The Act of Giving Back

As a volunteer, you belong to a unique group of people who choose to donate their valuable time and talent to make a positive impact in the community. You and your peers give so much of yourselves in support of our patients, staff and visitors. National Volunteer Week gives us an opportunity to celebrate and recognize those efforts and the value they bring to the organization.

At Scripps we couldn’t deliver the same level of care that we do without our volunteers – it’s that simple. Whether visiting with a patient during a difficult hospital stay, helping a lost family member find their destination, knitting at home, or providing companionship and emotional support to hospice patients, your commitment and dedication enhance the health care experience. I appreciate the contributions our 2,000 volunteers make on a daily basis to ensure high quality service and improved patient care.

As many of you know, I am no stranger to the value of volunteering. I currently serve the community as Reserve Assistant Sherriff for San Diego County, and my wife, Rosemary and our Labrador Retriever, Amber Waves, both volunteer as part of our Scripps Pet Therapy program. We know firsthand what volunteering is all about and appreciate the time and effort that go into it. Our nearly 14,000 employees and 2,600 physicians also appreciate what you do year-round. Please know I consider you an important member of our care team.

On behalf of everyone at Scripps and from one volunteer to another, I want to wish you all a happy Volunteer Week. Thank you for helping us meet the demands of an ever-changing health care environment, and thank you for choosing Scripps as your place to give back.

— Chris Van Gorder, President and CEO, Scripps Health

2014 Volunteer Hours and Contribution by Site

Volunteers are numerous throughout our organization. Take a look at this snapshot!

Scripps Mercy Hospitals, San Diego and Chula Vista
- 333 (SD) and 203 (CV) volunteers
  - Contributed 69,761 hours

Scripps Encinitas
- 210 volunteers
  - Contributed 32,600 hours

Scripps Green and Scripps Clinic
- 351 volunteers
  - Contributed 47,553 hours

Scripps La Jolla
- 730 volunteers
  - Contributed 76,353 hours

Scripps Hospice
- 98 patient care and organization volunteers
  - Contributed 7,106 hours

Grand total of 233,373 hours!

(Equivalent of 114 full-time staff members.)
Over the past year, we have been working hard to become more efficient—take a look!

- Recruitment efforts system-wide included hosting nine open houses across the system.
- Grew our total volunteer population by 10 percent.
- System-wide recognition event in 2014.
- Invested in standardized collateral and banners for recruitment events.
- Volunteer hours represented the equivalent of 114 full time staff members.
- Regular system-wide volunteer managers meetings.
- Standardized volunteer time keeping, now using KRONOS time keeping system.
- On-line annual education training electronically through LMS Learning Management System
- Partnered with marketing and communications department to participate in new, county-wide and regional outreach events such as Farmers Insurance PGA Open, San Diego International Auto Show for the first time.
- Opened new Prebys Cardiovascular Institute with almost 170 new volunteers filling hundreds of new shifts to support this new hospital and staff.
- Worked closely with employee health to implement shared electronic health records in AXION
- Three Scripps volunteer managers served on the 2014 California Hospital Association committee on Volunteer Services and presented workshops at their annual state-wide conference.
- Held support workshops attended by volunteers from across the system with EAP on topics including Dealing With Difficult Situations, How to Get The Most out of your Volunteer Position, Understanding Faith’s Role in End-of-Life Decision Making, as well as Reiki Training Class, Literature Therapy Program, Cardiac Health, Updates, Cosmetology program through Hospice program.
- Established opportunities for involvement in multi-site volunteering. More than 20 volunteers currently volunteer at multiple locations.

Our Growing System

The Prebys Cardiovascular Institute is now open and seeing patients in the 383,000 sq. ft. state-of-the-art facility which has the most advanced treatment options available today.

Join us for a behind the scenes look at the Prebys Cardiovascular Institute, our heart hospital of the future.

View the new facility, June 11 at 10:30 a.m.
Open to all Scripps volunteers. Please RSVP—858-626-6994.

The Encinitas volunteers played a significant role in the preparation and opening of the Leichtag Foundation Critical Care Pavilion, which includes a new emergency department and inpatient rooms at Scripps Memorial Hospital Encinitas.

