

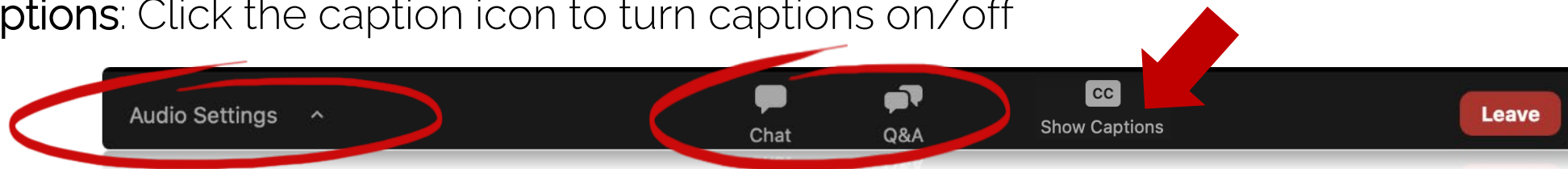
Aligning Volunteer Programs with the Changing Landscape of Healthcare

November 14, 2023



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Our Speakers



Cate Murphy
*Director, Corporate Relations
and Client Engagement*
Samaritan | Volunteer Management Software



Erin Pittman, CAVS
Director, Volunteer Services
Mayo Clinic - Rochester



Aligning Volunteer Service's Programs

Learning Objectives

Program Readiness Needs

Participants will learn the concept of program assessment, alignment, and building strategic goals for the future by first:

1. Organizing, through assessment, their program definitions, reach, and effectiveness.
2. Comparing volunteer service's mission and vision to that of their health system, and enhancing program structures to their organization's goals.
3. Implementing a dedicated strategy for momentum within their department.

Use Case Learning

Participants will hear from The Mayo Clinic regarding their journey performing similar learning steps outlined in this presentation.

***Erin Pittman**, Director of Volunteer Services has been in her role with The Mayo Clinic for just over a year. She has embraced the changes needed within her organization to ensure volunteer services thrives as collaborators and subject matter experts.*

Practical Tools for Assessment

Participants will receive two tools to help catalog/inventory their current programs, and assess future programs for efficacy against their department's strategic plan for the future.

1. Department program inventory sheet – cataloging programs for review.
2. Program intake/request form – aligning requests and reach to your strategic vision.
3. Strategic plan – outline to get you started in the right direction.

HELLO!

“Every story starts with an idea, but it is the characters that move this idea forward.” Michael Scott, The Alchemist



1

Program Readiness Needs

The shift and what it means

Volunteer Program Impact



The focus has shifted evolved from “*volunteers are critical*” to “*volunteer program impact is critical*” ¹



More emphasis on healthcare volunteerism as an academic and medically recognized necessity. ²



