




Volunteer Services | 2018 Annual Report

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

 **15** locations received volunteer help this year

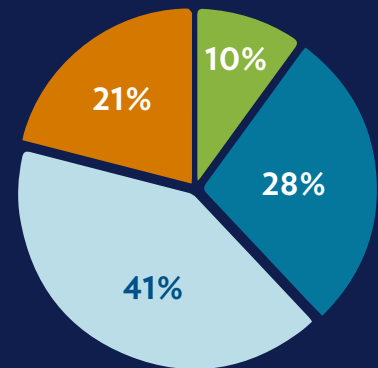
- > University Hospital
- > Children's Hospital
- > Ashley River Tower
- > Hollings Cancer Center
- > Rutledge Tower
- > Institute of Psychology
- > Storm Eye Institute
- > MUSC Wellness Center
- > Dental Clinics
- > Student Services
- > MUSC Health East
- > Park Shore
- > West Ashley Physical Therapy
- > Mt. Pleasant Physical Therapy
- > West Ashley Pharmacy





 **100,154** hours of service were given this year by our volunteers
> Equals that of 48 full time paid staff (FTE's)

 **1,195** volunteers contributed hours to MUSC this year
> 1,096 were volunteers within our walls
> 99 were volunteers in groups outside our organization who contributed hours

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

Who are our volunteers?



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





GROWTH

- **15 new placement opportunities for volunteers**
 - > IOP Unit Volunteers
 - > IOP Group Pet Therapy Volunteers
 - > Dental Clinics
 - > Student Services
 - > STAR Day Treatment Program
 - > Psychiatric Emergency Room
 - > TCU Activity Room
 - > Occupational Therapy
 - > Massage Therapy
 - > Kidney Transplant Peer Mentor Program
 - > Acupuncture
 - > Vestibular Peer Mentor Program
 - > Bariatric Peer Mentor Program
 - > Performing Arts
 - > Design Arts
 - > Literary Arts
 - > Visual Arts



FINANCE

- **5 fundraiser events were hosted**
- **Payroll deduction was utilized to give staff opportunity to 'shop' at work = employee satisfaction driver**
- **\$22,203 in funds raised to support volunteer department initiatives**



CONTINUING EDUCATION

- **1 volunteer accepted to MUSC College of Medicine**
- **3 volunteers accepted into MUSC College of Nursing**
- **Physical Therapy**
 - > 26 physical therapy students gained service hours that allowed them to apply for post graduate studies
 - > 1 PT volunteer selected to attend MUSC for graduate studies in Physical Therapy
- **Pharmacy**
 - > 7 pharmacy students gained service hours that allowed them to apply for post graduate studies
 - > 15 current MUSC Pharmacy students completed service hours for graduation



COMMUNITY OUTREACH

- **Our volunteers served our local community this year at the following:**
 - > Gourmet & Grapes
 - > Cooper River Bridge Run
 - > Swing for a Cure
 - > Charleston River Dogs
 - > Heart Walk Hustle
 - > Low Country Pet Expo
 - > Salvation Army Angel Tree Parade
 - > Charleston International Airport



PATIENT EXPERIENCE

- **Patient and Family Advisory Councils**
 - > 4 councils: Adult Hospital, Institute of Psychiatry, Ambulatory Care, Children's Health
 - > 7 Family Faculty Volunteers
 - > 74 volunteers contributed over 1,846 hours to enhance the patient experience last year
- **Patient Transport**
 - > Volunteers discharged 1,101 patients allowing clinical care team to have more time providing care on the floor
- **Palliative Care**
 - > 16 Volunteers contributed 1,344 hours to our patients and families providing comfort, legacy work, massage therapy, and acupuncture
- **In-Kind Donations**
 - > \$92,688 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
 - > 26,451 hours of community service was given making crafts for our patients and families
- **Comfort Meals**
 - > 5,338 meals served to our families this year
 - > 24 community partners prepared and served the meals
 - > 2,400 hours of service contributed by our community partners
- **Pet Therapy Program**
 - > 5,623 bedside pet therapy visits for our patients
 - > 52 teams provided 2,779 hours of tail-wagging happiness for our patients, family and staff



CAREER EXPLORATION

- **Junior Volunteer Candy Striper Program**
 - > 33 Junior Volunteers with service this year
 - > High school students ages 14-18 interested in health care careers
 - > Contributed 3,579 hours of service this year
 - > Provided service in 18 locations throughout MUSC Health