




Volunteer Services | 2017 Annual Report

 **150** Volunteer placements within the MUSC Health System

 **12** locations received volunteer help this year

- > University Hospital
- > Women's & Children's Hospital
- > Hollings Cancer Center
- > Ashley River Tower
- > Rutledge Tower
- > MUSC East Cooper
- > Family Medicine
- > Institute of Psychiatry
- > Wellness Center
- > Park Shore
- > South Park
- > Children's Rehab

 **101,912** hours of service were given this year by our volunteers

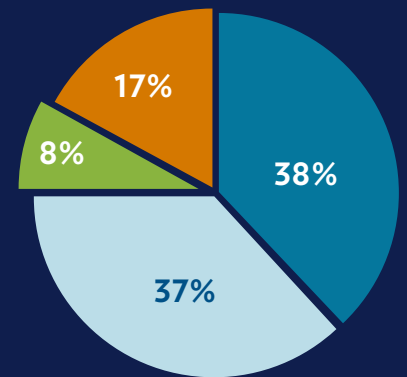
- > Equals that of 49 full time paid staff (FTE's)





 **1,310** volunteers contributed hours to MUSC this year

- > 1,065 were volunteers within our walls
- > 245 were volunteers in groups outside our organization who contributed hours

 **442** new volunteers joined our program this year

Who are our volunteers?



-  **Students** 18-30
-  **Adults** 31-64
-  **Juniors** 14-17
-  **Seniors** 65+





GROWTH

- **9% growth in hours of service contributed in FY 17 over FY 16**
- **15 new placement opportunities for volunteers**
 - > Silver Spoons Feeding Program
 - > Mobility Program
 - > Coastal Connections
 - > Pet Therapy at Hollings Cancer Center
 - > Pet Therapy at Children's Rehab
 - > Surgical Trauma ICU
 - > Cardio Vascular ICU
 - > Infection Prevention
 - > Medical Legal Partnership
 - > Population Health
 - > Acupuncture
 - > Cancer Tumor Registry
 - > PCICU
 - > Concierge Services
 - > Women's Concierge Services
 - > Family Faculty



FINANCE

- **6 fundraiser events were hosted**
- **\$29,320 in funds raised to support volunteer department initiatives**



CONTINUING EDUCATION

- **Physical Therapy**
 - > 39 physical therapy students gained service hours that allowed them to apply for post graduate studies
 - > 20 received inpatient hospital experience
 - > 19 received outpatient hospital experience
- **Pharmacy**
 - > 15 pharmacy students gained service hours that allowed them to apply for post graduate studies
 - > 1 Pharmacy volunteer selected to attend MUSC for graduate studies in Pharmacy



COMMUNITY OUTREACH

- **Safe Sitter®, Babysitting classes**
 - > Two Safe Sitter course offered this summer
 - > Two full day sessions
 - > 26 students certified as Safe Sitters



PATIENT EXPERIENCE

- **Patient and Family Advisory Councils**
 - > 6 councils: Adult Hospital, Institute of Psychiatry, Ambulatory Care, Children's Hospital Inpatient, Children's Ambulatory, & Youth Patient Advisory Council
 - > 61 active members contributing over 1,270 hours to enhance the patient experience last year
- **Patient Transport**
 - > Volunteers discharged 1,268 patients allowing the clinical care team to have more time providing care on the floor
- **Palliative Care**
 - > 11 Volunteers contributed 890 hours to our patients and families, providing comfort, massage and legacy projects
- **In-Kind Donations**
 - > \$99,661 was received to benefit our Children's hospital programs enhancing the patient experience
- **Crafts: Therapy dolls, comfort kits, pillowcases, lap blankets, bonnets and so much more**
 - > 21,481 hours of community service was given making crafts for our patients and families
- **Comfort Meals**
 - > 25,058 meals were served to our families this year
 - > 525 community partners and MUSC volunteers participated in hosting the meals
- **Pet Therapy Program**
 - > Over 16,000 pet therapy visits for our patients, families and staff
 - > 3,565 inpatient requests fulfilled for visitation by a patient while in the hospital



CAREER EXPLORATION

- **Junior Volunteer Program**
 - > 69 Junior Volunteers Contributed 4,201 hours of service this year
 - > High school students ages 14-18 interested in health care careers
 - > Candy Striper Program during summer months
 - 30 students, 2 three week sessions
 - 16 placement opportunities to explore health care careers in clinical and non-clinical settings