

Administrative Offices Volunteer

Objective: The main priority of the volunteer is to assist the staff with daily duties, including clerical and administrative tasks that will ultimately benefit the day to day operations of the Department.

Hours: Departmental specific

Qualifications:

- Friendly, positive attitude.
- Works well with patients, staff and visitors.
- Organized, flexible, able to learn quickly.
- Basic understanding of Excel, Word, and Outlook
- Good phone etiquette

Responsibilities:

- Answer phones
- Assist staff with computer tasks and data input
- Assist staff members with office filing
- Assist with general office tasks such as photocopying and filing
- Special projects as assigned

Advisor - Pediatric Parent and Family Advisor Support Volunteer

Service: This service is provided to family members and visitors of all inpatient pediatric patients to provide comfort measures and assistance in whatever area is needed.

Objective: To provide support to parents, family members, and visitors of hospitalized children by participating in projects and programs within the pediatric unit.

Hours: Varied days and times. Minimal participation expected at least once a month.

Qualifications:

- Works effectively with others.
- Collaborates with Pediatrics and hospital staff in a positive manner.
- Experience as a family member of hospitalized child.

Responsibilities:

Under direction of staff member:

- Participate on Pediatrics committees (created as needed): examples -- revision of visitation guidelines; design of family resource center; revision of welcome guide.
- Assist with special projects: quality improvement and patient satisfaction.
- Participate in programs: Unit Orientation (peer to peer support, parent resources, etc.).

- Any volunteer preparation hours done from home will be submitted to supervisor for posting by Volunteer Services.

Advisor – NICU Parent Advisor Volunteer

Service: This service is provided to family members and visitors of all hospitalized babies to provide comfort measures and assistance in whatever area is needed.

Objective: To provide parent support to parents of hospitalized children, by participating on committees, projects, unit orientation, and programs within the NICU department.

Hours: Varied days and times. Minimal group or meeting participation expected at least once a month. Unit orientation for families 1 hour per week.

Qualifications:

- Works effectively with others.
- Previous NICU family. Interviewed by Nursing Director and Child Life. Member of the NICU parents advisory panel.

Responsibilities:

- Under direction of staff member:
- Participate in NICU committees as identified.
- Projects: quality improvement, and patient satisfaction.
- Programs: Unit Orientation (peer to peer support, parent resources, etc.).

Advisor - Neurospine/ICU Stroke Support Volunteer

Service: Neurospine/ICU are inpatient departments including a Neuro Monitoring Unit. They service various neuro patients including stroke, spine and med/surgical patients.

Objective: The main priority of the volunteer is to assist the staff to complement and enhance the patient's experience through 1:1 social support. Stroke volunteers will assist in visiting patients and families, provide support resources and act as a liaison between the patient and health care providers.

Hours: Per staff request. Visits will be based on patient census.

Qualifications:

- Friendly positive attitude
- Good interpersonal communication skills
- Must be a stroke survivor and/or an active member of the Sutter Stroke Support group (referrals will be made by the department)

Responsibilities:

- Volunteer will check in with charge nurse or unit secretary to obtain a confirmed stroke patient list
- Volunteers will visit patients and families
- Make contact with patient's nurse and verify stroke education packet has been given to patient and family
- Check- out with the patients' caregiver
- Record (in binder) patients visited that day
- Make copies of stroke packets
- Other light duties as assigned
- Visit with patients/families in the ICU per direction of RN

Patient and Family Council Advisor – SMCS

Service: The Patient and Family Advisory Councils (PFAC), under the guidance of Office of Patient Experience (OPE), work in partnership with the leadership and clinical staff to create an environment of patient and family-centered care across Sutter Health. Patient and Family Advisors share their stories, experiences, and perspectives to ensure continuous improvement in the care provided to patients and families. Through this partnership, discussions and decisions about patient and family-centered care occur in various meetings and forums.

Objective: The Patient Family Advisor (PFA) is a patient or family member who has experienced care from Sutter Medical Center, Sacramento (SMCS) and works in partnership with hospital leaders and care teams to help improve quality and deliver a consistently excellent patient experience.

Hours: Council meets monthly during a weekday. Additional service as mutually agreed and arranged.

