

POST COVID19 VOLUNTEER READINESS SUMMARY

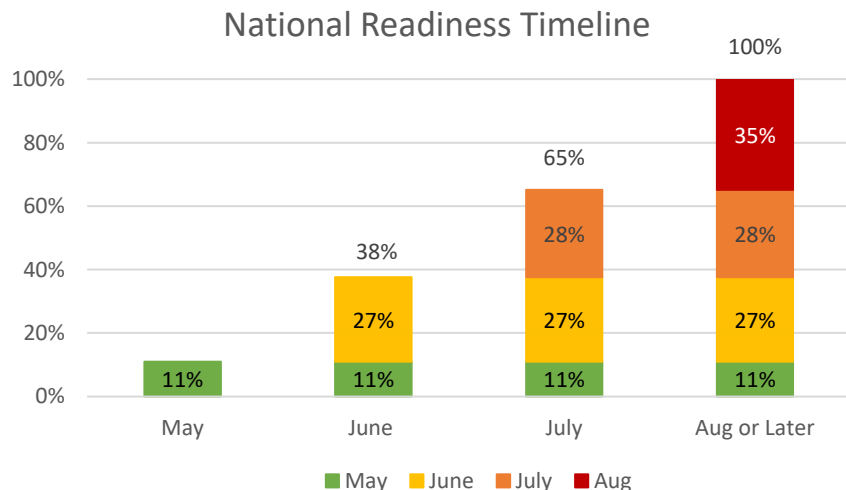
May 22, 2020

OVERVIEW

- **Review National Trends**
- **Review State of KY Trends**
- **Department Volunteer Needs**
- **Volunteer's Readiness to Return**
- **Supply vs Demand**

NATIONAL SURVEY RESULTS

“WHEN DO YOU ANTICIPATE INVITING VOLUNTEERS BACK?”



- The Society for Healthcare Volunteer Leaders conducted a national survey to understand how organizations were planning on bringing their volunteers back after COVID19 impacts

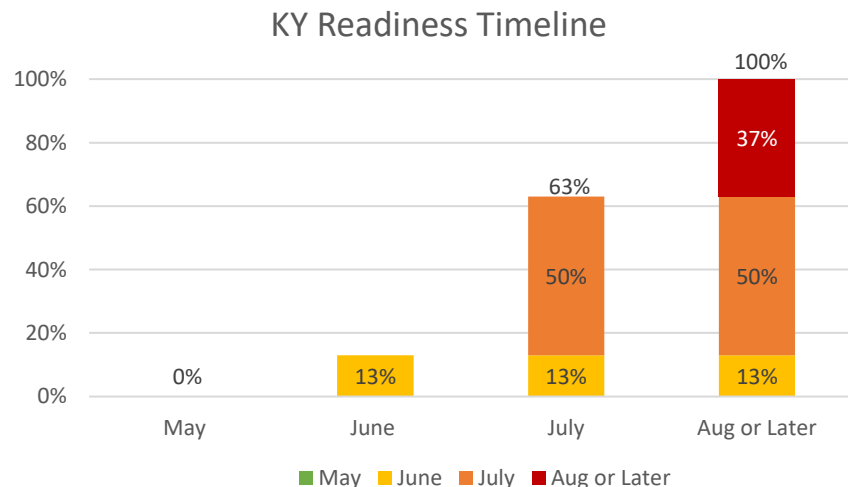
- 111 Respondents replied to the survey

Key Insights

- Most organizations were favoring a wait and see approach for inviting volunteers back
- 90% of organizations are planning a phased approach instead of all at once for inviting volunteers
- Likely volunteer positions being planned for early volunteer adopters – Temperature Check, Information Desk, Escort
- Most assume losing at least 20% of volunteers due to being high risk candidates/caregivers for COVID19

KENTUCKY SURVEY RESULTS

“WHEN DO YOU ANTICIPATE INVITING VOLUNTEERS BACK?”



- **We were interested in how KY hospitals compared to the national survey**

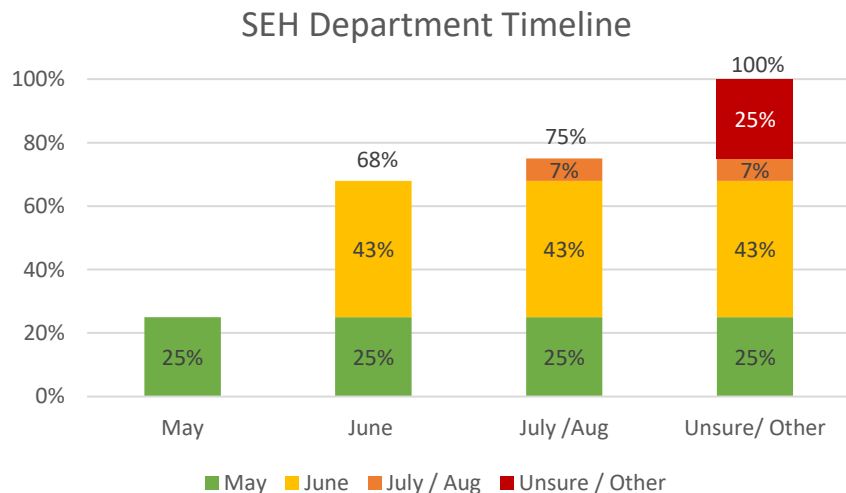
- 8 Respondents replied to the survey
 - Baptist Health Louisville
 - Baptist Health Lexington
 - Baptist Health Corbin
 - UK – Lexington
 - UK - Eastern State
 - Owensboro Health
 - Appalachian Regional Healthcare
 - Hardin Memorial Health