Classification of applicable volunteer care is measured and reported. ³

Goal-Driven Volunteer Programs



2

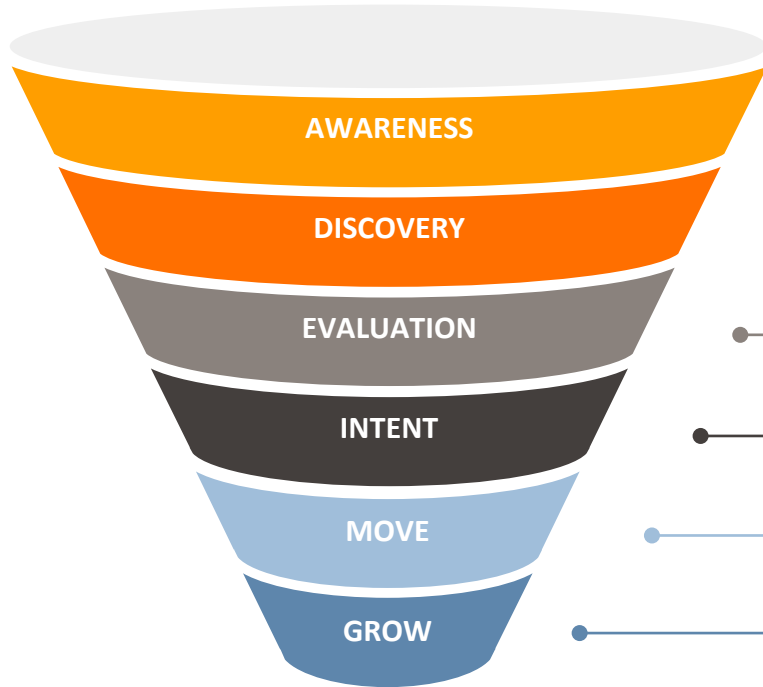
The Process

How we pivot



How do we shift to program readiness and strategic planning?

Start Here



AWARENESS

Acknowledge the need to pivot.

DISCOVERY

Research!

EVALUATION

Inventory your baseline

INTENT

Create your new focus

MOVE

Execute your new focus

GROW

Continuously align and grow

The Six Steps

Review your definition of your department – What Is Volunteer Services?

1

Check yourself – Do you know what your organizational goals & needs are?

3

Catalog your inventory – Capture your programs and their impact. Look at what you ask of your volunteers.

5

Define your mission and connections – What does Volunteer Service aim to be?

2

Identify your reach – Does your current state of affairs tie back to organizational goals?

4

Make the tough call – After careful consideration, start letting go of inefficiencies.

6

START MOVING

Test-Drive

Once you have your new baseline, take it out for a spin. Make internal presentations to executive stakeholders regarding your reach, resources, and how you align with organizational goals.

Join

Now that you have program readiness in place, join the conversation. Many volunteer leaders now sit on organization boards & calls to action system-wide.

Grow

Collect experiences and metrics that sustain, enrich, and grow your programs. Add programs and initiatives that support your original mission and vision.



In Action

The Mayo Clinic – Volunteer Services

ERIN PITTMAN

The Approach

Assess

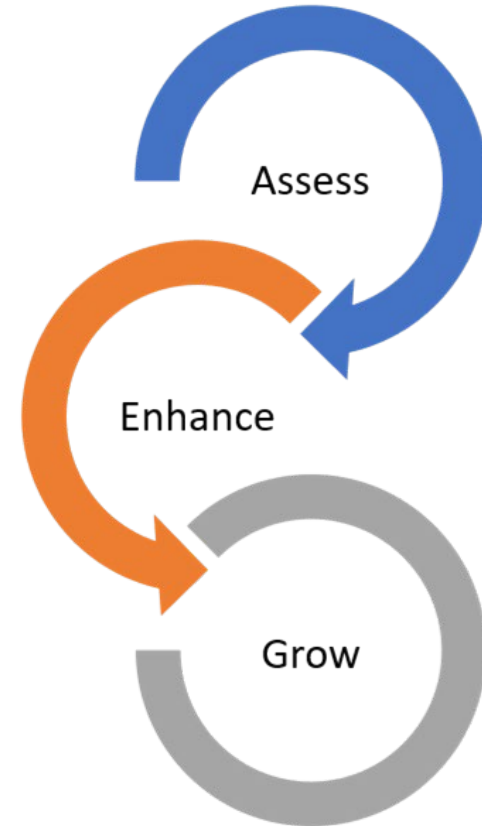
- Review current policies, processes, and practices
- Identify areas of opportunity

Enhance

- Establish best practices
- Ensure consistency
- Eliminate inefficient processes

Grow

- Strategize on future of program
- Cultivate new volunteers
- Create innovative opportunities



The Outcome

- Benchmark for the first 12-months achieved
- Moving to strategic planning for the future
- Redefined role and impact of volunteer services reported
- Aligned volunteer performance
- Program effectiveness is fully reported
- Volunteer Services interdepartmental impact