Qualifications:

- Share insights and information about experiences in constructive ways.
- See beyond personal experiences and show concern for more than one issue.
- Respect diversity and differing opinions.
- Establish partnerships to collaborate on solutions.
- Show compassion while maintaining boundaries.

Responsibilities:

- Prepare for and attend monthly PFA Council (PFAC) meetings.
- Share perspectives, experiences and suggestions in a variety of settings.
- Partner to create, implement, and evaluate policies, programs, and services.
- Participates with Partnership Councils, Lean projects, and other improvement projects as needed/available.
- Respect and protect the confidentiality of patients, family members and employees at all times and in all circumstances.

- Uphold Sutter Health mission and values and standards of business conduct.
- Patient Family Advisors may have the opportunity to be involved in a wide variety of projects and initiatives that may require additional training and/or screening.

Emergency Services Clothes Closet Volunteer

Service: SMCS Emergency Services department provides care to over 100,000 patients per year. The department provides services to a wide range of patients from adults, pediatrics, geriatrics, OB/GYN, as well as behavioral health with varying degrees of acuities.

Objective: The main priority of the volunteer is maintain and organize the clothes in the ED clothes closet. The clothes in the ED clothes closet are used for patients throughout the hospital who are in need of clothes when discharged or transferred to another facility. Interactions in a medical setting and to experience hands on (either directly or indirectly) educational and real-life learning experiences.

Hours: Any 4 hours per day twice per week (if possible).

Qualifications:

- Friendly positive attitude.
- Works well with patients, staff and visitors.
- Able to lift approximately 20 lbs. of clothes, reach and stretch above head.

Responsibilities:

- Volunteer will need to be able to answer questions if asked by patients, family or staff members.
- Be responsible for organizing clothes/shoes.
- Keep clothes closet neat and tidy.
- Categorize shoes and clothes into men/women/size.
- Dispose of inappropriate clothing items.
- Maintain a safe, clean clutter free environment.
- Remove items not designated for the clothing closet.

Healing Music Volunteer

Services: To provide (live) musicians playing soothing, comforting, and uplifting music to the medical centers patients and their visitors.

Hours: Monday – Friday 10:30 - 4:00pm

Special events as requested

Qualifications:

- Intermediate to advanced player in jazz, pop, light classical, contemporary, flamingo and other types of easy listening music that is melodic and not overpowering
- Must audition with Volunteer Services and approved prior to assignment
- Must have exposure of playing in front of people
- Ability to carry on light conversation to find out music preference of patients/visitors

Responsibilities:

- May accommodate special requests
- Volunteers will play their instruments in the hallways of nursing units, in the lobby of the Buhler Building (piano location) and inside of patient rooms at Ose Adams or WCC.
- Volunteers will check with the charge nurse before playing
- Observe hospital policies at all times

Sophie's Place Volunteer

Services: The Pediatrics Department provides inpatient care to infants and children ages 0-18, with up to 68 patients per day. Sophie's Place is a music therapy space run by board certified music therapists who provide developmental, educational, and emotional support to children and their families through music, striving to minimize stress and support positive coping by using an evidence-based approach supported by research.

Objective: Provide the volunteer with opportunities for learning professional and social interaction in a medical setting, and to experience hands on (either directly or indirectly) educational and real-life learning experiences.

The main priority of the volunteer is to:

- Assist the staff with providing access to musical instruments and music activities for patients, families, and visitors
- To provide support and companionship to pediatric patients and their families
- To assist in providing a safe, clean child friendly environment.

Hours: Weekdays – Late afternoons and evenings

Weekends – Flexible shifts to be determined with staff

Qualifications:

- Experience with children preferred.
- Desire to support pediatric patients of all ages and their families.
- Music-related experience preferred.
- Artificial nails for patient care staff are prohibited due to infection control concerns

Responsibilities:

- Spending time with patients individually or in groups at Sophie's Place

- Assisting during group music activities in Sophie's Place
- Communicating with Music Therapy, Child Life, and Nursing staff regarding patient needs
- Assisting with cleaning instruments and the Sophie's Place area.
- Can lift up to 25 lbs.
- Some volunteers may lead music-centered activities or perform for children and families

Lobby Information Desk Volunteer – Buhler Specialty Pavilion

Service: The Information desk is the point of focus as you enter the Buhler Specialty Pavilion. This building houses many specialty offices, such as Administration, Transfusion Center, Neuroscience, Outpatient Oncology, Cardiology. It is the main spot for way finding for this building.