During the grand opening month, teams of volunteers assisted as greeters, escorts and unit volunteers working side by side with the employees.
The Health Benefits of Volunteering

INDIVIDUALS WHO VOLUNTEER LIVE LONGER!

A growing body of research indicates that volunteering provides not just social benefits, but individual health benefits as well. Other benefits include improved physical and mental health and greater life satisfaction.

Are you newly retired? Or an empty nester? Want to stay engaged in the community? Most of us will enjoy an additional 20 to 30 years after the age of 60 and most of us will be healthy and vital for a majority of that time. Even though we may enter this stage of our lives financially comfortable, we may have not thought about what to do with our free time.

Research tells us that successful aging relies on three elements: physical fitness, mental stimulation and finding continuing meaning in your life. Come join us here at Scripps Health and by doing so live a longer and happier life! Learn more at www.scripps.org/volunteer.

Who Let the Dogs Out?

Pet Therapy Program Update

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</tr>
</tbody>
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Look what our furry friends have been up to.

Scripps appreciates its four-legged friends and all the hard work that they do for the well-being of the patients as well as the staff.

5 campuses, 66 teams, 100’s of dog treats, 4,092 hours, 18,299 visits……..

Seeing a patient smile ~ Priceless!

Look at our adorable Pet Therapy trading cards featuring our loving canines and a little fun bio on the back of the card, including breed, “stats”, “rookie status,” and visiting information.

Save The Date!

Spring Puppy Party for All Sites
Friday, April 17, Noon–1 p.m.
Scripps Memorial Hospital La Jolla
Front Lawn

During National Hospital Volunteer Week, we want to recognize our four-legged volunteers who give love to all our patients, families and staff. Guests are welcome. Enjoy a delicious hot dog from our famous “hot dog” cart! RSVP to 858-626-6994.

CelebrateService
National Volunteer Week
April 12-18, 2015
All in the Family at Scripps

Through our Scripps Volunteer programs, we work hard to make sure that our volunteers are fully integrated into our organization and supported by all staff members. We find that fellow staff members collaborate with us in many ways, but one of the most remarkable avenues is through shared recruitment. Many staff members bring their family members to volunteer and many volunteers lead their family members here as employees! How wonderful we share the same mission and vision! Here are some examples.

Donna and Stephanie Capps

Stephanie Capps is a full time student at UCSD finishing up her degree in Microbiology with the intention of applying to medical schools soon. “I’ve been working as a Technical Partner in the Emergency Department for a little over three months now and I love the position. Being able to visit my grandmother in the gift shop during my breaks is an amazing perk of the job too! We both love being part of the Scripps family together!”

Angie and A.J. Tongson

Angie Tongson is a DOU RN inpatient care supervisor at Scripps Mercy Chula Vista. Her son, A.J. Tongson has been a volunteer since April 2013. A.J is a senior at Eastlake High School and was with Camp Scripps in 2014. He got inspired with that short experience and now wants enter the medical field.

Marian-Joy Baluyot and Jojie Baluyot

Marian-Joy Baluyot, an enthusiastic nursing unit volunteer, gives her time serving patients and staff Sunday afternoons. She has two brothers who have also volunteered in the past and her mother, Jojie Baluyot, a registered nurse in the ICU at Chula Vista. It is a whole family affair!

Scripps Retiree Recruitment Program

Last year we began reaching out to recent Scripps retirees looking for ways to continue developing personally and stay connected to the Scripps family. Former health care professionals, including nurses and ancillary staff have found their encore by returning as a volunteer this year. Here is one story:

John Dentone worked almost 37 years at Scripps Memorial La Jolla as a respiratory therapist/ RCP Charge. Retiring in 2014, he now plans to give back as a volunteer in an organization where he has spent so much of his life.

“I miss the people; the social interaction (‘pot lucks!’)” Dentone said. John will work at the Cardiac Treatment Center Thursday mornings and looks forward to meeting new people and seeing old friends during his shifts. “Scripps is a great place to be,” he said. “Anybody who volunteers gets more back than they actually give.”

Why Our Student Volunteers Rock!

Congratulations to the class of 2015!

