



VSys Voices, May 2021 Webinar “Re-Engaging Volunteers Post-Covid”

Presentation Materials:

1. Master Slide Deck. ([Powerpoint](#)) ([PDF](#))

Supporting Materials:

2. For “The Basics of Volunteerism” (Jared McCannell)

- a. EnergizeInc: [Website](#). “[The Engage Journal](#)”
- b. Association for Leaders on Volunteer Engagement ([ALIVE](#))
- c. International Association for Volunteer Engagement ([IAVE](#))
- d. National Alliance for Volunteer Engagement ([NAVE](#))
- e. Council for Certification in Volunteer Administration ([CCVA](#))

3. For “Disaster Volunteerism” (Jared McCannell)

- a. National Organizations
 - i. National Voluntary Organizations in Disaster ([NVOAD](#))
 - ii. Medical Reserve Corps ([MRC](#))
 - iii. Emergency System for Advance Registration of Volunteer Health Professionals ([ESAR-VHP](#))
- b. National Standards
 - i. National Incident Management System ([PDF](#))
- c. Local Planning Resources
 - i. Overview of POD Staffing Models Policies & Procedures.
(Master’s Thesis, Olivia Houck, Univ. of Pittsburgh. 2013. 60 pages) ([PDF](#))
 - ii. State of Oregon’s POD Field Operations Manual. ([PDF](#))
 - iii. Bioterrorism and Epidemic Outbreak Response Model (BERM) ([XLSX](#))
 - iv. The VSys Voices (that’s us!) “Volunteers & Vaccination Clinics” ([MP4](#))

4. For HCAHPS & Patient Experience (Joan Cardellino)

- a. CMS: Consumer Assessment of Health Care Providers and Systems ([CAHPS](#))
- b. Hcahpsonline: HCAHPS Fact Sheet (CAHPS® Hospital Survey) March 2021 ([PDF](#))
- c. McKinsey Report: The Future of Work After COVID 19 ([PDF](#))
- d. Medicare: [Care Compare](#)
- e. Medallia: Patient Experience in the Face of COVID19. ([PDF](#))
- f. Consumer Perspectives on Patient Experience ([PDF](#))
- g. Pennsylvania Hospital: [The First Hospital in the United States](#)
- h. University of Pennsylvania: [The 1918 Flu Epidemic & Volunteers](#)

5. For “The Future of Volunteerism” (Todd McMullin)

- a. Introduction to the National Volunteerism Platform ([Powerpoint](#)) ([PDF](#))
- b. Stanford University Center on Philanthropy & Civil Society. [Blueprint 2020](#)
- c. Stanford University Center on Philanthropy & Civil Society. [Blueprint 2021](#)

6. For “Next Steps” (Jared McCannell)

- a. “Plan. Do. Check. Act” ([Powerpoint](#)) ([PDF](#))

Recommended Reading:

- Beryl Institute: Volunteer Professional Community Connection Series > “Retaining Volunteers When They Can’t be On-site” (February 2021). ([PDF](#))
- Beryl Institute: [The Role of the Volunteer in Improving Patient Experience](#) \$\$
- Beryl Institute: [Consumer Perspectives on Patient Experience 2021](#)
- Beryl Institute: “Time, Talent & Treasures: A Resource for Healthcare Volunteer Management” ([Amazon.com > \\$69.00](#)).
- Volunteers Today - Finding, Training and Working with Them, Harriet H. Naylor, Association Press, New York 1967 ([Amazon.com > \\$19.33](#))
- Effective Use of Volunteers in Hospitals, Homes and Agencies, Harold Kurtz and Margaret Burrows, Charles C. Thomas Publisher, Springfield, Illinois 1971 ([Amazon.com > \\$12.50](#))

Contact Us:

For more information on any of these topics please connect with the presenters by contacting Todd McMullin at VSysOne.

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