Welcome to the webinar. The presentation will begin shortly.

- All lines have been muted.
- This webinar will be in a “listen only” mode with the opportunity to ask questions at the end of the presentation as time allows.
- To ask a question, please use the “raise your hand” feature in the control panel and your individual line will be unmuted. You must enter the audio PIN for the line to be unmuted.
Rethinking the Workforce: Strategies for Establishing a Volunteer Nurse Program
Objectives for this Session

• Discuss the Nursing shortage and the need to become creative in providing care at the bedside.
• Identify the benefits of a Volunteer Nurse Program.
• Explain the Volunteer Nurse’s role and scope of responsibility in the hospital setting.
• Discuss the process for drafting a proposal and implementing a Volunteer Nurse Program in a healthcare organization.
• Determine how to encourage a nurse to volunteer their time. Hint: There is no need.
The Theme: “Just Imagine”

- Vision – an individual with a passion for the idea
- Champion – an individual who will support and promote the idea and the process
- Creativity
- Motivating other people
- Commitment and perseverance
The Steps in the Process

It begins with a vision and requires:

- Thorough research
- Collaboration with key resources
- Planning
- Buy-in from stakeholders
- Securing funding
- Initial and on-going recruitment
- Marketing and publicity
- Screening
- Assessing competencies, placement, training and supervision of the volunteer nurse
- Assessing financial impact
- Evaluating overall satisfaction of volunteers, staff and patients.
ORGANIZATIONAL ASSESSMENT

- Organization needs & community needs
- Size and complexity of organization
- Non-profit, for-profit, faith based, etc.
- Administrative strategies
- Volunteer & auxiliary organizational structure
- RN recruiting needs & shortages
- Other issues
Mercy Hospital St. Louis, Mo

- Mercy Hospital is a medical/surgical hospital in Creve Coeur, MO operating the only Level I Trauma Center in St. Louis County
- It is a member of the Sisters of Mercy Health System
- Licensed Beds: 1000
- Physicians on Staff: 1300
- Employees: 7,000
- Volunteers: 980
BARRIERS

• Are there people willing to volunteer as RNs?
• Is the nursing staff willing to accept volunteer nurses?
• Is nursing management open to volunteer nurses?
• Will there be adequate resources?
• What barriers can you identify in your organization?
Getting Buy-In

• Involve stakeholders in developing plan
• Informal campaigning
• Formal plan – administrative approval for preliminary steps and expenditures
• Involvement of stakeholders
  • Focus groups
  • Surveys
  • Informal conversations
The Planning Phase

• Assess and organize information
• Who needs to be involved? What is the cost?
• What resources are necessary? (personnel, space, financial, other departments, communications)
• Who benefits and how?
• When? Create a time line for implementation.
• Is a pilot program needed?
Planning: The Proposal Contents

• Purpose of proposed program
• What is the request? Financial and organizational?
• The big picture: financial benefit to the organization.
• Risk management and legal research
• Volunteer department resources
• Regulatory implications (JCAHO, State Board of Nursing)
Planning: The Proposal Content

- Human Resources
- Role of program leader/supervisor
- Scope of service of the RN volunteers
- Financial: Expenses
  - Start-up
  - On-going
- Financial: Value to the organization
Financial Issues

• How much money will be required?
  • Salaries
  • Training resources
  • Licensure
  • Uniforms
  • Continuing education
  • Recruiting costs
  • Program maintenance
  • Contingencies
Financial Issues

• What sources of funding can be considered?
  • Operations budget
  • Grants - external
  • Grants - internal
  • Donations
Recruiting & Marketing

- Retired nurses
- Nursing school alumni
- Church bulletins
- Volunteer office walk-ins
- Co-workers
- Website
- Most effective media: word of mouth
Volunteer Nurse – Can Do List

