

# Presenters



**Lisa LaVigna, DM** is the Vice President of Business Development at Bespoke where she focuses on helping existing and prospective VSys clients maximize their use of VSys One to reduce their workload and improve the volunteer experience. She previously served as the Executive Director of Partnerships for a local college where she focused on recruiting, admissions and building strong relationships. Lisa is on the board of Jazzy Sun Birthdays, an organization that organizes birthday parties for children in homeless shelters. She also volunteers twice a week at a local shelter for women and children.

**Roseanna Galindo, CAVS**, with 30+ years in volunteer leadership, established Periscope BPA to bolster data communication among business professionals. Formerly a Director of Volunteer Services, her influence in volunteer engagement is far reaching. Hailing from CSU, Chico, her work on the Volunteer Satisfaction Index, “VSI,” has garnered international recognition, illuminating the intricacies of the volunteer experience. An advocate for data literacy, Roseanna guides leaders in the essentials of data storytelling. Her blog, "Periscope Insider" on PeriscopeBPA, intersects communication and data, solidifying her role as a champion for data literacy, the human experience in healthcare, and volunteer leaders everywhere.



**Todd McMullin** graduated in non-profit management and has 25 years experience as a technology consultant for community organizations. He is the co-founder of a United Way chapter, a local Volunteer Center, Samaritan Technologies, The Disaster Help Network, The Congress of Volunteer Association Administrators and the Association of Leaders in Volunteer Engagement (ALIVE).



# VSys Voices: Key Learnings from SHVL and ELEVATE PX 2024



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# Setting The Stage

## The Events

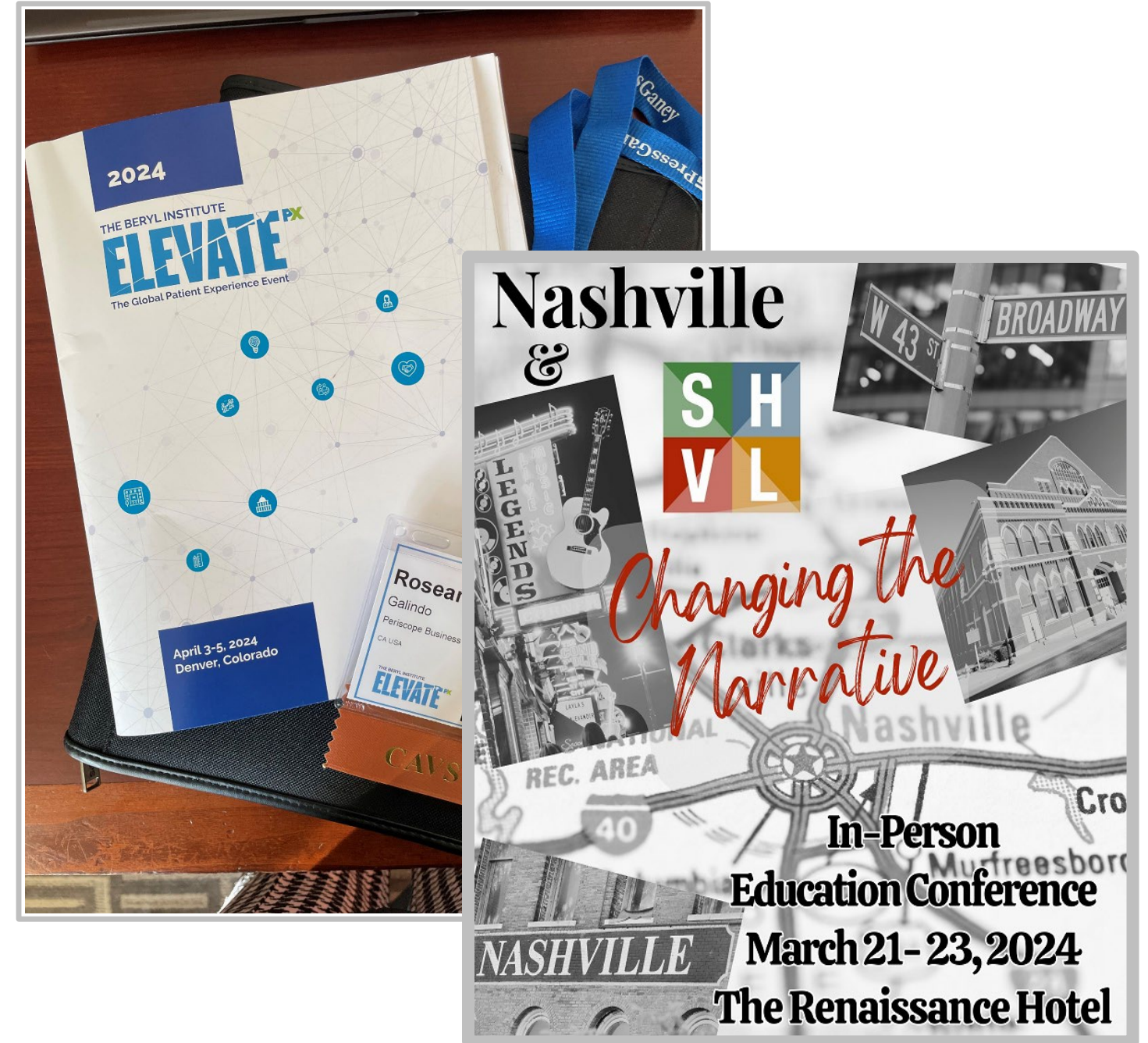
- Society of Healthcare Volunteers
- Beryl ELEVATE PX 2024

