Thank You for Being a Scripps Volunteer

You’ve probably noticed; health care is changing. That means we need our Scripps volunteers more than ever. From our front desks to our patient rooms to offices behind the scenes, our 1,700 volunteers play very important roles in the changes we’re making to better meet our patients’ needs. When patients and their families first walk through the doors of a Scripps hospital, the first person they meet is often a volunteer, and many times it’s a volunteer saying goodbye at the door when a patient is able to go home.

As a volunteer myself in law enforcement, I especially value the expertise, life experiences and energy that volunteers bring to their efforts each day. Today we are working to create a truly exceptional health care experience for our patients and visitors, and I know I can call on our volunteers to help make that happen. Working together, we can help make ‘health care change’ a good thing for everyone who trusts us with their care.

— Chris Van Gorder, President and CEO, Scripps Health

Volunteer Hours and Contribution by Site

Volunteers were numerous throughout our organization in 2017. Here’s a snapshot:

Scripps Mercy Hospital, San Diego and Chula Vista campuses
- 372 (SD) and 222 (CV) volunteers
  - Contributed 40,387 hours

Scripps Encinitas
- 266 volunteers
  - Contributed 32,371 hours

Scripps Green and Scripps Clinics
- 310 volunteers
  - Contributed 21,581 hours

Scripps La Jolla
- 581 volunteers
  - Contributed 55,978 hours

1,751 total volunteers
Grand total of 140,317 hours!
(Equivalent to more than 70 full-time staff members.)

The purpose of this annual report newsletter is to look back over the past year in appreciation of the contribution volunteers make toward Scripps Health patient experience, operations, and supporting our staff and programs. It is a wonderful opportunity to acknowledge the important role you play at Scripps Health.

We can count hours and the number of volunteers. It is much harder to measure effect. As we interact with patients around the hospital on typical days, we are regularly astounded at the dedication shown by Scripps Health volunteers. There’s no simple explanation for it. We’re grateful.
A Look Back at Our Year in Volunteer Services

We’ve been working hard this past year. Take a look at what we’ve accomplished together!

- Implemented consistency and standardization of our volunteer population hours
- Supported staff through activities to help welcome Epic system with Zen Dens, canine therapy visits, reiki, aromatherapy
- Supported archiving history project with Corporate Sr. VP, Richard Sheridan
- Successfully merged three sites to create a regional design to standardize best practices
- Worked closely with corporate Patient Experience Team to engage volunteers as greeters for our visitor’s first impression at all of our Scripps Health sites
- Continue to promote on-line gift shop sales, conduct on-going e-commerce workshops
- Implemented leadership and organizational changes to streamline site programs and create a standardized approach to volunteer management throughout Scripps Health
- Partnered with Scripps Health Foundation reaching volunteers for philanthropic support
- Partnered with MarComm to distribute handwashing reminder clings to all patient and public restrooms
- Supported American Red Cross blood drives (472 units collected)
- Partnered with CFII to present two Spanish for Frontline Volunteer workshops
- Presented three more Scripps Studio Art Exhibits across the system
- Scripps Health Manager served on CHA Volunteer Leadership Conference Planning. Three of our Scripps volunteer leaders attended the conference in Newport Beach
- Volunteer representative was selected to participate in Employee 100 task force
- Craft group partnered with Mother Baby unit to produce more bereavement quilted bags and busy lap blankets for patients
- Provided CPR education sessions
- Held our second system-wide volunteers coordinators networking retreat
- Hosted 8 tours and close to 60 individuals from the community on our Wolfstein Sculpture Park tours. Organization such as Newcomers, the JCC, and art groups learned more about our Healing Arts Program here at Scripps Health
- Participated in the Emergency Department’s Trauma Unit Community event welcoming the public
- Welcomed new volunteer coordinator and Gift Shop coordinator at Scripps Encinitas

Looking Ahead to 2019

We continue to build on what we did last year!

