

The Future of Volunteers in Healthcare

Jeri Grimes, Director, Cape Coral Hospital
Susan Crowe, Director, Gulf Coast Medical Center
Teresa Frank, Director, Golisano Children's Hospital of SW FL,
Healthpark Medical Center and Lee Memorial Hospital

LEE HEALTH VOLUNTEERS

A Priceless Gift



GREY LADIES



American Red Cross volunteers began providing service to patients (soldiers) in 1881.

LEE HEALTH

- A group of women raised \$300 and a hospital was built.
- Why? They saw a need in the community. There were patients that needed care.
- Lee Health Today,
 - 5 Hospitals
 - 3500 Volunteers
 - 3 Auxiliaries

HEALTHCARE TODAY

- Mergers and Acquisitions
- Strategic Alignment
- Growth of Services
- More Stringent Safety Requirements
- Focus on Patient Experience

Change, Change, Change

Regardless of all the changes in healthcare there are still patients that need the support and care volunteers and auxiliaries can provide.

We would like to share some of our personal stories of change.

Jeri and Susan

- Transitioning from Not for Profit ↔ Profit
- Large systems acquiring small hospitals

Teresa

- Strategic Alignment within organizations
 - Redesigning of staff and services

How this may impact volunteers and auxiliaries.

GROWTH OF SERVICES in Healthcare

New

- Service Lines,
- Equipment,
- Buildings and Construction

How this may impact volunteers and auxiliaries.

FOCUS ON QUALITY AND SAFETY

New safety guidelines

How this may impact services supported by volunteers and auxiliaries.

FOCUS ON PATIENT EXPERIENCE

This may mean a change in how services are provided.

It may mean there is a greater need for volunteer support as well as auxiliary financial support.

- Quiet at Night
- Clothing Closet

HEALTHCARE IS IN CONSTANT CHANGE

YOU CAN DO THIS...



OR YOU CAN ALIGN WITH YOUR ORGANIZATION

- Sit down with your administration and let them know you want to support them.
- Share the value of the volunteer and auxiliary programs.
- Ask your leadership to review the hospital strategies with you, so you can determine together what role your volunteer/auxiliary organization can play.
- **Ask how you can best assist them.**

Strategic Plan Priorities





Strategy Alignment Example



How Auxiliary/Volunteers may be Impacted

- Conversationalist
- Hand Hygiene

WHY VOLUNTEERS AND AUXILIARIES ARE VALUED AT LEE HEALTH

- They are active team participants.
- They are advocated and provide a strong Community Connection.
- We provide a strong revenue stream and support hospital projects.



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THE FUTURE OF VOLUNTEERS IN HEALTHCARE

Know Your Why

Are there patients and families that need care?

What do you have to share?

a caring smile

a listening ear

a talent

and/or a financial gift

QUESTIONS AND ANSWERS

A large, stylized leaf graphic in a lighter shade of blue, positioned on the left side of the slide. It features a central stem with several rounded, pointed leaves extending outwards.

Thank You

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Volunteer
GROWTH
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