- **Key Insights**

- 87% of organizations were waiting until at least July before inviting volunteers back
- 66% of organizations are planning a phased approach instead of all at once for inviting volunteers
- Unlike some national responses, KY was not planning on creating any COVID specific roles for returning volunteers

SEH DEPARTMENT SURVEY RESULTS

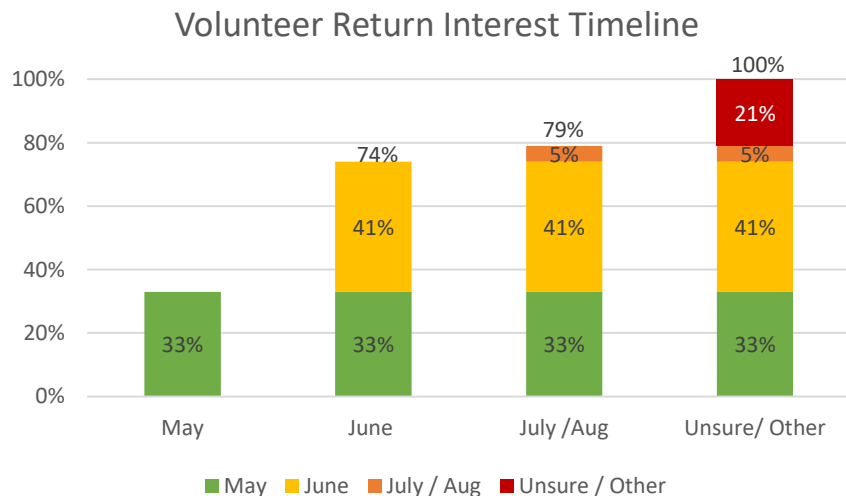
“WHEN DO YOU ANTICIPATE INVITING VOLUNTEERS BACK?”



- Our Volunteer Services team conducted a survey with departments who utilize volunteers to gauge volunteer need/timeline
 - 101 Respondents replied to the survey
- Key Insights
 - SEH departments want to invite volunteers **much sooner** than national and state results
 - Edgewood is driving most of the urgency with 72% desiring to invite back during June, followed by Florence
 - Most uncertainty at Ft Thomas
 - Ft Thomas has the highest % of departments uncertain about inviting volunteers relative to by-site responses
 - FTT also favors a slower adoption timeline for volunteers returning
 - Unsure / Other responses raised concerns for:
 - Volunteer safety (age, health conditions, being a caregiver)
 - Having enough PPE for Volunteer on unit
 - Current low volumes of regular patients = not enough work to keep volunteer busy on unit

SEH VOLUNTEERS SURVEY RESULTS

“WHEN DO YOU ANTICIPATE BEING COMFORTABLE COMING BACK?”



- **Our Volunteer Services team conducted a survey with volunteers to gauge volunteer interest/timeline**
 - 468 Adult Volunteer Respondents replied to the survey
- **Key Insights**
 - Our Volunteers want to return faster than any benchmark
 - Younger volunteers (<65) only represent 30% of those in favor of returning quickly
 - Edgewood volunteers are the most eager location
 - Fort Thomas volunteers mirror their department apprehension in returning too soon
 - Unsure / Other responses raised concerns for:
 - Safety (age, health conditions, being a caregiver)
 - Having enough PPE for Volunteer on unit
 - Wanting to abide by regulations and would reconsider joining once permitted by the Government

SUPPLY/DEMAND

- Comparing Departments desire to bring back Volunteers with the willingness of Volunteers to return to their unit

<u>May</u>	<u>June</u>	<u>July</u>	<u>August</u>
PAT/SDS - EDG	PAT/SDS - EDG	PAT/SDS - EDG	PAT/SDS - EDG
Same Day Surgery - EDG	Same Day Surgery - EDG	Same Day Surgery - EDG	Same Day Surgery - EDG
	Cancer care MOB - EDG	Cancer care MOB - EDG	Cancer care MOB - EDG
	Oncology - EDG	Oncology - EDG	Oncology - EDG
	PACU - EDG	PACU - EDG	PACU - EDG
	Vol Services - EDG	Vol Services - EDG	Vol Services - EDG
	Central Supply - FLO	Central Supply - FLO	Central Supply - FLO
	ED - FLO	ED - FLO	ED - FLO
	ED - FTT	ED - FTT	ED - FTT
	Gift Shop - FTT	Gift Shop - FTT	Gift Shop - FTT
	Same Day Surgery - FTT	Same Day Surgery - FTT	Same Day Surgery - FTT
	Foundation - DOL	Foundation - DOL	Foundation - DOL
		Pulmonary Rehab - EDG	Pulmonary Rehab - EDG
		Pharmacy - EDG	Pharmacy - EDG
		Rehab Services EDG	Rehab Services EDG
			ED - System
			Pastoral Care (Eucharistic) - System