Our high school and college students comprise a third of our volunteer population. Many of them are pursuing health care careers. It is a great way to explore a health career and develop and demonstrate your ability to work with patients and other hospital professionals. Volunteering helps students evaluate their decision to pursue a health career and gives them a feel for the workplace environment and the variety of roles of health care professions. We value this group of volunteers – they work those late night and evening shifts and their enthusiasm and energy keeps us young! We know you have busy schedules, tests, sports and jobs.

Don’t ask what the world needs. Ask what makes you come alive and go do it.”
- Howard Thurman

We thank you for volunteering!
Physicians Play a Part in Recruiting Volunteers

Over the past year we have received several volunteer referrals from physicians within our organization.

We are very grateful that these doctors appreciate the health benefits of volunteering and think highly enough of our program that they send their patients and families to us.

Dr. Robert Bjork, pediatrician, Scripps Clinic Carmel Valley works with many teens who lack direction, may be developing unwanted patterns such as playing too many video games, and do not have the opportunity to experience an inspirational setting to work alongside other adults. Parents ask him for help with ways to transition their children into adulthood.

Dr. Bjork shares, “Volunteering is a great place to start for some of these young people. Some have no idea where to start and even exhibit elements of stress and depression. Volunteering gives them something meaningful to do with free time, and explore possible career opportunities. They gain new skills, make new friends and interact with health care professionals.”

Thank you Dr. Bjork, for supporting our program.

Scripps By The Numbers

- 5 hospital campuses
- 26 outpatient locations
- 2,600 affiliated physicians
- 843 average daily inpatient census
- 157,000 emergency department visits annually
- 55,500 cardiac procedures annually
- 1,980,000 patient visits annually
- 2,000 volunteers!

Community Partnerships

Our volunteer representatives participated in some new marketing events this year to promote our programs and recruit new volunteers.

- YMCA Wellness Fairs
- UCSD Nursing Program
- Mended Hearts
- Meals on Wheels
- A-Visions
- Jewish Community Services Rides and Smiles
- American Red Cross
- Employment and Community Options
- Workability
- San Diego Metropolitan Regional Career Technical High School
- San Diego State University
- Point Loma Nazarene
- Cathedral Catholic High School

Giving That Goes Beyond the Bedside

Dear Volunteers,

Our commitment to caring for our community dates back more than 120 years. Today, the vision of our founders Ellen Browning Scripps and Mother Mary Michael Cummings is realized through the generosity of people like you who support Scripps and our efforts to provide the highest quality and compassionate care to our patients.

Many of you—our invaluable Scripps volunteers—are in contact with patients throughout the hospital who express gratitude to their caregivers for the exceptional care they have received. You may hear them say something like, “Is there any way we can thank you?” or “I wish we could do more than just say thanks.” When you hear these words, we hope you will let these individuals know that there is a way they can say thank you and support the hospital — they can donate to Scripps Health to honor and support the work of their physicians, nurses or technicians. Tribute gifts often help fund the purchase of new equipment, support programs, or help continue services and training for physicians, nurses, staff and volunteers.

As a nonprofit health care system, Scripps relies on the generosity of our patients and the community. Please feel free to refer grateful patients and their families to the Scripps Health Foundation office by calling us at 800-326-3776. We are happy to assist them—and you—any way we can.

On behalf of our entire department — thank you. Your time and altruism help us save lives and care for our community every day.

John B. Engle, corporate senior vice president, chief development officer

Philanthropists Debbie Turner and Conrad Prebys are helping Scripps usher in a new era of heart care excellence in San Diego—and beyond.
Our Gift Shops across the system provide a convenient and friendly service for patients, family and staff. About 80 percent of our gift shop customers are staff members and we want them to know how much we appreciate their business. Our gift shop supervisors from across the system meet regularly to review vendors, add new ones and share ideas to expand retail offerings. The system approach to purchasing helps with cost control as buying in larger quantities reduces the overall expense. Some of our more successful items continue to be snacks, baby gifts, personal items, apparel, jewelry and patient comfort items. We have been proud to carry many Scripps related items, including logo gifts, scarves, plush and even Scripps CEO Chris Van Gorder’s new book, “The Front Line Leader.” Our online Hospital Gift Shop program continues to be an additional source of revenue, contributing to our bottom line. Many thanks to all of you who help in the gift shops or support us throughout the year as loyal customers.