## The Value

- Networking w/ Peers, Resources, Advocacy
- Learning latest trends and ideas

## The Key Takeaways

- Insights, Trends, Best Practices



# Insights

- Leaders of volunteers felt supported and valued

- Leaders of volunteers have a place at the PX table that is *growing*.

- Volunteers are becoming more **validated** and **valued**.

- **Change is happening FAST!**



# Insight: Volunteerism Must

be driven by executive leadership.

be mission critical, and value driven.

be grounded in a positive, caring, and respectful culture.

positively impact the wellbeing and engagement of all who serve.

actively invite partnership and co-ownership.

have clear and shared organizational objectives.

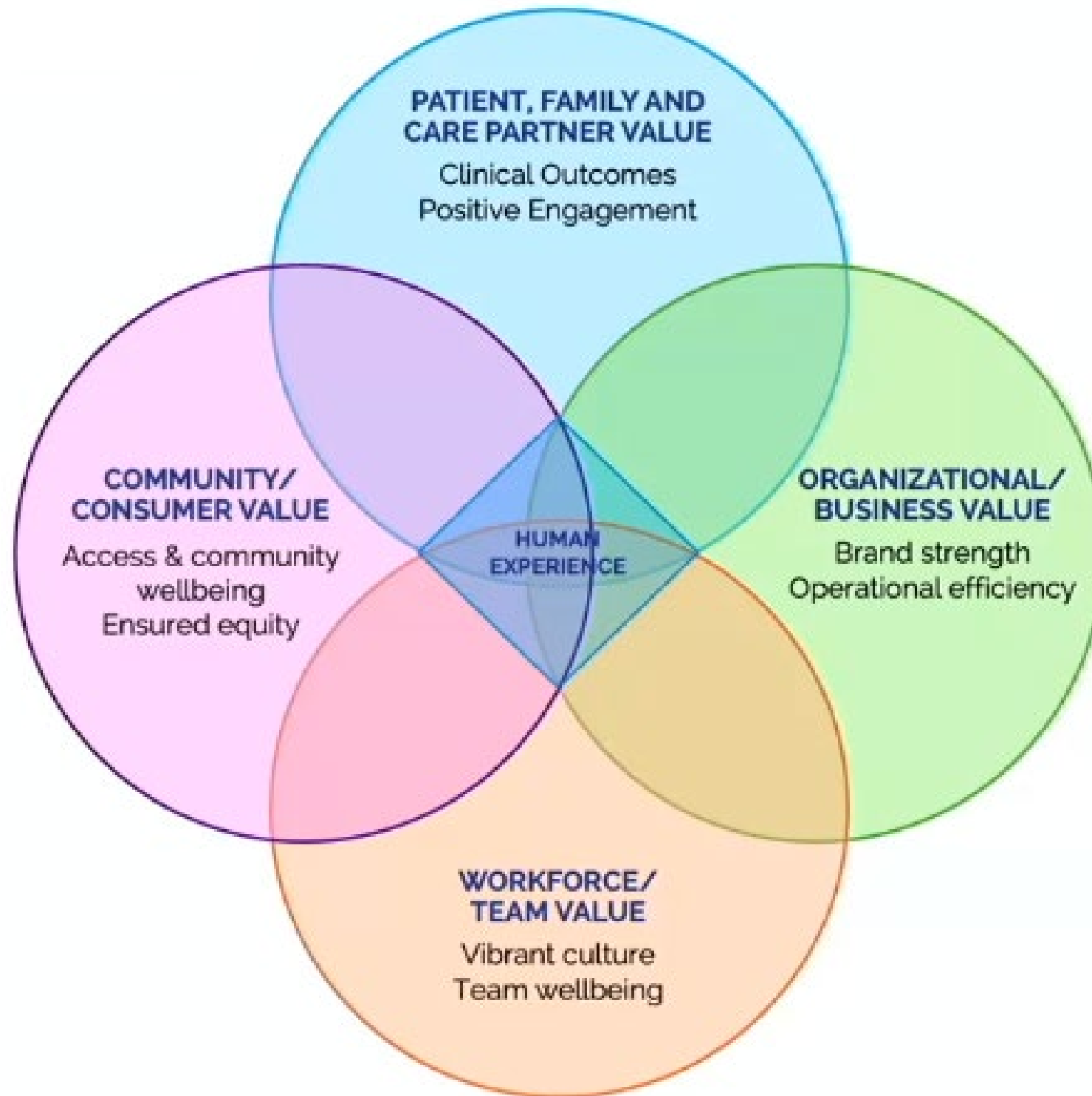


# Trends: Valuation

- The Outpatient and Ambulatory (OAS) CAHPS survey assesses volunteer and concierge services, specifically:
  1. Preparation for the surgery or procedure.
  2. Check-in and pre-operative processes.
  3. Cleanliness of the surgery facility.
  4. The surgery facility staff.
  5. Discharge from the facility.
  6. Preparation for recovering at home.



