

MADHVS Educational Needs Assessment 2007-2008 Survey Results!

What are the three most difficult parts of your job?

- Recruiting
- Getting New recruits to get their tb test drug test and paperwork completed
- Staying on top of all volunteers and all their pt. assignments and missed visits.
- Managing the administrative tasks along with duties in two other areas
- Finding the time to market our program to various targeted audiences.
- Quantifying the impact volunteers contribute to the bottom line
- Volunteer Retention
- Meaningful placements
- Escalating requirements for Volunteers
- Staying Fresh/empowered
- Space
- Needing to be in Many different locations at once And continue to run a program
- Taking time off
- Encouraging various departments to use volunteers
- Keep interesting jobs for junior volunteers
- Doing all the other projects the hospital requests me to do
- Paperwork mostly waiting for clearances
- Replacing volunteers when others cannot come in
- Stretchers, you are always looking for them
- Never enough time because I have an increasing hours for my regular job
- Perception and being isolated
- Finding more meaningful assignments for Volunteers
- Everything is new
- Training volunteers/Orientation
- Volunteer policies and procedures
- Helping staff to understand the beneficial impact volunteers have on our institute.
- Acknowledging volunteers
- Time management
- Lack of support from the staff
- Too little time too much to do
- Being able to involve staff
- Having enough time to provide extra support for volunteers
- Volunteers who aren't doing well in their department
- Volunteers who want more than playing with children or who have specific requests
- Turning people away when we are full or turning people away who sound difficult or problematic
- Scheduling seventy-five teen volunteers in the summer
- Working alone without back up
- Keeping up on documentation
- Managing it all/all the responsibilities, interruptions, etc.
- Administrative requirements

- Expectations of others
- Routine maintenance
- Lack of non student volunteers
- Full schedules
- Time restraints
- Finding time to round to department to see volunteers at work
- “non-English” speakers from tuffs
- Lack of places to put students
- Time to complete everything
- The Doctors
- Dealing with parents of potential student volunteers
- Making sure the departments properly value their volunteers
- Hospital politics and changing staff
- Finding meaningful positions for highly skilled volunteers
- Replacing new volunteers with aging volunteers
- Retention
- Crisis situations that suddenly happen
- Getting nursing staffs to accept and work with volunteers.
- Provide one on one personal time volunteers need and deserve.
- Logistics of health screening of new volunteers
- Staff involvement
- Complying with personal identification verification guidelines
- Background checks
- Bringing younger ages into the volunteer services
- Measuring the contributions of the volunteer program and communicating this value to top management.

Which topics interest you the most for educational meetings in the next two years?

Topic	Very Interested	Somewhat Interested	Not Interested
JCAHO Standards	12	9	4
Benchmarking with other hospitals	16	7	3
Program evaluation	16	8	2
Recruiting volunteers	10	13	3
Volunteer orientation	8	13	4
Training volunteers	2	11	4
Evaluating volunteers	9	15	3
Terminating volunteers	5	15	4
Volunteer recognition events and ideas	11	12	3
Budgeting / finances for volunteer departments	9	7	10
Volunteer position descriptions / guidelines	14	9	3
Volunteer Policy and Procedures manuals	12	8	4
Developing and accomplishing volunteer department goals	11	13	2
Promotional materials / brochures	5	14	6

Quality scores and volunteer service	8	14	2
Effective delegation	7	10	7
Integrating staff and volunteers	17	8	1
Managing Change	13	8	3
Time Management	11	13	1

1. Other topics of interest:

- Leadership and effective management
- Creating new opportunities
- All you need to know to have a successful teen and college program
- High school summer programs
- Healthcare issues
- Personal preferences & Myers Brigg
- Stress Reduction
- Making stats talk the talk
- Ongoing training
- Situational leadership
- Standards of ethics
- Negotiation skills
- Pet therapy volunteers
- How to recruit / utilize different types of crafting volunteers
- Use of hospital website to attract volunteers
- Public presentations / marketing program
- Growing a program – taking it to the next level
- Training on the web (convenience)
- Different volunteer positions
- Filling in gaps with snow birds

2. Please tell us one unique thing about your volunteer program:

3. Would you be interested in presenting this aspect of your program at a MADHVS meeting?

YES

- Thomas Edward – Dana Farber – very specialized program with services directly provided to people with cancer
- Bernadette Giandumenia – Dana Farber – attract people during business hours
- Judy Soroko – Shaughnessy-Kaplan Hospital – ongoing training for volunteers
- Susan Frost – Faulkner Hospital – a rounding program that is effective in determining patient satisfaction
- Colleen Condon – high school volunteer to career program

MAYBE

- Joe Dooley – Bedford VA Hospital - a volunteer peer counseling program
- Ann Messier – Sturdy Memorial Hospital – future nurses day for high school students
- Lind Gregoire – Caritas Norwood – Caring Touch and HELP programs

- Jane Karaman – Beverly Hospital – Grand Friends program: community service learning program for students
- Betsy Rayner – Lawrence General – shadow a professional program
- Ann Dow – Cambridge Health Alliance – 3 campuses and 2 volunteer coordinators

4. Would you be willing to host a MADHVS meeting at your organization?

- Sharon Knox – Emerson
- Thomas Edward – Dana Farber
- Robin Kline – Cooley Dickinson
- Barbara Blundell – Childrens
- Sue Morgan – Newton Wellesley
- Dave Hinchin – Boston Medical Center
- Linda Gaetano – Lowell General
- Colleen Condon – Mercy Medical
- Melody Horgan – VISTA Care Hospice
- Susan Frost – Faulkner
- Janet Benson – Cape Cod Hospital
- Joe Dooley – Bedford VA Hospital
- Linda Gregoire – Caritas Norwood
- Ann Dow – Cambridge Health Alliance

5. Which day(s) are best for you to attend trainings?

3- Monday 10 - Tuesday 11-Wednesday 11-Thursday 14-Friday

6. What time works best for you?

12- 9am – 1pm 13-10am – 2pm 7- 9am – 3pm 8- 10am – 3pm

7. Which areas of that state are you willing to travel to for a training?

18- Boston 20-Worcester 18-Springfield 19-Cape Cod
 12- Berkshires 18- South Shore 19 - North Shore