- Provide companionship
- Answer Call Lights
- Make unoccupied beds
- Assist with repositioning
- Feed patients | Set up trays Provide water and snacks
- Record meal/fluid intake
- Assist oral/denture care
- Optiflex Charging System
- Provide comfort items - blankets, washcloths
- Administer daily hygiene and observe for skin breakdown
- Perform ADL’s and ambulation with assistance
- Assist in completion of admission history, transfer and discharge
- Provide direct patient care for individual requiring one-to-one observation (i.e.; dying patient, demanding patient, and an alternative to restraints)
- May pick up blood products and transport to patient for transfusion. May also be the second person to make positive simultaneous patient identification prior to transfusion
- Perform technical skills ie; vital signs, 02 sats, dressing changes, tube feedings, trach care, suctioning, foley cath insertion and removal, blood sugar testing, bladder scanning, and DC IV’s
- Provide patient and their families with explanation of care they have provided under the direction of staff RN
- Communicates with other health care team members to optimize care of the patient
Volunteer Nurse - Cannot Do List

- Give medications
- Start IV’s
- Take physician orders- written or verbal
- Initial Physical Assessment
- Communicate diagnosis or medical/surgical plan
Service Descriptions

Volunteer Nurse

- Must have current license
- Competency Skill Checklist
- Reporting structure
Job Description

• Clinical Supervisor, RN Volunteer Program
  • FT/PT decision
  • Pay structure
  • Management experience
  • Responsibilities & reporting structure
Most Appealing Features for Volunteers Nurse

- Flexibility of schedule
- Ability to select service assignment in line with experience and interest
- Welcoming attitude of nursing personnel
- Clinical supervisor observes, assigns and supports
- Support of nursing management
- Recognition for value of program
Screening, Interviewing & Placement

• Collaboration between Volunteer Department and Clinical Supervisor
• Interview requirement: recent experience, service attitude and current state licensure for eligibility
• Placement is discussed with nursing managers and based on real need
Successful Placements

• High satisfaction for the volunteer, the patients, the visitors and the nursing staff

• Emergency Department
• Ambulatory Surgery
• Mother Baby
• Pediatrics
• Orthopedics
• Oncology
• Surgical
• ICU’s Med/Surg/Burn Unit
• Heart Hospital
• Neuro
• Cancer Center
• JFK Clinic
• Corporate Health
• GI Lab
• Behavioral Health
Orientation & Training

- Provided by the Clinical Supervisor and guest speakers
- 12 hours of classroom orientation - may vary
- Skills Competency checklist completed with preceptor/Nurse Volunteer Supervisor
- Blood Component Class
- Glucometer Class per manager request
- EPIC Training Class
- 4 hour Skills Class offered 2-3x per year
On-going Supervision

• Check-in and sign-out in volunteer office
• Rounding on units by supervisor which provides:
  • Contact with the volunteer and the staff
  • Informal meetings with managers
• Staff nurse or department supervisor holds immediate responsibility for supervision
Communications

- Quarterly written agenda for quarterly luncheon meetings
- E-mails for rapid communication
- Phone list
- Volunteer/Auxiliary newsletter
- Provide photographs of new volunteers with personal information to be posted on the nursing units - optional
Recognition & Motivation

• Volunteer program recognition events
• Educational opportunities
• Quarterly Volunteer Nurse meetings
• Printed publicity, media recognition
• Service recognition held annually
Volunteer Performance Appraisals

• Peer reviews by staff and manager.
• Annual performance evaluation by Clinical Supervisor (use modified RN job description or create your own)
• Annual competency requirements
• Mandatory’s, PPD’s
Program Assessment

• Number of active volunteers
• Turnover
• Length of service
• Hours of service by department and ratio of hours to expenses (i.e. salary, operational costs)
• Nursing manager evaluations of the program (annual formal survey, on-going anecdotal reports)
Volunteer Nurse Hours: Potential Cost Savings-Example Only

• Average hourly rate: $24.14
• FY 2017 Volunteer Nurse Hours:
• 31 nurses - $24.14 x 4 hours each day
• Potential Cost Savings: $2993.36
• This is purely an example of savings if each of the 31 volunteered each day.
Number of Volunteer Nurse’s Trained (FY)

- 2003: 12
- 2004: 12
- 2005: 5
- 2006: 17
- 2007: 13
- 2008: 7
- 2009: 13
- 2010: 16
- 2011: 11
- 2012: 11
- 2013: 19
Volunteer Nurses Trained 2014-2017

Trained Volunteer Nurses

- 2014: 13
- 2015: 8
- 2016: 8
- 2017: 9
Volunteer Nurses Trained 2014-2017

![Bar chart showing the number of trained volunteer nurses and total volunteer nurses from 2014 to 2017.](chart.png)
Number of Volunteer Hours 2010-2017
Hours Volunteered/Fiscal Value

![Bar chart showing hours volunteered and their fiscal value from 2014 to 2017.]

