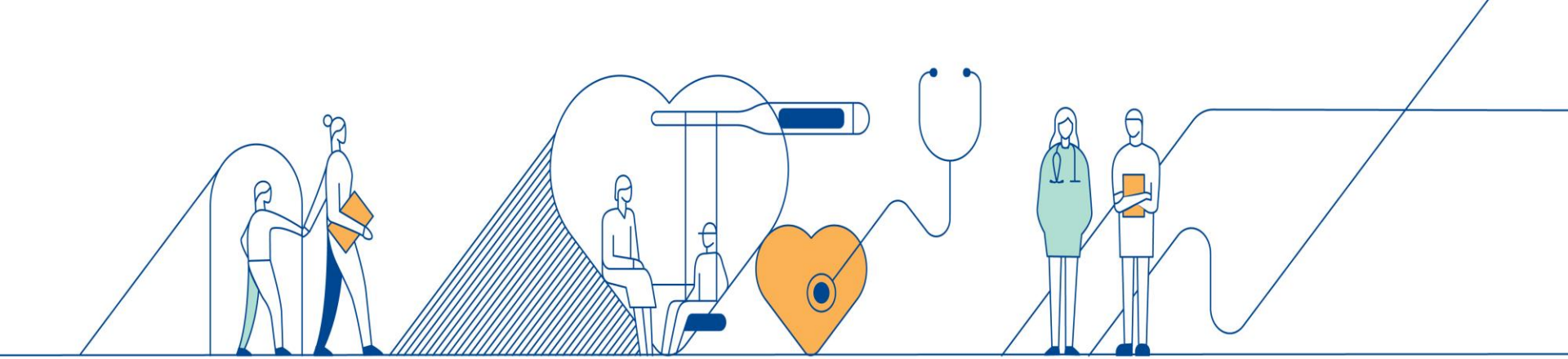


Systemizing Volunteer Efforts Across the Enterprise

Amy Lionheart & Karina Vargas

Monday, March 20, 2023

VSys One by Bespoke Software

Nuvance Health

Today's Agenda

1. Welcome and Opening Exercise
2. Nuvance Health: Who We Are
3. Motivation for Change
4. Creating a Business Case for Enterprising Your Volunteer Services Dashboards and Database
5. Determining Your Audience
6. Storyboarding: What Does the Data Look Like
7. Planning & Evaluating Your Project
8. Moving towards Value-Add Intelligent Automation

Please tell us:

- What is your position?
- What keeps you up at night when it comes to volunteer management and technology?
- How many hospitals are in your network?

Our History: Who We Are

Our Reason for Being

We exist to...

Pursue Impossible

So we can improve the lives of every person in our community.

Therefore we are committed to our values ...

Personal

Being top caliber starts with how we treat and respect people. So we see each patient, listen, then speak and act with purpose and compassion.

Imaginative

Discovering what's possible for our patients and our communities means challenging the expected. So we seek better, never settle and inspire curiosity.

Agile

Progress is only achieved through change. So we better serve our patients by overcoming barriers, pivoting with efficiency and staying open-minded.

Connected

Achievements don't happen in silos. So we share ideas, communicate clearly, act with consistency and work together as a unified team to care for those who need us.

Because we strive to...

Redefine Expected

Changing assumptions by challenging traditional healthcare experiences.

Nuvance Health

Who Is Nuvance Health?

Expanding our reach…
Nuvance Health now serves 2 million individuals across the mid-Hudson Valley and western Connecticut.

By coming together, we're able to share best practices across seven hospitals, all with the shared goal of enhancing your experience.

ACUTE CARE

7
Acute Care Facilities

- Danbury Hospital
- New Milford Hospital
- Northern Dutchess Hospital
- Norwalk Hospital
- Putnam Hospital
- Sharon Hospital
- Vassar Brothers Medical Center

1,500+ Beds

PHYSICIAN GROUP

2,600+
Aligned Physicians

- Health Quest Medical Practice
- The Heart Center
- Western Connecticut Medical Group
- Health Quest IPA
- WCHN ACO
- WCHN PHO

