Changes in Volunteering

- Baby Boomers
- Generation X
- Para Professionals
- Volunteer Opportunities in the Community
- One time assignment
- Helping other countries
- Unemployment
What we need to do in response to changes in Volunteering

- Baby Boomers
  - Looking at different groups to volunteer
- Generation X
  - Be flexible
- Para Professionals
  - Offer substantial programs
- Volunteer Opportunities in the Community
  - Develop community outreach programs
- Helping other countries
  - Offer one time assignments
- Unemployment
  - Retention
958 Licensed Beds at Cedars-Sinai

- General Acute Med/Surg (477)
- Monitored Beds (141)
- Intensive Care (120)
- Perinatal (64)
- Psychiatry (51)
- Neonatal Intensive Care (45)
- Pediatrics (31)
- Rehabilitation (29)
A Day in the Life at Cedars-Sinai

On average, every day we serve:

- 233 Emergency Room Patients
- 76 Emergency Room → Inpatient Admissions
- 735 Inpatients
- 18 OB Deliveries
- 120 Operative Procedures
- 4 Level 1 Trauma Patients
- 23 Psych Inpatients
- 25 Acute Rehab patients
- 1400 Outpatients Visits and Procedures
Our Volunteers Make a Difference

- Volunteers provide an added measure of personal care to Cedars-Sinai’s patients and assume non-traditional volunteer roles by supplementing and complementing professional services.

- Cedars-Sinai has more than 2,000 volunteers, who donate nearly 200,000 hours of their lives and perform more than 400 different assignments throughout the Medical Center.

www.cedars-sinai.edu/volunteers
How have we at Cedars-Sinai responded?

- Designed programs to:
  - Recruit different volunteers
    - Type
    - Demographic
  - Support Cedars-Sinai strategic objectives
    - Safety
    - Satisfaction
      - Patients
        - Coordination of Care
    - Employees
    - Physicians
  - Recruit future healthcare providers
  - Market the program
Example of Innovative Program – Independent Student and Medical Volunteer Program

- **Aim:** Recruit future healthcare providers (nurses, physicians, therapists, technicians)

- **How:** Working with Medical Center departments and with college campuses outreach

- **Different from other programs:** Offer special orientation, flexible schedules

- **Metrics of Success:** Growth of Program
Student Volunteer Programs

- **Teen Volunteer Program:**
  This is a unique program created for teens between 14-18 years of age. It is designed for teenagers who are looking for community service, searching for ways to help others and their community while having an opportunity to observe medicine and other health-related careers. Registration is once a year during February through our website, [www.cedars-sinai.edu/teenvolunteers](http://www.cedars-sinai.edu/teenvolunteers).

- **Independent Student Volunteer Program:**
  This unique program is designed for collegiate-aged students who are seeking to gain observational clinical experience or participate in a clinical or lab-based research. The program is open year-round through our website, [www.cedars-sinai.edu/isvolunteers](http://www.cedars-sinai.edu/isvolunteers).

- **Med Volunteer Program:**
  This unique program is designed to provide pre-med collegiate students, with a junior class standing or higher, an opportunity to experience the career of a physician/surgeon. Applications are made available once a year during the month of July through our website, [www.cedar-sinai.edu/isvoluteers](http://www.cedar-sinai.edu/isvoluteers).
Requirements for Students

- **Teen Volunteer Program:**
  - Submit online application during the month of February
  - Attend a “Get To Know You” interview
  - Attend two mandatory orientations (Teen Town hall and Assignment Orientation)
  - Receive a health clearance
  - Receive a departmental orientation and Cedars-Sinai badge

- **Independent Student Program:**
  - Each student must secure placement with a potential mentor
  - Submit application packet, resume, unofficial transcripts & 2 letters of recommendation
  - Attend a mandatory orientation
  - Receive a health clearance
  - Receive a departmental orientation and Cedars-Sinai badge

- **Med Volunteer Program:**
  - Meet initial requirements: must be collegiate junior or higher, have and maintain a 3.7 GPA or higher
  - Submit online application during the month of July
  - Commit to the program for a full academic year
  - Availability to volunteer a minimum of one morning a week, Monday – Friday only
  - Submit weekly e-journals documenting the experience
  - Attend mandatory interview and orientation
  - Receive a health clearance
  - Receive a departmental orientation and Cedars-Sinai badge
Teen inspired through volunteering

Volunteering Leads to Careers for Cedars-Sinai Employees

What do 22-year-olds Steven Elston and Gregory Adamec, and veteran Employee have in common? All three were teen volunteers at Cedars-Sinai who have deepened their commitment to the Medical Center by becoming volunteers in research. In their roles, their experiences as volunteers profoundly influenced their career paths.

