Welcome First-Time Attendees!

Monday, February 16, 2015
3 p.m. – 3:45 p.m.
Hyatt Regency Indian Wells Resort & Spa
Presenters

Will Glaspie, RN  
Director, Volunteer Services  
Oroville Hospital, Oroville

Richard Hart  
Volunteer  
Sharp Grossmont Hospital, La Mesa

Vicki Veal  
Volunteer  
Mission Hospital, Mission Viejo
Introductions

• Tell us about yourself
  – What is your name?
  – Where are you from?
  – What is your goal at the conference?
California Association of Hospitals and Health Systems (CAHHS)

Since 1954, the Volunteer Services Department of the California Association of Hospitals and Health Systems has promoted and supported health care volunteerism in the state’s hospitals and health systems.
Our Vision

Volunteer Services is an organization that can lessen the economic burden on the system, one that becomes part of a whole team whose sole purpose is to heal and comfort.
Our Mission

• Volunteers assigned to each hospital department.
• Volunteers creating a measurable impact in keeping California’s hospitals open.
• Uniformity of programs and services in California’s hospital volunteer programs.
• Volunteers creating a measurable impact on healthcare advocacy campaigns.
Our Purpose

• Advise the California Hospital Association (CHA) Board of Trustees
• Provide a forum to share, collaborate, communicate
• Be an information clearinghouse
• Provide leadership training and development
Hospital Volunteer History

- Nearly 250 years of hospital volunteering in the United States
- Celebrating 140 years of California hospital volunteering
- CAHHS celebrating 52nd annual state-wide conference
About CAHHS

• 85 years ago, Western Hospital Association organized a state association of California hospitals
• 1935, California Hospital Association was established with 385 hospital members
• Soon, the volunteers wanted to be a part of the CHA conferences
• 1952, the first auxiliary conference as part of CHA: 15 expected, 50 attended
• 1961, Council of Hospital Auxiliaries was established
• 1963, First volunteers only conference held in San Francisco: 700 attendees from 144 hospitals
• 1964, Council of Hospital Auxiliaries became a division of CHA and added a full-time staff
• 1967, Committee on Volunteer Services (COV) and Directors’ Coordinating Council (DCC) formed
About CAHHS (continued)

• Current day, approximately 13 area councils
• CAHHS is located in Sacramento, California
  – Director, Volunteer Services (Joan Cardellino)
  – Volunteer Services Coordinator (Melanie Shanley)
• 52nd annual conference with 300 attendees
• California Hospital Volunteer Impact Survey
• Look for new surveys to update our database
CAHHS Volunteer Services Website

www.calhospital.org/volunteers
Conference Overview

- Patient, family and community services
- Population Health
- Principles of Volunteer Resource Management
- Organizational effectiveness
- Personal development
- Recruitment
- Leadership
- Fundraising
- Retail Academy
- More!
Conference Format

What to expect:

• Listen and learn general sessions
• Listen and learn breakout sessions
• Roundtable discussion groups
• Toolkit interactive sessions

• Hands-on sessions
• Take-away handouts
• Networking
• Exhibitors
• More!
Conference Program

It’s all in there…

• Hotel map
• Table of contents
• Schedule at a glance
• Daily schedule
• Session descriptions

• Time tables
• Roundtable topics
• Exhibitor list
• Committee listings
• Save the date
CAHHS Conference Registration Desk

– Lost and found
– Questions and information
– Mon/Tues/Wed: Indian Wells Conference Center, Registration Counters
– Thursday: Hotel Grand Salon Ballroom, Prefunction Space
Conference Attractions

• Welcome reception
• Exhibitor showcase
• 300 attendees
• 29 workshops
• 6 general sessions
• 150 California hospitals represented
• 5 out of state hospitals
Conference Features

• Lunches included on Tues., Wed. and Thurs.
• Mom365 Newborn Photography, official conference photographer offering complimentary professional and group photos
Wifi Access Code

cahhs2015
Mobile App

http://2015californiahospitalvolunteerl.sched.org

- View the entire event schedule, all speakers, sponsors, exhibitors and other attendees.
- Personalize your schedule.
- Update your personal calendar.
- Sync with your social media accounts to be part of the conference’s online community.
- Share your experiences with your network.
- Keep your social network informed with what’s next and your personal agenda.
- Find out what sessions your friends are attending.
QR Code on Name Badge

- Scan your name badge at Retail Academy Sessions
  - Completing all three Retail Academy 101, 102 and 103 sessions qualifies attendees for a Certification of Completion.
During the Conference

1. Clear your calendar/clear your head
2. Get plenty of rest
3. Eat and drink lots of water
4. Talk to strangers (yes, that’s okay here)
5. Wear comfortable shoes
6. Share your ideas, thoughts, resources, etc.
7. Use your program to attend all you can
8. Ask questions
During the Conference (continued)

9. Take notes to share when you return
10. Visit the exhibitors, lots of fun stuff
11. Thank conference sponsors and supporters
12. Divide and conquer *if you are here with a group, attend different sessions to broaden your coverage and learning*
13. Complete the session evaluations at each session
14. Have FUN!!!
After the Conference

- Complete the online evaluation that will be emailed to your shortly after the conference.
  - Share your conference experience and materials with your hospital and local volunteer groups.
  - See post-conference checklist on page 33 of your program.
  - A Certificate of Attendance will be automatically emailed upon completion of online evaluation.
After the Conference

• Mark your calendar for future California Hospital Volunteer Leadership Conferences.
  – 2016 | February 15-18 | Hyatt Regency Monterey Hotel and Spa on Del Monte Golf Course
  – 2017 | February 20-23 | Hyatt Regency Mission Bay Spa and Marina
Questions & Answers