



FY 2010 ANNUAL REPORT

OCTOBER 2010

Statistics

Volunteers	FY 2009	FY 2010
Total Volunteers	989	841
New Volunteers	449	265

Instituted improved new volunteer screening process, including online application. Responded to the influx of new applicants resulting from current economic conditions. Reduced the number of "no show*" volunteers by 61%.

*Individuals who did not volunteer after being oriented, interviewed, health screened, criminal background screened (approximate cost:\$200/volunteer), and scheduled for training

Value of Volunteer Hours FY 2010

* \$20.85/Hr = \$2,142,025 SJH
* per www.Independentsector.org

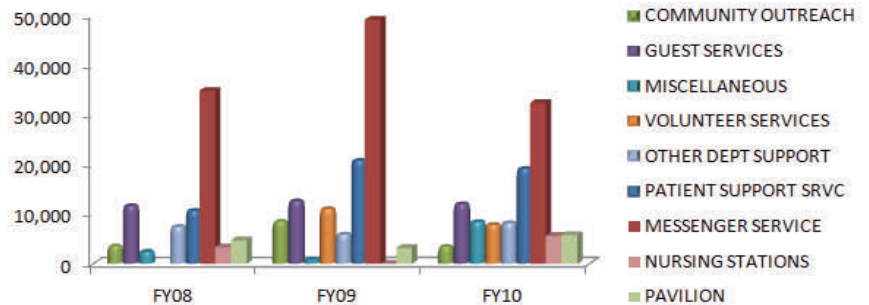
Scholarships FY 2010

Three \$1,000 scholarships and two \$500 scholarships were awarded to high school students, totaling \$4,000.00.



"Volunteers view every interaction as a Sacred Encounter and an opportunity to provide courteous and compassionate service."

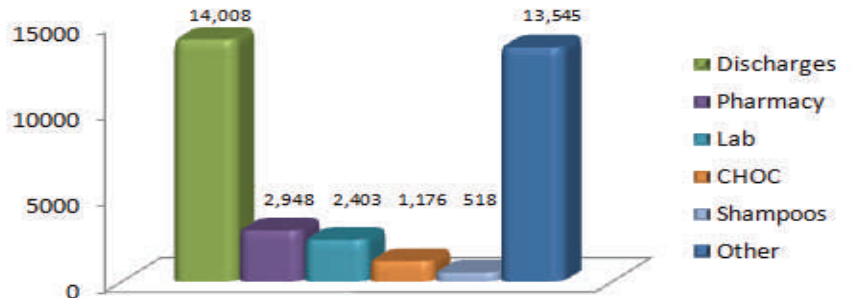
Volunteer Hours Annual Comparison



	FY08	FY09	FY10
COMMUNITY OUTREACH	3,585	8,524	3,462
GUEST SERVICES	11,607	12,558	11,966
MISCELLANEOUS	2,433	833	8,373
VOLUNTEER SERVICES		10,971	7,814
OTHER DEPT SUPPORT	7,393	5,854	8,151
PATIENT SUPPORT SRVC	10,621	20,716	19,096
MESSENGER SERVICE	34,825	49,103	32,404
NURSING STATIONS	3,345	*4889	5,637
PAVILION	4,745	3,226	5,832
GRAND TOTAL	78,554	111,785	102,735

*Correction to FY09 Nursing hours reported

Messenger Services



- Discharges:** Calls to assist/wheel out patients leaving the hospital
- Pharmacy:** Calls to pick up from pharmacy and deliver to unit
- Lab:** Calls to deliver specimens to the lab
- CHOC:** Calls to deliver or pick up mothers to/from CHOC NICU
- Shampoos:** Provided for bedridden patients in need of clean hair
- Other:** Deliveries of medical records, newspapers to patients, patient packs to units, central supplies, flowers to patients, department wheelchair retrievals



Perfect Care | Clinical Excellence

- Worked with Emergency Department leadership to identify new volunteer opportunities. Volunteers now round with patients in Pediatrics, Main ED, and Clinical Decision Unit; hours increased from 501 to 845 (69% increase in hours).
- Piloted and expanded the COMPASSIONATE COMPANIONS program to lonely patients with all nursing unit volunteers, as well as utilizing select adult, college and junior messengers. Started with 30 visits per month in April, ended the fiscal year with 90 visits in the month.
- Grew volunteers working in nursing clinical areas by 21% (hours worked) in spite of 12% decrease in overall volunteer hours for SJH.



Sacred Encounters

People, Recognition

- SJH listed in the top 3 places to volunteer.
- Partnered with Admitting and Security to provide visitor management that is consistent, reliable and sacred. Increased hours by 64%.
- Developed and implemented 2 surveys:
 - 1) Identify potential barriers to volunteer longevity
 - 2) An exit survey for those resigning as volunteers



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Volunteer Services

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Volunteer Program
Coordinator

Phyllis Waugh
Gift Shop Coordinator

Jill Loucks
Department Secretary

Renee Neely
Co-Chair
Volunteer Advisory Board

Kathie Mullins
Co-Chair
Volunteer Advisory Board



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Growth

Potential New Areas of Growth

- Completed 5th year of financial support to the Foundation by individual volunteers through Volunteer Partners.
- Gift Shop dollars raised \$150,000; \$1 million pledge to Patient Care Center was completed this year.

Healthiest Communities

Improving health status of area residents we serve

- Increased support by hours served in Puente a la Salud and La Amistad by 30%.