- 2014: 3,600 hours = 1.73 FTE, $86,904.00
- 2015: 3,370 hours = 1.62 FTE, $81,351.80
- 2016: 2,713 hours = 1.3 FTE, $65,491.82
- 2017: 3,278 hours = 1.5 FTE, $79,130.92

[Source: Mercy]
## Recruitment and Retention

<table>
<thead>
<tr>
<th>Retention</th>
<th>Total through class</th>
<th>Retention</th>
<th>Accepted paid position at Mercy St. Louis</th>
<th>Left Program: Return to workforce/moving/Illness/family issues</th>
<th>Left Program: school or other</th>
</tr>
</thead>
<tbody>
<tr>
<td>2003 – 2017</td>
<td>168</td>
<td>36 (22%)</td>
<td>15 (9%)</td>
<td>101 (60%)</td>
<td>15 (9%)</td>
</tr>
</tbody>
</table>
Volunteer Nurse Longevity

• 20 RN’s have been participating in the program for more than 5 years
• 32-42 RN’s have participated in the program at any given time
• Ages 23-93
Volunteer Nurse Survey Results

• **Benefit to the Organization:**
  - Provide additional care and assistance with professional expertise
  - Volunteer Nurses have time to be with the patient more plus the experience to know when to get help.
  - Financial savings
  - Patient satisfaction
  - Staff satisfaction
# Manager Survey Results

<table>
<thead>
<tr>
<th>Statement</th>
<th>% Agree or Completely Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteer Nurse Program reduces workload</td>
<td>87%</td>
</tr>
<tr>
<td>Volunteer Nurse Program addresses department needs</td>
<td>87%</td>
</tr>
<tr>
<td>Volunteer Nurse Program enhances service delivery to our patients</td>
<td>100%</td>
</tr>
<tr>
<td>Volunteer Nurse Program hours provided are sufficient to meet the department’s need</td>
<td>25%</td>
</tr>
<tr>
<td>There is a positive relationship between the Volunteer Nurse and department staff</td>
<td>100%</td>
</tr>
<tr>
<td>Department staff understand the role of the Volunteer Nurse</td>
<td>87%</td>
</tr>
<tr>
<td>Department staff understand the role limitations of the Volunteer Nurse</td>
<td>87%</td>
</tr>
</tbody>
</table>
Manager Survey Results

- **Major benefit of the Volunteer Nursing Program to the organization:**
  - Valuable work experience comforts patients and staff
  - Good role model to other nurses
  - They do to little things the nurses want to do but don’t have time to do
  - The Volunteer Nurse is able to provide extra attention to patients
  - Atmosphere completely changes with the extra help
  - Positive effect on other nurses – seeing the Volunteer Nurse reminds them why they went into nursing
  - The interaction of the Volunteer Nurse provides an atmosphere of collaboration all with the goal of compassionate care and exceptional service for patients

- **Comments:**
  - They do an extraordinary job
  - Not utilized to their full potential
  - The only negative to the Volunteer Nurse Program is that there are not enough of them. I would take someone everyday of the week, all shifts. Such a great program.
  - We would love to have them 24/7 if we could and a least two on at a time.
**Added Value of RN Volunteers**

- Nurses return to the workforce in a hospital setting.
- Provides individual nurses meaningful, professional work in a supportive environment.
- Offers patients one-on-one contact time with a nurse that might not be available otherwise.
- Gives health care organizations a sizable return on investment in financial value, positive image, nursing care, staff support and patient satisfaction.
Questions?

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