

November, 2008

**Department Survey- Volunteer Program**



Greetings!

As the new Patient Relations & Volunteer Services Coordinator, I am excited to be a part of the hospital's effort to strengthen existing programs and develop new ideas designed to help all of us provide patient-centered care. We have a dedicated group of volunteers who currently assist in various areas of the hospital and the potential exists to expand this program by being creative and providing additional volunteer opportunities. Your input is very important and will help us determine how this valuable resource can be fully utilized!

*Department:* \_\_\_\_\_ *Date:* \_\_\_\_\_

Person completing survey: \_\_\_\_\_ Ext.: \_\_\_\_\_

If there is an opportunity for a volunteer to assist in your department, please list the specific duties: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Would you have a need for more than one volunteer at a time? Y or N

How often could you utilize a volunteer? Daily Weekly Monthly Other?  
\_\_\_\_\_

How many hours per day or week?  
\_\_\_\_\_

What day(s) of the week and what time of day could your department best utilize volunteer services?  
\_\_\_\_\_

Describe any competencies needed (i.e., organizational skills, computer proficiency, excellent people skills, etc.): \_\_\_\_\_  
\_\_\_\_\_

Describe how the volunteer would be trained to perform duties and how the person would be supervised: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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The next volunteer in-service is scheduled for November 17<sup>th</sup> and it would be helpful to have initial feedback by then. Please return the completed surveys to my office, Room 221 on the second floor, or to the patient advocate mailbox on the 3<sup>rd</sup> floor.

The development of this program will be ongoing so feel free to let me know any time you have any ideas. I look forward to working with you!

THANKS for your time and input!!

Jody Hecker  
Patient Relations & Volunteer Services Coordinator