# Trend: Integrated Impact



## INTEGRATED IMPACT

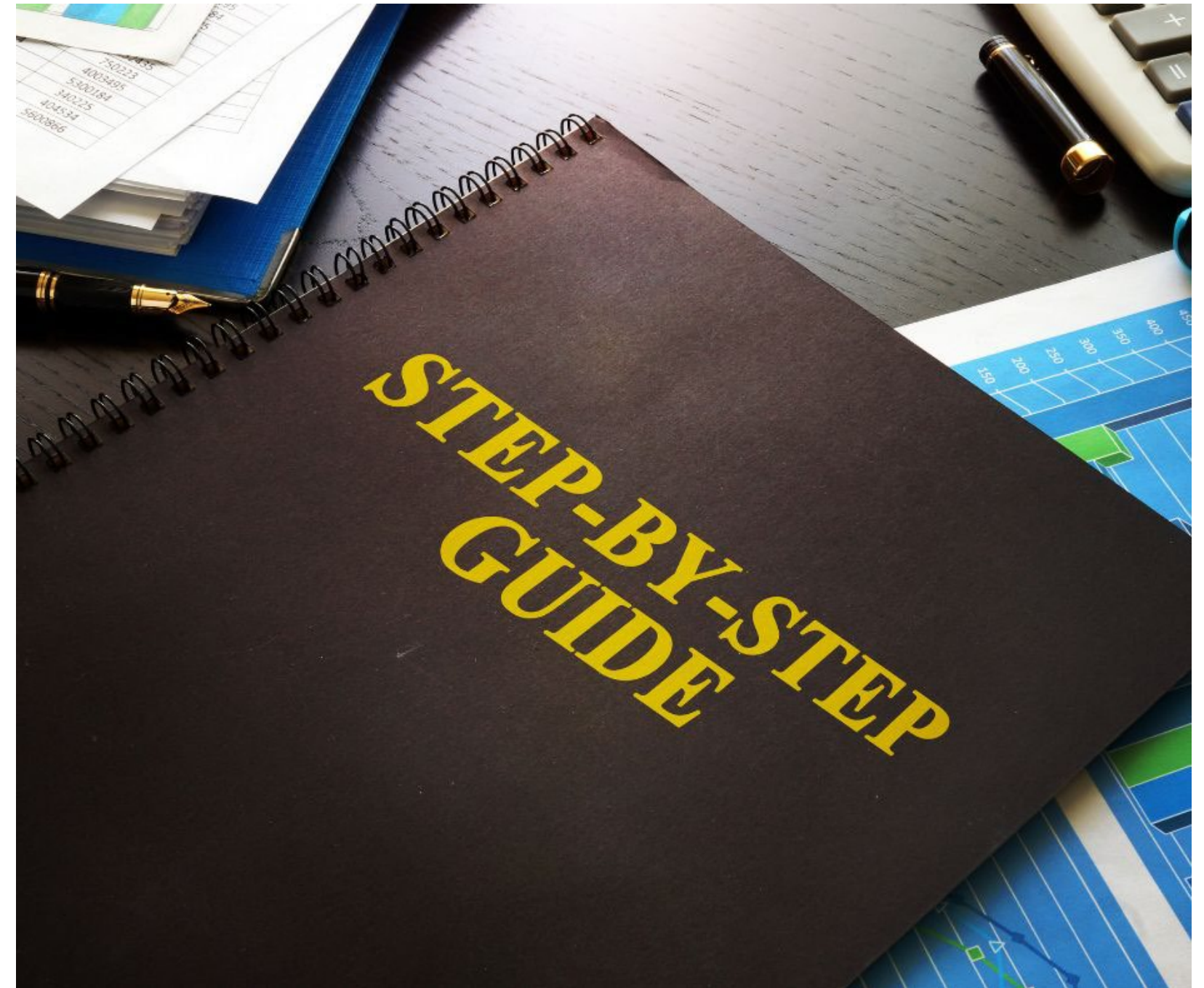
- Improved workforce engagement
- Increased workplace safety
- Enhanced workforce wellbeing
- Elevated team member attraction/retention
- Improved clinical outcomes
- Increased quality and safety
- Strengthened patient partnership
- Sustained high reliability
- Improved financial strength
- Increased loyalty and market share
- Reduced cost of care/cost avoidance
- Recognized provider of choice
- Improved community trust
- Increased access to care
- Decreased health disparities
- Boosted external ratings





# Best Practices: Documentation

1. Emergency Preparedness
2. Training
3. Validation



# Best Practices: Data Matters!

## Impact Metrics

- Readmission rates
- Fall prevention

## Data-Driven Programs

- Houston Methodist West
- Mount Sinai Morningside



# Best Practices: Alignment

1. KPIs
2. Strategic Plan
3. Beryl HX Standards
4. OAS-HCAHPS
5. Social Determinants of Health (SDOH)



# Best Practices: Strategic Planning



**Fiscal Year 2024 – 2028**

**Volunteer Services and Special Events**

**Strategic Plan**

1. Based on input + requirements
2. Defines objectives & success
3. Defines standards & measurement
4. Inspires & directs



