The RSFH volunteer department continued to provide time, talent and compassion to enhance the patient, visitor and teammate experience at Roper St. Francis Healthcare in 2018. 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 Healthcare.

83,360 hours served by 667 volunteers/students in 2018 equals that of approximately 40 full time paid staff (FTE).

<table>
<thead>
<tr>
<th>Facility</th>
<th>Active Volunteers 2018</th>
<th>Total Hours Served 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Roper Hospital</td>
<td>235</td>
<td>25,208</td>
</tr>
<tr>
<td>St. Francis Hospital</td>
<td>238</td>
<td>36,538</td>
</tr>
<tr>
<td>Mount Pleasant Hospital</td>
<td>65</td>
<td>11,646</td>
</tr>
<tr>
<td>Hospice</td>
<td>48</td>
<td>3,050</td>
</tr>
<tr>
<td>Lowcountry Senior Center</td>
<td>81</td>
<td>6,918</td>
</tr>
<tr>
<td><strong>2016 Totals</strong></td>
<td><strong>667</strong></td>
<td><strong>83,360</strong></td>
</tr>
</tbody>
</table>

**Community Outreach**

- **Socks & Skivvies Drive**: Over 1,200 items of new socks and underwear were collected in a volunteer sponsored clothing drive for One80Place shelter.
- **Walks**: BSSF volunteers participated in the Walk for Water. RH volunteer participated in the Buddy Walk.
- **Veteran’s Day**: 1,200 cards for Heroes were signed with holiday greetings for active military.
- **Food & Clothing Drive**: MPH volunteers participated in a drive supporting hurricane victims.
- **Recruitment**: Volunteer coordinators participated in the volunteer fair at the Lowcountry Senior Center.
- **Pink Ribbon Bagel Day**: Volunteers at BSSF sold 250 pink ribbon bagels in a project sponsored by Panera Bread company raising funds for the RSF Foundation.
- **Drives for James Island Outreach & Pet Helpers**: LCSC volunteers assisted and delivered supplies.

**Awards & Recognition**

- **West Ashley “Westie” Award**
  - Mary Vogel

- **Heartbeat of the Holy City**
  - Solveig Bracy

- **West Ashley Optimist Club**
  - Sydney Preston & Nick Larson

- **Health Care Hero Nominee**
  - Barbara Lannan
Student Mentoring Programs

Teammate Engagement

- Funded Acts of Kindness Program
  - Volunteers shared treats on St. Patrick’s Day, Halloween & Valentines Day
  - Teammates joined in 50’s Theme for Halloween
  - Beauty Queen appearances on Valentines Day at BSSF
  - Hope Bag support at RH
  - Coordinated Blood Drives bringing in 50 units of blood donated at RH/43 units at MPH
  - Volunteers play the piano in lobbies at RH & MPH
  - Holiday Cocoa & Cookies at MPH
  - Joan Perry served as photographer for numerous teammate events including teammate retirements, Walk for Water, Nurses Week, Chaplain Graduation and holiday festivities.

Fundraising & Financial Support

- Fundraising sale events held at the hospital facilities bring in a small percentage of profits supporting the health system. Volunteer coordinators have hosted uniform, cookware, jewelry and Cline Classics sales.
  
  Thanks to vendors, payroll, EVS & IS staff we have been able to support and fund the following projects in 2018:

  **Teammate Engagement**
  - Funded Acts of Kindness Quarterly & Annual Awards
  - Treats on holidays & Volunteer Week

  **Community Service**
  - Roper Xavier Society: $2,400
  - Walk for Water: $100; Heart Walk: $225
  - Buddy Walk: $350
  - Teacher's Closet & Back Pack Buddies
  - Socks & Skivvies Drive

  **Quality & Patient Experience**
  - Roper Hospital volunteers funded numerous requests totaling $59,500 in 2018 for equipment to improve patient experience. Items included: ipads for nursing patient discharge education, golf cart for Security officers, poinsettias for oncology patients, blanket warmer, educational materials for nursing certification, spiritual boards for patients unable to communicate and funded new flooring for volunteer office.