3

The Tools

Program Inventory, Program Request, and Business Strategy

Assessment Tool

Access our assessment tool to rank your programs



Microsoft Excel Worksheet

PROGRAM ASSESSMENT												
Program Name				Review Date				Reviewed By				
Scale: 1=Poor, 2=Needs Work, 3=Average, 4=Good/Great, 5=Excellent												
Program Effectiveness	Rating #1	Rating #2	Rating #3	Quality of Satisfaction	Rating #1	Rating #2	Rating #3	Engagement	Rating #1	Rating #2	Rating #3	
Program is well-defined				Patient Satisfaction Scores				Volunteer Engagement				
Program has a purpose				Department's Satisfaction				Department Engagement				
Program is tied to goals - organization				Executive Stakeholder Satisfaction				Organizational Engagement				
Program is tied to goals - volunteer services				Volunteer Satisfaction				Community Engagement				
Program is tied to goals - receiving department				Administration Satisfaction				Volunteer Services ROI				
TOTAL	0	0	0	TOTAL	0	0	0	TOTAL	0	0	0	
AVERAGE	0			AVERAGE	0			AVERAGE	0			
RANKING: The higher the score, the more effective your program is. Scores that rank 3 or less should be evaluated for revamp or removal. Scores that rank 1 or below should be removed.												
Notes:												

Vol. Program Request

PROGRAM ASSESSMENT			
Program Name	Scale: 1-4		
Program Effectiveness	Rating #1	Rating #2	Rating #3
Program is well-defined			
Program has a purpose			
Program is tied to goals - organization			
Program is tied to goals - volunteer services			
Program is tied to goals - receiving department			
TOTAL	0	0	0
AVERAGE	0		
RANKING: The higher the score, the more effort or removal. Scores than rank 1 or below show			
Notes:			

Volunteer Program Request Form

Department Name:	Requested by:	Date:	Dept. Supervisor:
Requestor Phone:	Requester Email:	Required Start Date:	Required End Date:
Site Contact:	Site Contact Phone:	Site Contact Email:	# of Vols Requested:

Introduction & Application of Need: [Please give an introduction of the need and how you envision the need being carried out/organized]

Synopsis of Requirement:

- [Reason #1 for what I need and why I need it.]
- [Reason #2 for what I need and why I need it.]
- [Reason #3 for what I need and why I need it.]

Organizational Goals: [Please indicate the goals your request aligns with within our health system]

Proposed Timeline: [Please indicate the proposed timeline for your need.]

PLEASE ATTACH ANY SUPPORTED DOCUMENTATION

Approval/Disapproval	Approve Request- <input checked="" type="checkbox"/> Future Consideration- <input type="checkbox"/>	Disapprove Request- <input type="checkbox"/>
VS Name/Title:	Phone Number:	E-mail Address:
Signature:	Date Signed:	

Access our volunteer program request form. This is used to properly vet new requests for volunteer programs.



Microsoft Word Document

BUILD YOUR
STRATEGY

business

strategy

success

storm

planning

vision

tea

Key Elements of Strategy



Mission

Utilizing your new definition of volunteer services, craft your mission statement and vision for the future.



Goals

List your top 5 goals for volunteer services – these remain tied to the goals of your organization.



Objectives

List the objectives you will accomplish to meet your goals. Effectively, these are your action steps.



Strategies

List the mechanisms you will deploy to achieve your objectives. This is your micro-scale deployment plan.



Timeline & Evaluation

Set manageable deadlines and have a tool to evaluate how you are hitting your milestones. Pivot if necessary.



Performance

Show your performance – report often on how your strategic plan is going, the effectiveness of your reach, and lessons learned.

SAMPLE TIMELINE



“

QUESTIONS.

Thank you.

Erin Pittman

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Upcoming Events & Programs

WEBINARS

November 28 | Learning Programs to Support Your Organization's Experience Strategy

November 30 | **Headliner** - Amplifying the Voices of Those with Lived Experience: The Key to Transforming Healthcare

December 7 | From Words to Wellness: Promoting Health Equity through Translation

December 19 | Signals to Action: Northwestern Medicine's Journey to Humanizing Healthcare Experiences

CONNECTION CALLS/PX CHATS

November 15 | Lost Belongings Workgroup

November 17 | PX Chat: Structuring Your PX Efforts



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