POST ACUTE CARE

Full Program Offerings

- Health Quest Home Care
- Thompson House
- WCHN Home Care

MEDICAL EDUCATION

UME Affiliations and GME Programs

- WCHN – 350 Residents across 11 programs
- Health Quest Medical Education – 36 residents currently across 3 programs; soon to be 7 programs (as of July 1, 2020)

Nuvance Health Geography

Hospitals

7 Hospitals

2 Million + Patients Served

14,000+ Employees

Investing in our facilities…

Danbury Hospital

Norwalk Hospital

New Milford Hospital

Investing in our facilities…

Vassar Brothers Patient Pavilion

Putnam Hospital

Sharon Hospital

Northern Dutchess Hospital

Volunteer Services Department 2022

360+ Individual Volunteers

33,500 Volunteer Hours

Equivalent of 17 Employee F.T.E.'s

Value-add for organization of $1,058,350

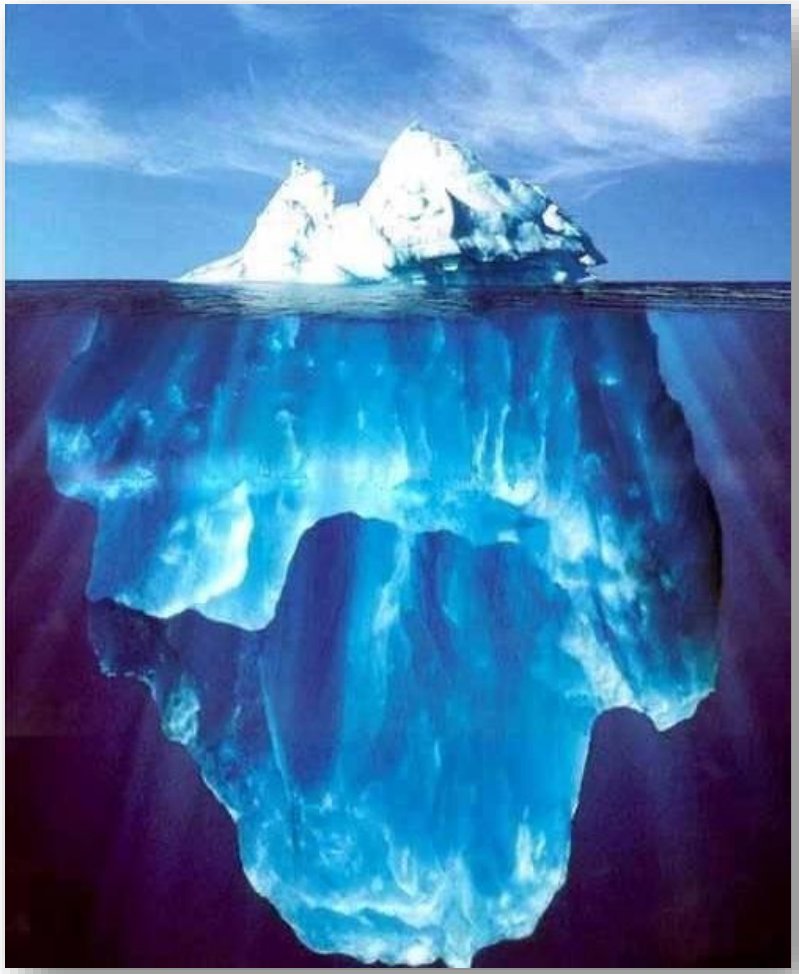
Year-Round Teen Volunteers

We meet our students where they are at

- Summer Youth Enrichment Program
- Research Program
- Student applications are accepted throughout the year
- Prior to the pandemic we had more than 150 teen volunteers at our Connecticut Hospitals alone.
- In 2022 we had 145 student volunteers' network wide with 8,085 hours contributed – This includes both high school and college students

Motivation for Change

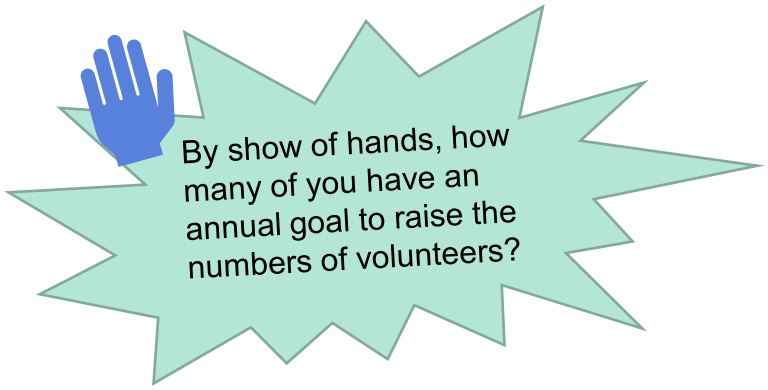
Why is Enterprising Worth the Effort and Energy?