- Expand Volunteer involvement to support EPIC program role out
- Upgrading Lawson and Kronos time keeping system
- Implement New TB scheduling process for volunteers system-wide
- Support new medical office building and expansion at Scripps Encinitas
- Collaborative buying and vendor partnering for gift shops
- Prepare for JCAHO at Scripps Mercy
- Wave 3 Epic at Scripps Mercy
- Canine Therapy visit notification magnets for patient rooms
- Continue in-services and workshops with Dr. Sharieff on improving the patient experience
- Increase volunteer shifts as needed around our growing system
- On-board new Administrative Coordinator and Gift Shop supervisor at Scripps Encinitas
- Promote on-line gift shop sales and increased utilization by staff, patients, public
- Continue to partner with the Scripps Health Foundation to include supporting Scripps philanthropically
Weekend Volunteers

Just like paid staff, Volunteers are on Scripps Health campuses seven days a week. We especially appreciate our Spiritual Care Volunteers who give communion to patients and our High School and College volunteers who fill those important weekend shifts, especially on nursing floors, emergency rooms and our gift shops! They know that having experience in the field before graduating is extremely important. Our young volunteers know the importance of internships and volunteering. Showing they are committed and willing to work just for experience can potentially set them apart from others seeking a job or career.

Perhaps as a volunteer you will build a relationship with the company you’re volunteering for and might even end up working for them in the future. The company you volunteer for will serve as a good resume builder and reference.

Read more at: http://www.utica.edu/student-blogs/importance-of-volunteering/

High School and College Students: Got Time this Summer?

If you are a senior this year – congratulations! We hope you are enjoying all the fun activities senior year has to offer. Use your time wisely but enjoy senior year - it goes by so fast. Participate in as many activities and events as you can. Let us celebrate your accomplishments with you – tell us what you are doing after graduation and where you may be going to college or work. Thank you for volunteering. If you would like to add some extra shifts for summertime, stop by the volunteer office, call or email to find extra shifts that fit your schedule.

Leave of Absence (LOA)
Summer vacation time is right around the corner! Please let us know if you need to take a leave of absence from your volunteer work. Please stop by Volunteer Services for a list of fellow volunteers who may want to substitute for you and to report the dates you will be away.

Did You Know:
At Scripps, we have 470 high school students and more than 500 college students

Top 4 reasons to contact the Volunteer Services Department before the start of summer:
1. There are changes in your summer schedule requiring you to make changes to your volunteer shift.
2. You are taking a summer vacation and need to report an absence.
3. You will be away from San Diego during all or part of the summer and need a leave of absence (LOA).
4. You would like to add a shift.

Want to Start Summer with a New Volunteer Position?

Would you like to enjoy your summer with a new experience? Is it time for a change? If so, come to Volunteer Services Department and meet with our staff to discuss the variety of volunteer opportunities we can offer you. You’ll meet new people and have a chance to increase your social circle. New experiences will help you to learn about yourself too! It’s easy to fall into habits and routines of doing things we know we like. However, there is no better way to grow as an individual and learn about yourself than to try something new!

“The thank you thank you thank you. The mission of our great organization – to make a measurable difference in the healthcare of our community – is accomplished through the efforts of so many. Our dedicated doctors, our hard-working employees, our committed volunteers and our generous donors all contribute in their own ways. Our success is the result of this teamwork, the aggregation of all of these efforts. This week we are recognizing our volunteers for their essential contributions. All of the contributors within the Scripps system and the community that we serve are thankful for what you do.”

— Richard Sheridan, Corporate Executive Vice President, General Counsel, Senior Executive, Human Resources

Thank you to all our high school and college volunteers! Some are pictured here at a recent workshop and sharing their time in our canine therapy program.
"When donors give to Scripps, they often tell us it’s because of the experience they had here. They may have been here as patients, or loved-ones or friends, but they share the stories of the care they received from their Scripps’ doctors and nurses and techs... and volunteers. We hear that our volunteers are compassionate, empathetic and understanding. Many have had their own health care experiences and now, they too, are giving back – financially or through their time and talent. Creating an exceptional patient experience is not an easy thing to do when someone is sick and in the hospital. It’s nice to know that everyone in the Scripps’ family is doing all they can."
— John Engle, Chief Development Officer, Senior Executive, Marketing & Communications

Welcome Emily Murphy Reyes, Gift Shop Coordinator at Encinitas!

