Volunteers: A Valuable Piece to the Patient Experience Puzzle

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Children’s National Health System

• Based in Washington, DC since 1870
• Magnet® designated, and ranked among the top pediatric hospitals by U.S.News & World Report and the Leapfrog Group
• 303 inpatient beds most in private rooms
• 2 EDs, 8 Regional Outpatient Centers, 2 Surgical Centers, and Health Network with over 400 affiliated pediatricians (MD, VA, DC, PA and DE)
• Families from 30 countries – diverse patient population
Volunteer Services

Volunteers: Giving the time of their lives to patients and families

- In 2013, **1,022** volunteers provided **71,000** hours of service
- Variety of programs and services that help to boost spirits and alleviate some of the stress associated with a hospital visit
  - Patient Care Volunteer
  - I Can Help Greeters
  - I Can Help Ambassadors
  - Summer High School Volunteer
  - Special Category Volunteer
- Volunteers provide support to patients and families **365** days a year
- VSAC & PFAC collaboration
Delivering the Patient Experience

Dr. Bear’s Closet: Helping patients and families in times of need

- Donations beyond toys – over $700,000 annually in monetary and in-kind
- Patient & Sibling events
- Dr. Bear’s Toy Shop
Delivering the Patient Experience

**I Can Help Greeter**

- Created in 2009 - 364 greeters serving over 1,700 hours
- Encourages connections across the organization
- Increases employee and patient satisfaction
Delivering the Patient Experience

I Can Help Ambassadors – Emergency Department

- *In 2013- 29 Ambassadors over 1,100 provided hours*
- *The Concierge & Art Cart*
- *Increases employee and patient satisfaction, reduces complaints and enhances safety – serving over 5,000 families*
Delivering the Patient Experience

Sweet Dream Package

• What is the “Sweet Dream Package”?  
• Secured funds - $26,000  
• Start date – July/2014  
• Goal – assist 3,000 families annually
Resources Available

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