Rework physical spaces to enhance efficiencies.
- 7** More effectively train and support staff who supervise volunteers by focusing on building and maintaining the supervisor section of the Volunteer Services Intranet.
- 8** Enhance ongoing appreciation for volunteers by resuming spotlights; offering gifts; etc.
- 9** Ask for feedback from volunteers by surveying after events and at set intervals.
- 10** Develop a robust Volunteer Services intranet for internal staff to learn how to request volunteers and/or find out how to volunteer within the hospital themselves.
- 11** Develop and implement new volunteer assignments on the Family Commons including fulfilling needs for School Program/R.E.A.D. dog, tutors, pre-K, lab employee volunteers; and employee and community volunteers in the Art/Maker Spaces.