



# ENLOE

## MEDICAL CENTER

### Enloe Medical Center Case Study

Industry: Non-Profit Healthcare

Challenge: Schedule, track and communicate with 450 volunteers on an ongoing basis

Solution: VSys One



## ENLOE MEDICAL CENTER

Case Study

**Overview**    **Industry:** Non-Profit Healthcare  
**Challenge:** Schedule, track and communicate with 450 volunteers on an ongoing basis  
**Solution:** VSys One

**The Challenge**    Enloe's Volunteer Services Department was utilizing Microsoft Access as a Volunteer Database. At that time, Enloe Medical Center had approximately 350 volunteers. Access was limiting as a volunteer database and made it difficult to track a volunteer's placement, especially if the volunteer had multiple assignments. Access did not allow a volunteer's schedule to be tracked electronically and all scheduling was done in paper format as was all tracking of volunteer training and JCAHO requirements. Access' queries limited how quality data could be retrieved from the database resulting in less accurate data reported to the organization. Using Access as a database was also visually frustrating as it created a list of volunteers to scroll through instead of typing in a name to search. Hours were not able to be tracked through Access.

**The Solution**    Currently Enloe Volunteer Services coordinates, manages, and tracks over 450 volunteers. After doing demonstrations with several different volunteer management databases, VSys seemed to be the best fit for what Enloe needed in a volunteer database. VSys allows the user to organize individual profiles for volunteers that will include everything from their contact information to their TB test information to service awards volunteers receive. One of the best features Volunteer Services utilizes in VSys is the training section. The user is able to enter trainings that occur and then register volunteers for a specific training which will then be recorded on their individual profile. VSys is the most user-friendly software that was found for volunteer database management.

Volunteer Services originally completed a demonstration with Bespoke Software prior to purchasing the software. After the software was purchased, Bespoke completed another internet-based demonstration and answered questions, which allowed the staff to become more familiar with the system with the help of the experts. Bespoke also provides continual support for the software and if the software doesn't do something an organization needs it to, they usually get it into a later version of the software.

**Key Features**    Key features and benefits for Enloe Medical Center:

- Individual volunteer profiles that include volunteer assignment, health clearance information, trainings, service awards, and additional one time projects volunteers participate in outside of their regular placement
- Several ways to categorize volunteers and their assignments
- Basic exporter to export volunteer information to Excel for spreadsheet use
- Hours tracking and reports
- Communication with volunteers – tracking what was sent and when
- Projects – one-time volunteer assignments can be organized and tracked through VSys

## **ENLOE MEDICAL CENTER**

---

Case Study

### **VSys One Advantages**

- Scalable
- Integrated communications tools, including e-mail and mail merges
- Touch screen/kiosk module
- Advanced scheduling tools
- 200+ built-in reports
- Integrates with existing SQL Server infrastructure
- Highly customizable
- Custom reports, applications and fields
- US-based phone, e-mail and web support

### **About Enloe**

Enloe Medical Center is a 391 bed hospital, a non-profit, 501 [c] 3 charitable organization located in Chico, California. Enloe's mission is to improve the quality of your life through patient-centered care. Volunteer Services' mission is to improve the quality of your life through meaningful giving opportunities. Volunteer Services has over 20 different programs for volunteers to participate in based on their individual knowledge, skills, and interests. The volunteers enhance the patient experience at Enloe Medical Center by providing emotional support and creating a welcoming environment to all who visit the medical center.

#### **Enloe Medical Center**

1531 Esplanade  
Chico, California 95926  
(530) 332-7300  
[www.enloe.org](http://www.enloe.org)

### **About Bespoke Software and VSys One**

Bespoke Software was founded in 1998 to support the Special Olympics, and has grown since to help all manner of non-profit organizations. Our VSys One application is in use across the United States and in Canada, in organizations small and large. We are passionate about supporting our applications, with knowledgeable US-based support team available for you to call, and we offer training both on-site and via the web.

#### **Bespoke Software, Inc.**

5 Sand Creek Road  
Albany, NY 12205  
[www.VSysOne.com](http://www.VSysOne.com)

(800) 517-3943  
(518) 618-0746

**“We believe you know the best way to run your organization. Our software and our staff are here to support you. This means that VSys One – and our team - will adapt to your process, your way, not the other way around.”**

**-- William Cornett, founder of Bespoke Software.**

