Building Organizational Capacity to Support Volunteer Operations

Presented by Roseanna Galindo-Kuhn, CAVS
at the 2018 California Hospital Volunteer Leadership Conference
Newport Beach, CA
Every Visitor Every Time

- Performance Improvement Initiative that Increased Number of Patient and visitors escorted
Volunteer Satisfaction Index

• Administered, analyzed, and reported satisfaction data on 278 volunteers
Spanish-English Translation Board

- Developed a Spanish-English Translation Board for Guest Services
  - Initiative received recognition at annual Hospital Quality Summit
Cuddle Care Program

• Launched new Cuddle Care Volunteer Program
Annual Recognition Dinner

• Organized Celebration of Volunteerism dinner event for 300 volunteers
Hand Hygiene

• Created a hand hygiene education music video parody
Skills Fair

• Held a Skills Fair for volunteers
Annual Report

- Published Annual Reports
Those Things You Would Like to Do

- Launch new programs
- Develop training materials
- Implement innovations to processes
- Create marketing materials
- Innovate, create, develop...
Those Things You Need to Do

- Recruit
- Train
- Manage
- Schedule
- Recognition
- Plan
- Daily Operations
Organizational Capacity
Solution: Interns

• College collaboration
• Focused resource for the “things you would like to do”
• Support for the “things you need to do”
• Skilled
• Motivated
Solution: Interns

• Return on Investment
  – Coaching
  – Training
  – Support

• Who has time for this?

• Would you invest $10
  – To make $3260 in 16 weeks?
Building Capacity (Making A Bigger Pie)

One Intern
• Investment
  – 8 hours of your time
  = 16 weeks x .5 hrs/week
• Return on Investment
  – 320 hours (.5 FTE)
  = 16 weeks x 20 hrs/week
• Return on Investment
  – 320 hours (.5 FTE)
  = 16 weeks x 20 hrs/week
  • ROI = 3260%

Five Interns
• Investment
  – 40 hours of your time
  = 16 weeks x 2.5 hrs/week
• Return on Investment
  – 1344 (2.1 FTE)
  – 16 weeks x 84 hrs/week
  • ROI = 3260%
• Hidden costs:
  – Administrative: Interview, Orientation, Paperwork
    • Add 3 hours for one intern
    • Add .5 for every additional

  – 5 Interns costs 40 hours + 5 hours. Total 45 hours.
  – ROI = 2,887%
  – $2,887 for $10 investment is still a great deal!
Utilizing Interns
Getting Ready

• Contact the College
  – Health Administration (Health Admin, Health Ed)
  – Communication (Organizational, Public Relations)
  – Business (Project Management, Marketing)

  • Are there majors with REQUIRED internships?
  • Who is the internship coordinator?
  • What is the timeline?

• Job Descriptions
  – Targeted, focused
  – Good titles
  – Send to your contacts mid semester (see your timeline) for the following semester or school year, including summer and intersession.
Thank you for your interest in the Volunteer Services internship. I have attached the internship posting for your review and here is the link to the application: [https://emcvolunteers.wufoo.com/forms/kel64xd0mzkb9w/](https://emcvolunteers.wufoo.com/forms/kel64xd0mzkb9w/)

This is an unpaid internship for Spring 2018. If you are interested, please submit a cover letter along with the completed application. Thank you,
• Interviews
  – Group

  – Questions
    • Why Enloe Medical Center?
    • Favorite class project and why?
    • For credit?
    • How many hours?
    • Other commitments?

Thank you for submitting your application for an internship in the Volunteer Services department of Enloe Medical Center.

After review of your application materials, I would like to schedule an interview.

I am scheduling internship interviews during the afternoon of the following dates:
November 13 – November 15

Please click on this link to arrange your interview time:
http://www.signupgenius.com/go/10c0944ada92ea3fa7-enloe13

I look forward to your reply.

Thank you,
• Accept or reject
• Set deadline for completion of intake to end of current semester for next semester.
• Send link to schedule preference form AND request copy of their schedule
• Send link to HR or entity responsible for student interns if applicable.
Getting Started

• New Intern Meeting
  – One hour
  – Group
• Internship Agreements
• Confirm Schedule
• Define Projects
• Expectations for Dress, etc..
Reports to: Roseanna Galindo-Kuhn, Director of Volunteer Services  
1465 Esplanade, Chico  
530.332.4575

Office Hours: Monday through Friday from 8 a.m. to 5 p.m. (Closed major holidays)  
*Events may be held after hours or on weekends.

Work Schedule:  
20___ hours/week for 15 weeks totaling 300___ hours  
January 22, 2018– May 11, 2018  
No hours scheduled Spring Break March 19-23

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Additional Days/Hours/Events  
Thursday, April 19

Major Projects: Comfort Corps Program  
S.T.A.R. Team Program  
Sleep Menu Education  
Handbook Development & Updates

Minor Projects: EPIC Support  
Website Updates

Department Projects: Celebration of Volunteerism support  
National Volunteer Week support  
Intake & Onboarding-General Support (Ongoing)
First Weeks

• “Orientating” Assignment
  – Reviewed at New Intern Meeting
  – Self-paced
  – Quick immersion into Volunteer Services
    • Who we are
    • What we do
  – Brief report due to assess business acumen
  – 2 weeks to complete
    • Office support starts
Project Time

• Third Week
  – First 1:1

• Orientation assignment discussed/reviewed

• “Getting To Task” Assignment
  – Major projects are discussed with directions for first steps

• Now the magic happens!
  – Weekly 1:1
Wrap-Up

• Hours totaled
• Files cleared out
• Status report
• Thank you notes
• Reflection paper

• Intern Good-bye lunch
  – Letter of Recommendation
Win-Win

- Student gets experience
- You get many things accomplished
- You have a negotiating tool for perhaps a bigger slice of pie