- What Are You Looking For when Enterprising Your System?
- What are you looking to accomplish?
- What are some barriers or daily struggles?

What Was Our Motivation?

- Automate onboarding of community volunteers and staff who volunteer
- Collaboration with the team
- Capturing Metrics
- Ease of use
- Volunteer Recognition



Systematizing by utilizing process digitization can help to enterprise your dashboards

Creating a Business Case for Enterprising Your Volunteer Services Dashboards and Database

The Business Case for Enterprising

What's your why?

- Better serve the needs of the community
- Break down silos
- Capture data for inclusivity for all dimensions of diversity
- Communicate more effectively
- Demonstrate your work
- Identify gap areas
- Streamline processes
- Speak language that C-Suite understands

What might you add?

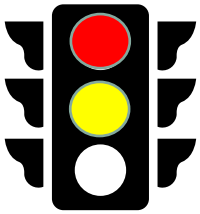
The Evolution of Our Plan: From Hoop Dreams to Reality

2018
Began to Strategize at AHVRP Conference in Chicago

Two distinct hospital networks (one in NY and one in CT)

Discussed possibilities of having shared systems in place

Summer 2019
Merger Became Official

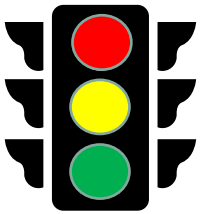


Hospitals Function at Local Level

New Reporting Structures Put in Place

Friday, March 6, 2020
Discuss goals

2021-2022
Data Merge Takes Place



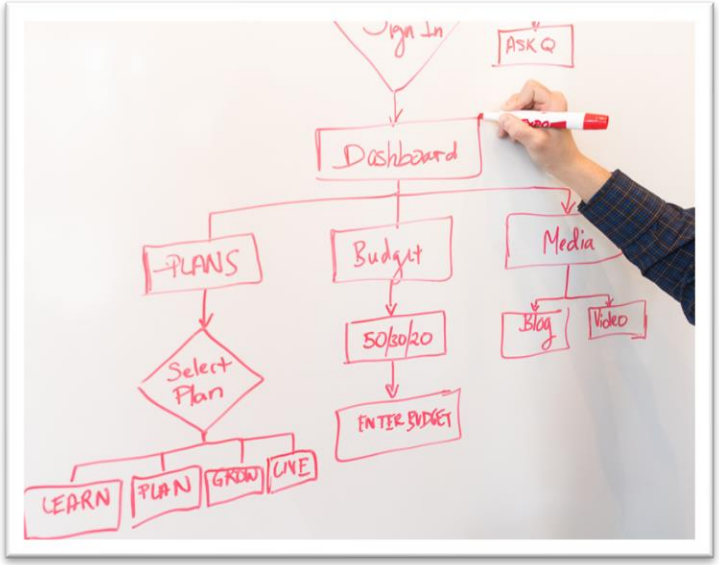
Determining Your Audience

Who is our target audience?

- Volunteer Administrators
- Board Members
- Civic Organizations
- Community Volunteers
- Staff Who Volunteer
- Eucharistic Ministers
- Community Clergy
- Volunteer Chaplains
- C-Suite
- Philanthropists

Storyboarding: What Does your Data Look Like?

