

Annual Report RSF Volunteer Department 2015



Department Overview

The RSF volunteer department continued to provide time, talent and compassion to enhance the patient, visitor and teammate experience at Roper St. Francis Healthcare in 2015. We hope we have been able to soften and enhance the daily patient and family experience, support employed teammates and introduce the next generation of healthcare professionals to the spirit of caring at Roper St. Francis. 2015 service surpassed 2014 by 6,574 hours.

91,138 hours served by volunteers in 2014 equals that of 44 full time paid staff (FTE).

Facility	Active Volunteers 2015	Total Hours Served 2015
Roper Hospital	278	36,042
St. Francis Hospital	270	40,560
Mount Pleasant Hospital	34	5,541
Hospice	21	1,248
Lowcountry Senior Center	100	7,747
2015 Totals	703	91,138

91,138
hours
served by **703**
volunteers &
students in
2015

Community Outreach

- **Lowcountry Heart Walk:** RSF volunteer coordinators led volunteer teams in the Lowcountry Heart Walk raising and contributing **\$2,886** to the RSH team. The Valentine's Day Cupcake Decorating contest and Go Red day events helped promote interest and raise funds during the year for heart disease awareness.
- **Walk for Water:** BSSF Volunteer participated in the Bowling team fundraiser for Water Missions.
- **Veteran's Day:** 1,000 Cards for Heroes were signed with holiday greetings to be presented to active military during the holidays.
- **Food Drive:** Lynne Steele coordinated a system Food Drive bringing in 842 pounds of food for the Lowcountry Food Bank.
- **Recruitment:** RSF Volunteers participated in the Volunteer Fair at the Lowcountry Senior Center.



Volunteer Awards & Recognition



West Ashley "Westie" Award

Charles Williamon & John Hogg

West Ashley Optimist Club

Avery Gibson & Alexis Gonzalez

Health Care Hero Nominee

Eileen Wilson - Cancer Center

Jane Classen - Hospice

Cid - Pet Therapy

Jean McKee Thompson & Charles Thompson

SC Aging in Place Nominees

Carol Wiggins - LCSC

Evelyn Brown - Lifeline

SC Governor's Awards

Workplace Volunteer Category

RSF Mission Department

AHA Lifestyle Choice Award

Sue Murner



Student Mentoring Programs



132	SCRUBS U: 132 students participated in evening SCRUBS U career sessions on Surgical Careers, PT/OT, Obstetrics, Pharmacy & Imaging.
77	SCRUBS Mentoring: 77* students participated in the SCRUBS Mentoring program. (*28 RH/49 BSSF)
42	SCRUBS Campers: 42 students participated in the week long summer SCRUBS Health Career camp at Roper & St. Francis Hospital
36	PT/OT Observation: 40* students completed PT/OT Observation hours (*16 RH/20 BSSF)
10	MHA Students: 10 Masters in Health Administration students served internships (RH)
1	REACH Program: 1 College of Charleston student at BSSF in the program for special-need students

Teammate Engagement

Volunteers supported efforts to engage and promote RSF teammate satisfaction and engagement. Volunteers passed out treats around the hospitals on Valentine's and Halloween, assisted with Trident United Way HOPE bag project, staffed the BSSF Gingerbread Decorating Contest, Pumpkin Decorating contest and coordinated the Cupcake Decorating Contest. Beauty Queens made guest appearances passing out candy and posing for photo-ops with BSSF teammates.

The Volunteer Department at Roper Hospital coordinated Blood Drives bringing in 73 pints of blood in 2015. Roper volunteers assisted with the **HOPE** Bag project.

Joan Perry served as photographer for numerous employee functions including the Dragonboat Festival, Walk for Water, Employee Recognition and the popular "Florence Nightingale" photo op at Bon Secours St. Francis Hospital. Volunteers entirely fund the Acts of Kindness program.



Fundraising & Financial Support

Fundraising sale events held at the hospital facilities bring in a percentage of profits to the Volunteer Department to support the health system. Volunteer coordinators have hosted uniform, cookware, jewelry, Cline Classics, linen and book sales.