  BSSF Volunteers funded the Acts of Kindness gifts, Distinguished Health Science Student Awards, funded wheelchairs and supported golf cart purchase.
**Patient Experience**

1,300 handmade hats for newborns (BSSF & MPH)
170 hats for cancer patients (RH)
75 Walker Bags
150 Baby/Lap Blankets (BSSF & MPH)
135 Adult Bibs (RH)
4 gift baskets for New Year babies
Cell Phone Charging Stations in place in waiting rooms, ED & Physician’s Lounges
Coffee served in the MPH lobby when café closed
Pianos funded and tuned for RH lobby & Auditorium
Coloring books & crayons available
Lending Library of books available
Courtesy Golf Cart Service (BSSF & MPH)
Birthday balloons for patients (RH)
Pet Therapy Program
Caring Clown Program & Singing Volunteer

**Services & Growth 2018**

**Volunteer Engagement:** Recognition and award events were held during Volunteer Week. 41 volunteers participated in Hands-Only CPR. Volunteer enjoyed a summer afternoon at the movies to see Little Women. Festive holiday luncheons were held for each facility.

**Mount Pleasant Hospital:** Volunteer meet & greet social evenings have been a great success. Volunteers participated in a Stocking Raffle for Wando Dream Weavers raising $800. Holiday Cookies & Cocoa was a new and successful project.

**Bon Secours St. Francis Hospital:** BSSF had numerous volunteers recognized with awards this year. Joan Perry continued to recognize top graduating CCSD health science students. Eleven students selected by instructors were awarded a gift card, congratulatory letters and invitation to a hospital tour. Volunteers supported the pumpkin and gingerbread contests. Joan continues to serve as photographer for teammate events and started featuring a spotlight teammate on the bulletin boards.

**Roper Hospital:** RH notes increase in applicants hoping for career mentoring experience and a decrease in adult service volunteers. RH volunteers made significant financial donations for equipment in 2018. Lynne Steele coordinated blood drives at RH and has worked to recruit new service volunteers. Volunteers participated in the Down’s Syndrome Buddy Walk, collected supplies for the Teacher’s Closet, served lunch at One80Place and participated in the Angel Tree.

**Hospice:** Roper Hospice Volunteer Department continues to grow under leadership of Laurie Beckman adding care at the new Roper Hospice Cottage as well as on the phone with patients’ loved ones. Their goal is to double the number of volunteers at the Hospice Cottage in 2019. They exceeded the CMS (Centers for Medicaid and Medicare) requirement that volunteers provide five percent of Roper Hospice care hours, with almost triple the required number in 2018 at 14 percent. They added a fulltime music therapy intern, onboarded and trained a pet therapist and an acupuncturist and have two volunteers providing Reiki to patients. Volunteers have been recruited for community outreach and events.

**Lowcountry Senior Center:** LCSC hosted their most successful craft fair with 36 vendors and over 500 visitors. Kimberly Palmer and LCSC hosted a Volunteer Fair with 40 nonprofit agency participants.

**Volunteer Members on RSFH committees:**

- **Institutional Review Board with Clinical Research**
  - Charlie Black
- **CIN Health Alliance Board of Directors**
  - Charlie Black
- **Patient & Family Advisory Council**
  - Charlie Black, Mary Eisenstein, Lynn Branton, David Wellborn
- **Acts of Kindness Committee:**
  - Darla Ryan
- **RH Volunteer Funding Committee**
  - Bonnie Bell, John Ozmore, Penny Chesney

**Needs & Challenges 2018**

- We remain overwhelmed with enthusiastic applicants to the SCRUBS mentoring student career programs. Adult service volunteer applicants at RH continue to decline and parking is a dissatisfier. Bon Secours St. Francis Hospital has lost some long term dedicated team members this year through age and illness. We’ve been pleased to see volunteers hired as teammates this year.
- Special thanks to the Mobile Resource Pool staff who have welcomed and mentored our next generation of health care providers through the SCRUBS Mentoring program.

**Staff**

- RSFH Director of Volunteers & St. Francis Hospital Volunteer Coordination: Joan Perry
- Roper Hospital Volunteer Coordination: Lynne Steele
- MPH Volunteer Coordinator: Laurie Glass
- Hospice Volunteer Coordination: Laurie Beckman
- Lowcountry Senior Center Volunteer Coordination: Kimberly Palmer