



# FY 2011 ANNUAL REPORT

NOVEMBER 2011

## Statistics

Volunteers	FY 2010	FY 2011
Total Volunteers	841	883
New Volunteers	265	350
Total Hours	102,735	101,931

**Reduced turnover from 41% to 31% for all volunteers; adult turnover mirrors the national average of 26%. Lowering volunteer turnover saves the hospital the expense of \$400 per new volunteer for on-boarding costs.**

### Value of Volunteer Hours FY 2011

- \* \$23.47/Hr = \$2,392,321 SJH
- \* per [www.independentsector.org](http://www.independentsector.org)

### Scholarships FY 2011

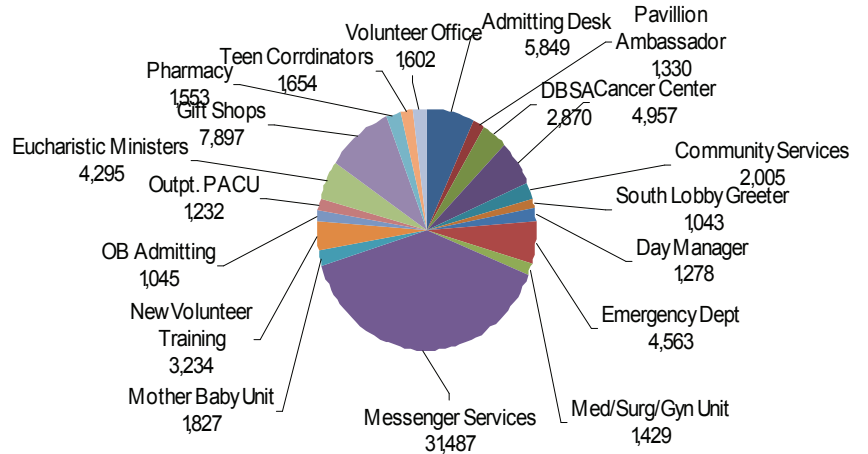
Five \$1,000 scholarships and three \$500 scholarships were awarded to high school students, totaling \$6,500.00.



Joel Ryan, Junior Volunteer, and Antonietta Treacy, Volunteer Program Manager.

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

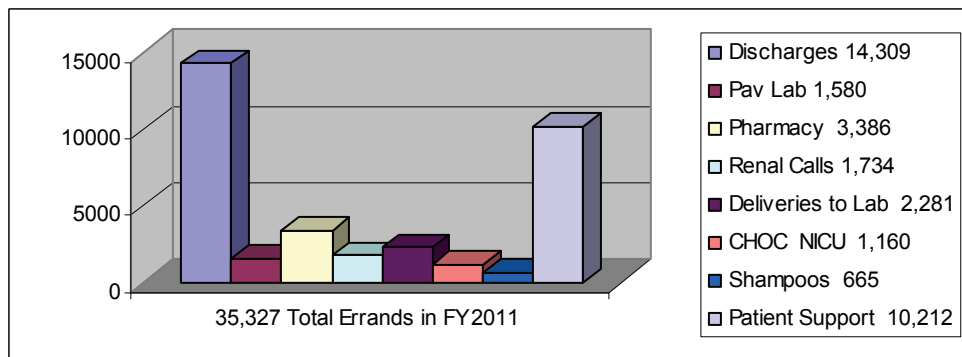
## Volunteer Hours By Department\*



\*Departments using 1,000 hours or more

## Messenger Services

### 35,327 Total Errands FY2011



- 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
- Patient Support:** Deliveries of medical records, newspapers to patients, patient packs to units, central supplies, flowers to patients, department wheelchair retrievals

**Perfect Care | Clinical Excellence**

- Increased clinical hours by 19.5% over previous year. Major jumps in Med/Surg/Gyn 38%, Mother Baby Unit up 38% in hours and 121% on Med/Pulmonary Unit.
- Added volunteers to the new Observation Nursing Unit. Almost 300 hours were served to assist patients and staff.
- Patient Transportation Competency initiated & completed on 78% of volunteers. Described as Best Practice by Magnet Surveyors.
- Instituted updated annual volunteer re-orientation with 100% compliance.
- Volunteers assigned to 63 hospital departments.



Steve Moreau, St. Joseph President and CEO, and Joel Ryan, Service Recipient.

**Sacred Encounters**

**People, Recognition**

- SJH recognized as the “Best Place to Volunteer in Orange County” per the Orange County Register
- Piloted volunteer physical & vision screening for new volunteers & re-educated all volunteers returning from medical leave to be re-evaluated by employee health to reduce volunteer on-the-job injuries
- 15 Values in Action nominations were received for Volunteers & Volunteer Staff; 6 were chosen as finalists including Junior Volunteer Joel Ryan as Service Recipient
- 384 hours spent completing clerical projects consisting of over 115,000 items in Volunteer Department and 15,000 patient charts



Salwa Kaleel, Mary Jane Marone, and Emma Valentine.



Volunteers retiring after 25 years of service, Alma Skiles & Jan Tujague, flanked by Victoria Heidelman, DVS and Kathie Mullins, VAB Co-Chair.

**Growth**

**Potential New Areas of Growth**

- Completed 6<sup>th</sup> year of financial support to the Foundation by individual volunteers through Volunteer Partners
- Gift Shop raised \$180,000 for the St. Joseph Hospital Foundation.

**Healthiest Communities**

**Improving health status of area residents we serve**

- Increased support by hours served in Puente a la Salud & La Amistad by 10%

**Victoria Heidelman**  
Director  
Volunteer Services

**Antionetta Treacy**  
Volunteer Program  
Coordinator

**Phyllis Waugh**  
Gift Shop Coordinator

**Jill Loucks**  
Department Secretary

**Kathie Mullins**  
Co-Chair  
Volunteer Advisory Board

**Lonnie Dodson**  
Co-Chair  
Volunteer Advisory Board

**Renee Neely**  
Past Co-Chair  
Volunteer Advisory Board



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