After volunteering for the past year at Scripps Encinitas, Emily Murphy Reyes has been named the new Gift Shop Coordinator. A graduate of the Fashion Institute of Design and Merchandising in Los Angeles, she has several years of experience in the fashion and accessory industries. Emily is looking forward to adding some fun, new items to the gift shop while working with many long-time volunteers. Emily and her husband, Fri Reyes, live in Carmel Valley.

“We are always looking for smiling volunteers to join the Gift Shop Team.” shares Emily. “We will train you, no experience necessary. Please let the volunteer office know if you are interested.”

Volunteers partnered in a safety initiative and helped to add new clings to the restroom mirrors. The mirror clings reminds people to wash their hands and prevent the spread of infection.

Remember, our hospital gift shops are accessible 24-hours a day online. You and your patients can order flowers, gift baskets and other gifts, with same-day delivery! All proceeds benefit Scripps. Go to hospitalgiftshop.com/scripps.

Volunteers Born at Scripps

In last month’s newsletter, we asked current volunteers to let us know if they were born at any of our Scripps hospitals. We had an enthusiastic response — see our Scripps babies below!

Grace Grijalva, Mercy San Diego, Surgical Intensive Care Unit
Sabrina Lin, Encinitas, Lobby
Esther Peluso, Canine Therapy

Brent Peluso, Canine Therapy
Aruchi Dogra, Green, 3N Transplant
Xavier Tao, La Jolla, Prebys 6th Floor
Priya Patel, Green, 3N Transplant
Barbara Pico, Mercy San Diego, Palliative Care
David Moore, Mercy Chula Vista
Heidi Allen, Mercy San Diego, patient safety rounder
Cameron Bell, Mercy Chula Vista, 4th floor
Mario Diaz, Mercy Chula Vista, Spiritual Care
Renee Varnadore, Woltman Infusion Ctr.
Esther Diaz, Mercy Chula Vista, Spiritual Care
Pauline Pham, Green, 4N
Sharon Thomas, Volunteer office and Wolfstein Park Docent (WOW BABY—Born 1943 at Mercy!)
A Few of Our Four-legged Furry Volunteers

64 canine therapy teams across the Scripps system,
4,088 hours,
more than 25,000 patient bedside visits,
5 campuses, 1000+ dog treats….

Seeing a patient smile: Priceless!

“If I had a dollar for every time a dog made me smile, I would be the richest person in the world!”

Making Paws-itive Impressions

Nancy Treadway and her faithful sidekick canine therapy dog Cody was making their rounds one day, when they came upon a room filled with family members surrounding their mother, Doris, who was the patient. Her daughter commented to Nancy that Cody looked just like Doris’ dog. Cody snuggled on the bed next to Doris who was laying very peaceful. They left the room when more family came in.

Later as they were leaving, Nancy saw Doris’ daughter said she passed away soon after Cody left. She was grateful for the time spent with Doris and thanked Nancy for all the other canine visits Doris had while she was a patient.

Nancy and Cody also volunteer each month at Las Colinas Women’s Detention Prison.

Volunteer Service calls upon our canine therapy teams a lot throughout the year for various events.

We know your lives can get so busy and we want to thank each of you for always doing what you can to bring your four-legged furry partner to volunteer. These visits mean so much to our patients, their family and our staff.

It’s the smile we see on their faces, or the worry soften when your dogs walk in the room.
Excel Together Nominations for Volunteers Continue to Soar

Last year our volunteers received hundreds of eCards through our Excel Together program. We are happy many staff members recognize our volunteers and send their thanks to our partners in health care.