For Elston and Elston, both of whom have now completed medical school, volunteering helped solidify their decision to become physicians. Dr. Adamec volunteered on the floor and was an Independent Medical Research volunteer. For Elston, it was the experience of passing the stethoscope (try your best to use the floor) to Jewish patient with Cedars-Sinai Children's Hospital, Rabbi Isaac Hahn, that made him have a chance in a really big way to understand what the patient was going through. For Elston, that was the first time he felt he could really make a difference.

In just a few years, Elston has become a resident at Cedars-Sinai. Today, he is delighted to be a first-year Internal Medicine resident here.

Dr. Adamec, who is currently a fellow in Internal Medicine Resident, will be staying at Cedars-Sinai as a Hematology fellow and hopes that patient contact is a special part of volunteering. While working on floor 5, Adamec chose the Path from Sociology to medicine, showing him how rewarding a career in medicine could be through his constant hands-on experience in helping patients. The experience also led him to the forensics team - working behind the scenes; he was very new to getting into the college level and medical school admissions process. "Volunteering opened doors," he says.

By contrast, volunteering on floor 2, Adamec and Gregory Elston met working in the Medical Center's Imaging Department, where the cutting-edge technology shocked him. He went on to get a four-year degree in Radiology Sciences and worked as a radiologic technologist at the Medical Center.

To continue nurturing his desire to work in a management function at the hospital, Adamec reenrolled in the graduate school business, becoming a business administration student at California University.

"The volunteer program sparked something in me. Starting off so young, I knew that this is what I wanted to do and this is where I wanted to be. I am a place is like Cedars-Sinai." —Gregory Adamec
Student Volunteer Programs

- Total Students 2011: 1,263
- Total Hours Donated 2011: 78,711

Collegiate Programs (IS & Med Vols)
- Total Students: 730
- Total Hours Donated: 62,665

Teen Volunteer Program
- Total Students: 533
- Total Hours Donated: 16,056
Physicains participating in the Med Volunteer Program

- Ambulatory Care Clinic: 2-3 Students
- Anesthesiology: 10-12 Students
- Bariatric Surgery: 1-2 Students
- Cardiology: 1-2 Students
- Comprehensive Transplant Clinic: 6-7 Students
- General Surgery & Oncology: 9-10 Students
- Internal Medicine: 9-10 Students
- Neurosurgical Institute: 3-4 Students
- Orthopedic – Joint Replacement: 1-2 Students
- Palliative Care: 2-3 Students
- Pediatrics: 1-2 Students
- Plastic Reconstructive Surgery: 1-2 Students
- Psychiatry: 1-2 Students
- Rehabilitation: 1-2 Students
- Trauma Medicine: 3-4 Students
Patient Interaction Programs

- **Patient Family Care Volunteers** donated 2,530 hours for 2011 - with 50 volunteers we had 21,600 touches/visits per year. PFC volunteers assist patients and staff with errands, social support, patient safety and are an excellent patient resource.

- **Information Desk Volunteers** donated 18,625 hours in 2011 with 132 volunteers.

- **Heart Families/Heart Transplant Escort Volunteers** donated 4,910 hours with 32 volunteers.

- **Nurse TCAB/RN Program/Patient Safety Program Volunteers** donated 4,081 hours with 103 volunteers.
I am the Chief of Quality at Kaiser Hayward and Fremont (Northern California) and I am also a Joint Commission/CDPH (IMQ) hospital physician surveyor. My nephew was hospitalized at your hospital a few months ago and I stayed with him for a few days.

During this time I observed your staff and processes with a surveyor eye. On our third day, my family and I went out for dinner while my nephew rested in the hospital. During the dinner, figuring that I had a good focus group, I asked my family members what is the single message you think this medical center (Cedars-Sinai) is trying to convey and what do you think is their focus. I was waiting for some of my, very critical, family members to complain, as usual, that all these medical centers just care about money, etc. However, unanimously they all said, “This place really cares about hand washing and reducing infection”..... I was delighted to hear that and I went back to your hospital and spent the next couple of hours looking at all the different things your organization does to reduce HAIs. I saw the posters inside your elevators, all the different stations on the floors, and was most impressed when a hospital volunteer came into the room to go over hand washing and other safety measures with my family. I was so impressed with your simple yet pragmatic and effective approach, that I will be emulating some of these observations at my own medical center. I do believe that your medical center is a model for excellence in this area.