To acknowledge and reward Scripps volunteers with over a year of service and 100 hours completed, Scripps offers Passport discount cards. Volunteer Lisa Cohn used her passport card at the Chihuly Glass Museum in Seattle, WA. and the Portland Art Museum, Portland, OR. She sent this photo and says, "It pays to be a Scripps volunteer!" If you are interested in joining the program once you reach 100 hours of service, see your department manager and check out passportlifestyle.com.
Volunteers play such an important role for Scripps and for our patients in our clinic settings. We have volunteers in the Urgent Care Center, the Ambulatory Surgery Center, the Clinical Lab and all of our primary and specialty care departments. They provide wheelchair transport for our patients, assist nurses with providing linens to all departments, assist staff by performing administrative duties, answer general questions for patients and provide directions, keep waiting areas neat and clean and keep patients informed of approximate wait times if needed. Last year our volunteers provided almost 5,000 hours of volunteer service time at the Rancho Bernardo clinic. Presently we have 34 active volunteers.

"I hear on a daily basis from staff about the importance of our volunteers and how much they are appreciated. They do a tremendous amount of work for everyone and we are so fortunate to have them provide the service they do." says Karen Conero, volunteer coordinator, Scripps Clinic Rancho Bernardo.

Volunteer Leadership Through Collaboration

Three Scripps volunteer managers served on the 2014 California Hospital Association’s committee on Volunteer Services. This committee is an essential link among auxiliaries, volunteer groups and area councils throughout the state. The committee helps initiate, plan and recommend policies and standards for volunteer activities.

These representatives also attended this year’s annual California Hospitals Volunteer Leadership Conference. This statewide conference had more than 500 volunteer leadership representatives from throughout the state in attendance.

Chris Van Gorder, Scripps president and CEO, served as one of the conferences keynote speakers presenting his new book “The Front Line Leader.” He shared his leadership philosophy that drives all of his decisions and actions; that people come first.

Did You Know … Fun Facts

Nationally 62.6 million Americans volunteered nearly 7.7 billion hours last year.

28 new volunteers attended Reiki training and evaluation program in 2014 to provide comfort at the bedside of our patients at Scripps.

Blood Drives supported by Scripps volunteer departments resulted in 731 units of blood.

Volunteers are almost twice as likely to donate to charity as non-volunteers.

Looking Ahead for Volunteers

- Continue system-wide volunteer recruitment in the community for all sites including Scripps Hospice.
- Expand the Excel Together program, the online recognition program, to include volunteers.
- Expansion of Emergency Room and opening of Anderson Medical Office Building.
- Continue to expand multi-site volunteering.
- Complete staffing study and volunteer value analysis with Finance Department to establish benchmarking standards and will develop metrics to align with Value by Design.
- Include volunteers in process improvement committees.
- Explore online application system.
- Develop long range strategies for our volunteer programs to address changes in health care delivery.
Volunteers interact as members of team-based, patient-focused care partners here at Scripps and will be called upon to enhance the patient experience before, during and after a hospital stay. The roles you provide and the sheer number of shifts needed to maintain our current level of service will continue to grow. Examples of this include the introduction of professional hair care services within our hospice agency and Reiki services in the hospitals. The construction and expansion of new and existing buildings has created an increase in hours, shifts and skills to meet the needs of these newly created facilities. Our volunteer managers are working hard to redesign their practices to create more efficient programs that focus on safety and patient care support across the system.

It is this kind of flexibility and creativity that demonstrates your dedication to our patients, staff and physicians. Clearly, we are able to measure your investment by the hours devoted to Scripps. However, the greatest gift is the gift of giving back to your community!

Volunteers - Members of the Team

Scripps has had an amazing year with the opening of the new Critical Care Building at Encinitas and the Prebys Cardiovascular Institute at La Jolla. As we continue to grow and meet the ever-changing needs of our patient population, we recognize that the need for volunteer services also changes.

As the business of healthcare continues to shift its focus, we all must be prepared to adjust to these changes. Your dedication and commitment to the staff and physicians you support will help to foster an environment of healing for our patients during this transformational time.

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