Hi Quinn and Victor, Bravo on a job well done! Thank you so much for your help on 3West! I tasked you with the HUGE job of tallying all of the DOU peer evaluations. This was a tedious and time consuming task. You both tackled this job with ease. Thank you a MILLION TIMES for helping with this. It truly made an impact on our unit. Great work!
— Corey Norgard, 3West Manager, Green Hospital

Thank you, Sean Olmo, so much for your help with the gift shop. I appreciate that you saw the need and went out of your way to offer to help. We were able to get everything we needed to get done because of your help. Volunteers make our lives better!
— Stephanie Barnes, Green Hospital

Thank you, Doree Jahanpour, very much for assisting with the San Diego Fair tickets. Your willingness to help outside your regular scheduled shift is very much appreciated. Thanks for all you do!
— Corporate HR Dept.

Thank you, Nanci Dalzell! I appreciate you meeting and greeting folks who attended the Scripps Women’s Expo on Feb. 11. It was helpful to have “real life” volunteers available to promote and talk about volunteer opportunities. Thank you all for your dedication to volunteering! — Jill Newell, Volunteer Manager

Thank you Rosemarie Dinkelbach for remaining calm while dealing with an upset visitor at the front desk.
— Access Dept., Scripps Mercy San Diego

Thank you so much, Megan McGlothlin, for helping out at our disaster drill last week. It really helps when we have “real” patients to put through our disaster process as it helps us determine in what areas we need to improve. This helps us be more prepared when disasters occur. Thanks so much for helping us out!
— Chris and the CTC Crew

Melissa, Megan, and Bahareh: I wanted to give all three of you a big shout out for helping this past weekend (6/3) with running lab specimens from the nursing floors to the lab so that we could perform timely lab testing for our patients with the tube stations down. We all in the lab really appreciate you helping us on such short notice. You guys rocked!
— Darrell DeWindt, Scripps La Jolla, Pathology Lab Services

Pinned With Gratitude

ED/ICU Waiting Room volunteer Bonnie Blackfield recently was recognized for her kind work towards a patient family member.

The patient was in the waiting room for six hours and Bonnie was recognized for providing kind and caring attention — she even brought the patient hot chocolate! The patient wrote a letter recognizing several staff members and Bonnie at Scripps Encinitas for stellar service and care provided.

Along with the letter was an angel pin blessed by a priest connected to the Vatican to show her appreciation. Bonnie was thrilled to receive this and commented that she wondered if people really did appreciate the volunteer work she does — they do! Bonnie loves this role and the difference it makes for the friends and families of the patients. Great job, Bonnie!

‘Tis the Season to be Jolly All Year Round

“I love working on the campus shuttle as a volunteer because what I do matters,” shares Boyd Applegate. “I am often the first and last person a patient sees during their visit. I can make their day by connecting with them and reassuring them.”

Boyd, who has been volunteering for a year now, is also a professional Santa on the side. He posed with our Pet Therapy dogs for photos during their holiday Pet Party at Mercy Hospital!
Why Greet the Visitors?

We all know that health care is changing, but what does that mean exactly? As complex as the U.S. health care system is, the answer to that question could be very complicated and detailed. However, there are two overarching themes: provider reimbursement is evolving, and health care decisions are becoming more consumer-oriented.

For several years now, you’ve been hearing about the way providers like Scripps are reimbursed for services is changing, but so is the role of the patient.

“American consumers have become much more active in their health care decisions,” says Scripps Health President and CEO Chris Van Gorder. “As with other purchases, these decisions are overwhelmingly based on cost, quality and experience. And these will be our highest priorities moving forward.”

As consumers, you’re already familiar with cost and quality, but perhaps you’re not as familiar with patient experience. What is patient experience? For starters, it is not patient satisfaction—at least, that’s not all it is. It’s broader in scope and not confined to times when a patient is at one of our hospitals or clinics. It covers the entire interaction with Scripps, from the moment someone tries to make an appointment to the time they pay their bill, and everything in between.