Besides HAIs, I was also impressed with your nursing staff and their hand-off communication and their high risk medication process. During my three days there (I spent all three nights sleeping in the hospital), I could not find a single thing that I would complain about. My nephew will back for a second scheduled procedure on the 26th of this month and I hope to be able to come and visit him again but even if I can’t, I know that he is in excellent hands. Thank you!

Sincerely,
Dr. Reza S. Borhani,
Emergency Medicine, Chief of Quality - GSAA (Fremont and Hayward Campuses) - IMQ/CDPH/The Joint Commission - Hospital Surveyor

Editor’s Note: This letter is a wonderful validation of everyone’s commitment over the past several years as you have supported our efforts to improve service delivery and enhance patient satisfaction. Thank you to all our employees for all that you do on a daily basis for our patients, their families and our community.
Heart Transplant Ambassador Program

Heart Transplant Ambassador Volunteers

- Heart Transplant Ambassador Volunteer hours donated for 2011 - we had 1,566 hours with 13 volunteers.

- Last year Cedars Sinai ranked as the #1 Heart transplant Center in the country as well as doing 76 heart transplants here at Cedars the first year. As of today September 2011, our team has successfully done 62 heart transplants.

- The goal of this volunteer program is to help and assist a potential heart transplant candidate through the entire pre-transplant evaluation and then through their actual transplant.
Helping Hand Gift Shop

- Gift Shop hours that were donated in 2011 – 15,743 hours with 119 volunteers.

- The Helping Hand Gift Shop Sales Volunteers demonstrate their willingness to give their time for a worthy cause to Cedars-Sinai Medical Center and the greater Los Angeles Community benefit the Department of Obstetrics and Gynecology.
Emergency Department

- ED hours donated for 2011 – 19,297 hours with 180 volunteers.

- The Emergency Department has volunteer coverage 16 hours a day, 7 days a week.

- There are 130 volunteers currently in the ED. They range from their early 20s to their mid-80s. They typically do not stop for any breaks in their 4-hour shift, and walk somewhere between 4 and 6 miles on a shift. When the shift is over, they have accomplished a tremendous amount of nonclinical patient care, performing functions vital to patient satisfaction and allowing clinical staff to focus on clinical matters.

- Volunteers see approximately 200 patients every day in the ED, or approximately 73,000 patients per year. (This assumes an average census 240 ED patients per day, but that 40 of them are here during non-volunteer hours of 1 am to 9 am.)
POOCH Program

- **POOCH Volunteers**  
  (Pets Offering Ongoing Care and Healing)

- POOCH hours donated for 2011 - 1,220 hours with 33 volunteers.

- POOCH dog teams are utilized house-wide for therapeutic human-animal interactions. The physical and psychological benefits associated with animals have been researched in health care literature. Animals can offer patients, families and staff unconditional love and acceptance unlike anything they might experience within human relationships.
Music for Healing Volunteer Program

- MFH hours donated for 2011 - we had 1,393 hours with 28 volunteers.

- By volunteering in this special program, musicians can give back to the community in a compassionate way. They can volunteer and visit patients at bedside or play the baby grand piano on the plaza lobby which was donated by Joyce and Larry Powell.
Example of Innovative Program – Knitting Program

- **Aim:** Recruit employees to knit for palliative care patients

- **How:** Offer a scheduled meeting time which fits in with the schedule of the employee. Offer a quiet place for the employees to congregate and share their work and offer stories. Supplies are bought and must be kept on hand.

- **Different from other programs:** This activity can be done at home

- **Metrics of Success:** Hours

- **How to implement:** Find a place and schedule a time to meet!
Mealtime Mates Volunteer Program

- **Aim:** Recruit employees who would like clinical experience and patient interaction

- **How:** Collaborate with various hospital departments

- **Different from other programs:** Employee based

- **Metrics of Success:** Clinical trials

- **How to implement:** Easy steps!
“There isn’t a ruler, a yard stick or a measuring tape in the entire world long enough to compute the strength and capabilities inside you.”

~ Paul J. Meyer