Thanks to our vendors, Payroll Department, room coordination and Information Services staff we have been able to support and fund the following projects in 2015.



Teammate Engagement

Acts of Kindness Quarterly & Annual Winner Awards
Annual Photography Contest Prizes
RSF Grocery Bags for Farmer's Market Promotion (BSSF): \$460
Candy treats on holidays

Patient Experience

Gift Baskets for New Year Babies (BSSF & MPH)
Blanket Warmer for Imaging (BSSF): \$6,713
Rocking Chairs for Nursery (BSSF): \$1,999
Recliner Chairs for Dialysis Patients (Roper): \$8,491
Patient Transport Carts (Roper): \$5,000

Community Service

Roper Xavier Society (Roper & BSSF): \$2,200
Lowcountry Heart Walk Volunteer Teams: \$2,886
Walk for Water (BSSF & Roper): \$400

Quality

Radios Security (BSSF): \$1,201
WIC Teaching Material (BSSF): \$296
Heart & Vascular: (Roper) \$13,628
Hemodialysis Recliner Chairs (Roper): \$8,491

Patient Experience

1,450 handmade hats for newborns were made for babies at BSSF & MPH in 2015!

Gift Baskets for New Year's Babies
Cell Phone Charging Stations in Waiting Rooms
Clothes Closet (BSSH) for needy patients
Coloring books & crayons available
Lending Library of books available
Courtesy Golf Cart Service (BSSF & MPH)
Handmade Walker Bags for Patients with walkers
Birthday balloons for patients (Roper)
Pet Therapy Program
Caring Clown Program
Singing Volunteer



New Services & Growth 2015

Mount Pleasant Hospital: The volunteer team at MPH had 34 active volunteers offering assistance at the Information Desks, MOB, Outpatient and Pharmacy. MPH Volunteers participated in the RSF video holiday card and food drive.

BSSF: Volunteers began escorting patients back and forth to the laboratory freeing up Phlebotomists to take care of patients. Volunteers started serving as hostesses in the Mammography Department. BSSF has a full team of daily weekday Patient Representative volunteers rounding on new admissions and staffing the Cancer Center reception desk.

Roper Hospital: Working with Gibbes Art Museum, volunteers share works of art with patients in the Roper Rehab Hospital displaying art work during their hospital stay. Roper Hospital has added volunteer coaches who mentor newly diagnosed patients and help them navigate them through resources and provide guidance and support for stroke, prostate and colon cancer. The Mended Hearts Support group disbanded in 2015 due to low participation.

Volunteer Recognition: Recognition and award events were held for each facility during Volunteer Week. In the summer RSF volunteers were treated to an afternoon at the movies. Each hospital facility held an end of summer ice cream social as well as festive holiday luncheons.



Growing volunteer department at Mount Pleasant Hospital

Committee Memberships

Volunteers are serving as representatives on the following RSF committees:

Institutional Review Board with Clinical Research:

Richard Neapolitan & Charlie Black

Patient & Family Advisory Council

Richard Neapolitan & Charlie Black

Needs & Challenges 2016

- We will be unable to hold the annual SCRUBS Camp in 2016 due to the Harbor Project go-live date. We remain overwhelmed with enthusiastic applicants to the successful SCRUBS mentoring student career programs and on occasion had to put applicants on hold to manage the demand. We intend to work with Physician Partners to clarify processing and roles of students/interns/volunteers. As our system grows and processing requirements increase more staff will be needed to coordinate growth.
- We welcome teammates to consider directing good applicants to us for more information on current RH volunteer positions available where there has been a decrease in active volunteers. Bon Secours St. Francis Hospital needs include weekend and evening volunteers for Information Desk coverage. RSF Hospice welcomes applicants interested in Hospice support. Donations of recent magazines in good condition are always welcome for waiting rooms.

Staff

RSF Director of Volunteers & St. Francis Hospital Volunteer Coordination: Joan Perry
Roper Hospital Volunteer Coordination: Lynne Steele
MPH Chaplain/Volunteer Coordination: Fr. David Adams
Hospice Volunteer Coordination: Jane Heffron
Lowcountry Senior Center Volunteer Coordination: Kimberly Palmer