Focusing on patient experience: Scripps recently announced a new role to oversee the patient experience throughout the system—chief experience officer (CXO). As the first CXO at Scripps, Dr. Ghazala Sharieff is examining the complete patient experience, and she’s working with employees and physicians on ways to make it better.

“Any one of us can have a positive impact on a patient’s experience,” says Dr. Sharieff. “No matter what your specific role is at Scripps, we are all here to help others. We are empowered to make a difference in people’s lives.”

The Patient Experience at Scripps Health

By Ghazala Q. Sharieff, MD, MBA, Director, Corporate VP, Chief Executive Officer (CXO), Patient Experience

As you know, Scripps is striving to improve the patient experience by going above and beyond and to be consumer-oriented. As a system, it is our goal to greet each and every patient and visitor who walk through the hospital doors. Many of our front desk volunteers have enhanced their role as greeters; providing a warm welcome and overall general attentiveness to those entering the hospital.

Our patients (and their friends and family) are often at the most vulnerable moments of their lives. Anything we can do to ease their anxiety and make them feel we care deeply for them, will never be forgotten. Dr. Sharieff’s vision for the year ahead is to “Provide seamless integration of all aspects of our patients’ care—from the outpatient environment, through a hospital visit, to the transition home or to one of our post-hospital programs such as home health or rehabilitation. We owe it to our patients to help them navigate these times of incredible healthcare complexity.”

What is your one thing different? If you have something you try and it seems to work, please let Dr. Sharieff know—email her at sharieff.ghazala@scrippshealth.org. She would love to hear how you have helped a patient by doing one thing different!
Thank You to Our Volunteer Planning Committee

We would like to recognize staff and our volunteer committee for all their planning efforts and the fantastic appreciation video shared at our Volunteer Week gathering.

Ariana Khayamian, Yiru (Jess) Wang Reyes, Shirley Pacheco, Gloria Hardcastle, Nandine Bahlawan, Stephanie Messina, Anne Perryman, Gudrun Armentrout, Bobbi Bell, Franny Brannigan, Sandy Hughes, Chef Fri Reyes, Grace Brannigan, Susan Vandendriesse, Linley Paddock

This year’s appreciation video was produced and edited by Ariana Khayamian, a high school student who volunteers on our orthopedic nursing unit.

Two years ago, Ariana suffered a severe concussion, she recently formed a pending non-profit organization to bring awareness to concussion syndrome and aim to provide brain injury patients, their families, and caregivers with relevant resources encompassing all aspects of the journey to healing.

Her organization, Beyond Concussion, was created with the help of her mom and another mom with a son living with post concussion syndrome.

For more information, visit beyondconcussion.org.

Health Benefits of Volunteering

A study by United Health Group & the Optum Institute found a direct link between volunteering and better physical, mental & emotional health. The below infographic highlights some of the positive statistics that study has managed to produce.

Good For You

- About a quarter of the people who have volunteered in the past 12 months say that volunteering has helped them to manage a chronic illness.
- 76% of people who volunteered in the last twelve months say that volunteering has made them feel healthier.
- 94% of people who volunteered in the last twelve months say that volunteering improves their mood.
- 95% say they are helping to make their community a better place.
- 80% of the people who have volunteered in the past 12 months say that they feel they have control over their health.
- 78% of people who volunteered in the last 12 months say that volunteering lowers their stress levels.

Source: https://connect.maf.org/tag/volunteer/

Perks for Volunteering

Special PASSPORT CARD OFFER
The Scripps Passport Corporate program created by Passport Unlimited aims to give volunteers who have been here a year, access to a wide range of products, goods, and services. You’ll find special offers on services, at shops and restaurants, for entertainment and travel, and much more. We hope you take full advantage of your Scripps Passport Corporate membership! To learn more about Passport Unlimited please visit our company website at www.passportunlimited.com

Get Connected!

Want more information about Scripps Health? Or, have a friend interested in volunteering? Visit scripps.org/volunteers or connect with us on social media by searching “Scripps Health”