The Vital Link: California’s Hospital Volunteer Network

Tuesday, February 16, 2016
9 a.m. – 9:45 a.m.
Hyatt Regency Monterey Hotel and Spa
Big Sur
Introductions

Joan Cardellino, CAVS  
Vice President, Volunteer Services  
jcardellino@calhospital.org

Steve Warner  
Volunteer  
Santa Barbara Cottage Hospital  
strmsekma@henrymayo.com
Introductions

Joan M. Ryzner, MHA
Director of Member Relations
American Hospital Association
jryzner@aha.org

Ursula Pawlowski, MSHR
Governance and Operations Manager
Association for Healthcare Volunteer Resources Professionals (AHVRP) of the American Hospital Association (AHA)
upawlowski@aha.org
Learning Objective

• Provide an overview of CAHHS hospital volunteer network
  – Purposes
  – Activities
  – Operations
  – Challenges
  – Opportunities
# California Hospitals

<table>
<thead>
<tr>
<th>Total Licensed Hospitals</th>
<th>434</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eligible for CHA Membership</td>
<td>409</td>
</tr>
<tr>
<td>CHA Members</td>
<td>366</td>
</tr>
<tr>
<td>Nonmembers</td>
<td>43</td>
</tr>
<tr>
<td>% of Hospitals = CHA Members</td>
<td>89%</td>
</tr>
</tbody>
</table>
California Hospital Association

- Formed in 1935
- Hospital membership organization
- Legislative advocacy and public policy
- Education
California Association of Hospitals and Health Systems
California Association of Hospitals and Health Systems

1954  Center for Volunteer Services established
1963  First CAHHS hospital volunteer conference
CAHHS Volunteer Services

• Mission

“The California Association of Hospitals and Health Systems Volunteer Services Department mission is to create and support a favorable climate for voluntary hospital service in the areas of advocacy, governance, fundraising, public relations and service.”
CAHHS Volunteer Services

• 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.”
CAHHS Volunteer Services

Sacramento headquarters

Joan Cardellino, CAVS
Vice President, Volunteer Services
jcardellino@calhospital.org

Melanie Shanley
Volunteer Services Coordinator
mshanley@calhospital.org
Number of California Hospital Volunteers

• 366 CHA member hospitals
• Almost 300 have volunteer programs
• Estimated number of California hospital volunteers is 60,000 – 80,000, potentially 100,000.
California Association of Hospitals and Health Systems

• Committee on Volunteer Services (COV)
CAHHS Volunteer Services

• COV Purpose
  – Advise CHA Board of Trustees
  – Forum to share, collaborate, communicate
  – Information clearinghouse
  – Leadership training and development
CAHHS Volunteer Services

• COV Activities
  – Provide educational programs and services
  – Create awareness of industry issues and encourage community support
  – Establish and support sound principles for administration and operation of hospital volunteer organizations
CAHHS Committee on Volunteer Services

- Appointed by CAHHS Board of Trustees
- Identified by nomination process
- Serve one calendar year terms, with option to renew up to 3 years total
- Established processes for over 25 years
Explore Website

www.calhospital.org/volunteers
Why Do We Need a Hospital Volunteer State Network?
Health Care Reform Challenges are HERE
Health Care Reform Challenges

• Value versus volume
• Creating new efficiencies
• Commitment to safety
• Team-based patient-focused care partners
• Enhanced patient experience before during and after hospital experience
• Migration of hospitals into systems
Health Care Reform Challenges

Changes in:

– Patient care delivery systems
– Hospital financial business models
– Community demographics
– Technology
– …all mean CAHHS must reflect those changes in its organization too.
CAHHS Volunteer Network
Challenges are HERE
CAHHS Volunteer Network Challenges are HERE

- Multiple Reporting Structures
  - Foundation
  - Human Resources
  - Administration
  - Home Care
  - Community Health and Education
  - Advocacy
  - Other
CAHHS Volunteer Network

Challenges are HERE

• Growth of Systems
  – Kaiser
  – Dignity
  – Adventist
  – Sutter
  – UC’s
  – Sharp
  – Scripps…to name just a few
CAHHS Volunteer Network Challenges

• We need to do work differently but also do different work.
  – Seeking new types of COV members such as community outreach workers, digital statisticians and social media experts.
  – Other types of COV members may be drawn from non-volunteer hospital disciplines such as nursing, foundation, HR and community services.
CAHHS Volunteer Network
Solutions are HERE

• Streamlined CAHHS Network Structure
  – California Hospital Association
  – CAHHS COV
  – Local area networks
  – Non-affiliated hospital volunteer groups
  – Community groups

One Plan, One Team, One Mission
CAHHS Volunteer Network
Solutions are HERE

• CAHHS COV
• California Hospital Volunteer Leadership Conference
• California Hospital Volunteer Impact Survey
• CAHHS Volunteer Services website
• Collaborations with AHA - COV and AHVRP
Open Discussion

• What do YOU bring to the CAHHS Volunteer Services Network that could help us better serve California’s hospital communities?

