

Volunteer NKY Vision – St Elizabeth Healthcare

BACKGROUND:

St. Elizabeth Healthcare is one of the oldest, largest and most respected medical providers in the Greater Cincinnati region. Their mission is: "To provide comprehensive and compassionate care that improves the health of the people we serve."

Organization Web Site: <http://www.stelizabeth.com/>

Volunteers: <http://www.stelizabeth.com/volunteerservices/default.aspx>

In 2015, 1253 different individuals served in about 100 types of volunteer positions including patient assistance, guest and patient services, administrative, sales and [more](#). 348 volunteers were new to the team.

VOLUNTEER VISION STATEMENT:

Volunteer Services will foster a culture where volunteers are honored and valued as integral members of the St. Elizabeth Healthcare team, innovatively enhancing the Patient Experience.



GOALS:

- Increase volunteer engagement (measure overall satisfaction with VS).
- Enhance communication with and support of volunteer coordinators.
- Establish a Patient/Family Centered Volunteer Program.
- Expand capacity of Volunteer Services to ensure continual growth and enhancement as well as compliance with increasing requirements.

INSIGHTS:

The Vision work was a part of a strategic planning process for the Volunteer Services Department. Over 100 people provided input through a survey. The entire staff and some upper management participated. A high degree of ownership was created in the vision and goals.

For more information, contact Jenelen Dulemba at jenelen.dulemba@stelizabeth.com