# Resources

**Download Coloring Book:**  
[PeriscopeBPA.com/toolbox](https://PeriscopeBPA.com/toolbox)

## Data & Storytelling:

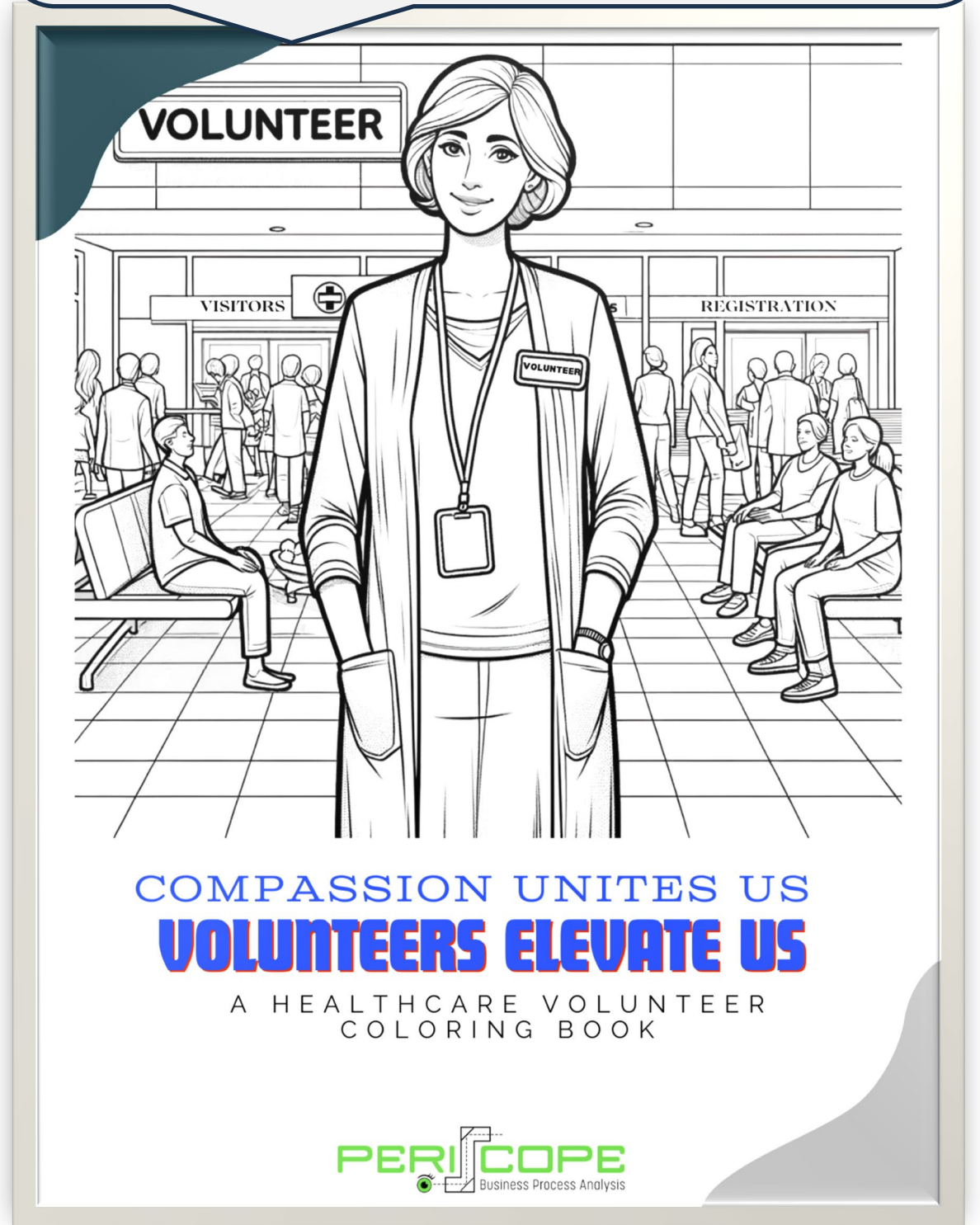
- Voices: “[Data Storytelling Essentials](#)”
- Voices: “[Survey Measurement / VSI](#)”

## Program Alignment:

- Voices: “[Integrating Metrics & PX](#)” [[sample](#)] [[worksheet](#)]
- Periscope BPA: “[10 Steps to Elevate Volunteer Programs](#)”

## Survey Tools

- OAS-HCAHPS [[Guidance](#)] [[Survey](#)]
- Volunteer Satisfaction Index [Roseanna!]



**Thank you for joining us!**