• What do YOU need from the CAHHS Volunteer Services Network to better serve your hospital community?
AHVRP
Association for Healthcare Volunteer Resource Professionals
A personal membership group of the American Hospital Association
AHVRP

- Who we are?
- What do we do?
- How are we different from CAHHS?
- Where can you find us?

www.ahvrp.org

Established in 1968 and today, we are over 1,100 members strong!
2016 AHVRP Board of Directors

Certified Administrator of Volunteer Services

National Healthcare Volunteer Week,
April 10-16, 2016
2016-2018
AHVRP Strategic Plan

AHVRP Commits to:

- Enable healthcare volunteer resource professionals with resources to obtain skills and knowledge, stay current on industry trends and implement best practices to serve as experts in the changing healthcare setting.
- Offer opportunities for professional development and networking.
- Be the voice for the value of healthcare volunteerism.
- Provide national recognition of volunteer professional excellence.

VISION
AHVRP is the premier national healthcare resource advancing volunteer engagement to promote, build, and sustain healthy communities.

MISSION
To educate and develop healthcare professionals to excel as global leaders in integrating volunteer resources into positive healthcare outcomes.

VALUES
People
Integrity
Leadership
Diversity
Collaboration
Excellence
Innovation
AHVRP Education

Principles of Volunteer Management
Modules 1, 4, 5 & 6

Enjoy the pride of recognition of being among the ELITE group of health care volunteer resource professionals.
29 CAVS Credentials in California
<table>
<thead>
<tr>
<th>Name</th>
<th>Facility</th>
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<tbody>
<tr>
<td>Katherine</td>
<td>Andalis Sharp Grossmont Hospital</td>
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<tr>
<td>Diane</td>
<td>Bade Methodist Hospital of So. California</td>
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<tr>
<td>Bonnie</td>
<td>Butler-Sibbald Glendale Memorial Hospital &amp; Health Center</td>
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<tr>
<td>Joan</td>
<td>Cardellino California Association of Hospitals &amp; Health Systems</td>
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<tr>
<td>Marianne</td>
<td>Cota PIH Health</td>
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<tr>
<td>J.P.</td>
<td>Eres, III University of California, Davis Medical Center</td>
</tr>
<tr>
<td>Roseanna</td>
<td>Galindo-Kuhn Enloe Medical Center</td>
</tr>
<tr>
<td>Lisa</td>
<td>Golden Sharp Chula Vista Medical Center</td>
</tr>
<tr>
<td>Shannon</td>
<td>Graham Salinas Valley Memorial healthcare System</td>
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<tr>
<td>Victoria</td>
<td>Heideman City of Irvine</td>
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<tr>
<td>Alicia</td>
<td>Hoover Mission Hospital</td>
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<tr>
<td>Mary Jayne</td>
<td>Johnstone Huntington Memorial Hospital</td>
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<tr>
<td>Marianna</td>
<td>Kuhn Jusuru International</td>
</tr>
<tr>
<td>Barbara</td>
<td>Leanse Cedars-Sinai Medical Center</td>
</tr>
<tr>
<td>Ulani</td>
<td>Levy Dannenberg Veterans Affairs Palo Alto Health Care System-Menlo Park</td>
</tr>
<tr>
<td>Susan</td>
<td>Martinez Children's Hospital Oakland</td>
</tr>
<tr>
<td>Mary</td>
<td>Matson Torrance Memorial Medical Center</td>
</tr>
<tr>
<td>Kathleen</td>
<td>McIntire Kaiser Foundation Hospital</td>
</tr>
<tr>
<td>Michelle</td>
<td>Morgan Kaiser Permanente San Jose Medical Center</td>
</tr>
<tr>
<td>Donna</td>
<td>Nam Children's Hospital of Orange County</td>
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<tr>
<td>Tracy</td>
<td>Nordbak California Hospital Medical Center</td>
</tr>
<tr>
<td>Grenda</td>
<td>Pearlman Saint John's Health Center</td>
</tr>
<tr>
<td>Lillian</td>
<td>Reyes-Maples Riverside Community Hospital</td>
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<tr>
<td>Helen</td>
<td>Simpson Mission Hospital</td>
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<tr>
<td>Alicia</td>
<td>Syres USC Norris Comprehensive Cancer Center</td>
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<tr>
<td>Cherie</td>
<td>Towers Redlands Community Hospital</td>
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<tr>
<td>Antonietta</td>
<td>Treacy St. Joseph Hospital</td>
</tr>
<tr>
<td>Linda</td>
<td>Van Fulpen Sharp Grossmont Hospital</td>
</tr>
<tr>
<td>Rebecca</td>
<td>Williams Feather River Hospital</td>
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2016 Call for Committee Members

Awards, CAVS, Education and Membership

www.ahvrp.org
2016 Call for Presentations

Call for Annual Conference
Committee Members

48th Annual AHVRP Conference & Exposition
VISIONARY LEADERSHIP
Save the Date!
Oct. 8 - 11, 2016
Atlanta Hyatt Regency

Dream, Innovate, Create, Become... MORE!
48th Annual AHVRP Conference & Exposition

California Hospital VOLUNTEER Leadership Conference 2016
AHVRP Membership Types

- Full members: Paid staff
- At-large member: Volunteers/auxilians
- Retired/student members
- Vendor members
AHVRP Membership Benefits

- Education: Live Webinars at zero cost
- Education: Access to healthcare research performed by AHA at zero cost
- Annual Conference Registration: reduced fee
- Networking: Access to 3 ListServ at zero cost
- CAVS credential and recertification: reduced fee
AHVRP Partnerships

- CAHHS
- Committee on Volunteers
- Veterans Administration
- Affiliated Chapters across the country
Message from Rick Pollack, President and CEO of the American Hospital Association (AHA)

Click here for the Message from Rick Pollack
Questions?

Power of One Video: Volunteers!