To Aid in Process Flow, create a Step-by-Step Storyboard and Timeline for Capturing your Data



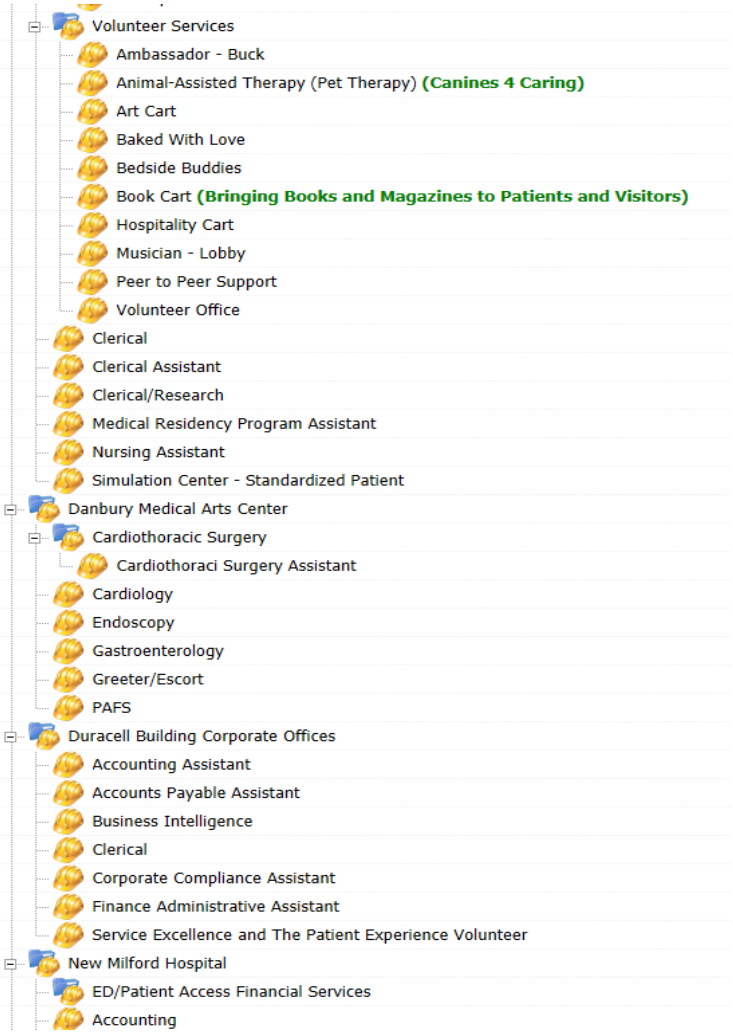
What should I include in my storyboard?

- Recruitment process
- Onboarding process
- Amount of time spent onboarding
- Deviation in process by hospital
- Desired outcomes

Tips on Moving towards Value-Add Intelligent Automation

Some General Tips

- If there's a problem, don't ignore it. You can blow it off now, but the odds are it will resurface later as a bigger problem.
- Obstacles are a big part of life. The more ways you must diffuse them before they become serious threats, the more effective you will be.
- Learn to live with change because it's the only thing that will ever remain the same.
- Once your system has merged data, check to ensure accuracy and clean up your data
- Always seek to continuously improve by testing, evaluating, and repeating!
- My biggest advice is to start succession planning now! Don't leave your staff high and dry if you are not there.



Planning & Evaluating Your Project

Systematizing is like moving in roommates …what we imagine

Systematizing is like moving in roommates…the reality

Systematizing is like moving in roommates…work on the compromise

Decide who is in charge, who is involved, and discuss who may be impacted

STAKEHOLDER MANAGEMENT

RESOURCE MANAGEMENT

PROCUREMENT MANAGEMENT

Decide how to address change, disagreements and anticipated risks

SCOPE MANAGEMENT

RISK MANAGEMENT

COMMUNICATION MANAGEMENT

Decide on team goals and timelines (what's important/can be compromised)

INTEGRATION MANAGEMENT

TIME MANAGEMENT

QUALITY MANAGEMENT

Continuous Improvement by Seeking Feedback, Evaluating, and Repeating

Assessing Your KPI's and Volunteer Assignments Via A Program Alignment Worksheet

- How well aligned is this program to your performance indicators, analysis measures, or initiatives?
- How well aligned is this program to your organization's Mission, Vision, Values, etc.
- Is this volunteer role or program really needed? Is there a strong request for it?
- Is this program of high interest to volunteers? Do you have volunteers eager to engage in this program?

Questions

Nuvance Health

THANK YOU!

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Society for Healthcare Volunteer Leaders

Breakout Session Evaluation