Objective: The main priority of the volunteer role is to create a welcoming and caring environment that is responsive to the needs of our clients and staff members. Volunteers will greet visitors and staff walking through the front doors and provide helpful, courteous, and current information to get them to their destination.

Hours: Monday - Friday 8am - 4:30pm

Qualifications:

- Willingness to be helpful and courteous at all times.
- Must possess maturity, tolerance and patience to work with people of all walks of life.

Responsibilities:

- Greet visitors as they walk through the doors
- Assist/escort visitors to their destination
- Wheelchair escort as necessary
- Make deliveries to patients or other areas of the hospital
- Look up patient room numbers (on computer)
- Look up visitor's doctor appointments if needed
- Provide information for the different campuses (WCC, OA, Cap Pav, Fort Sutter)
- Answer phones
- Locate wheelchairs using the Aeroscout system.
- Assist staff during Code Red
- Refer to volunteer "binder" for additional information

Lobby Information Desk Volunteer in Women's and Children's Center and Main Hospital

Service: The information desk at the WCC is the focal point of the hospital. It houses patient registration, the greeter, and the volunteers. Many patients, families and visitors stop there to inquire information necessary to direct them to their proper location. It is the main hub for way finding.

Objective: The main priority of the volunteer is to assist staff with providing measures that will ultimately benefit the deliverance of patient care, by creating a welcoming and caring environment that is responsive to the needs of the patient, visitors and staff. The volunteer will meet, greet, and escort patients to their destination. Provide helpful, courteous, and efficient information and assistance to the public, patients, and hospital staff.

Hours: Monday-Friday 7:30am-4pm

Qualifications:

- Willingness to be helpful and courteous at all times.
- Must possess maturity, tolerance and patience to work with people of all walks of life.

Responsibilities:

- Greet visitors as they walk through the doors (constantly circulate the lobby)
- Assist/escort visitors to their destination
- Wheelchair escort as necessary
- Make deliveries to patients or other areas of the hospital
- Look up patient room numbers (on computer)
- Look up visitor's doctor appointments if needed
- Provide information for the different campuses (WCC, OA, Cap Pav, Fort Sutter)
- Answer phones
- Locate wheelchairs using the Aeroscout system.
- Assist staff during Code Red
- Refer to volunteer "binder" for additional information

Oncology Specialty Clinic Patient Services Volunteer

Location: Offsite

Service: The Oncology Specialty Clinic serves patients with intrabeam and genetic oncology needs.

Objective: The volunteer will assist the busy staff with the daily operations of the clinic that will ultimately benefit in the delivery of patient care. They will also provide assistance to our patients to ensure ease of care within the clinic.

Hours: Clinic days and hours: Monday - Thursdays 8:30 a.m. to 5:00 p.m.

(Staff may be able to utilize volunteers at other times than specified above)

Qualifications:

- Friendly, positive attitude.
- Works well with patients, staff and visitors.
- Must speak clear English and have good communication skills.

- Prefer some computer experience with Excel and other computer programs, high degree of professionalism.

Responsibilities:

- Call patients to remind them of scheduled appointments
- Answer phones during clinic hours
- Run errands in hospital (as needed)
- Escort patients to other areas of hospital (as needed)
- Once adequately trained, the volunteer will be allowed/expected to act without waiting for direction
- Maintain cleanliness of lobby, waiting room, and exam rooms
- Assist staff with hospital applications-EPIC
- Other duties as assigned, depending upon the skills/willingness of the volunteer and needs of the clinic
- Volunteer will assist with multiple clinic tasks: copying, contacting patient for follow up confirmation visits, escort patient to lab when necessary.
- Will assist genetic counselor in data collection by reviewing lab results, and help maintain Excel spreadsheet. Enter family history information into computer program.

Paws-On-Call Pet Therapy Program Volunteer

Service: This service provides hands on experience by providing loving animal visitations to all patients, visitors, and staff that desire a respite in a stressful and hectic day.

Objective: The main priority of the volunteer is to provide comfort measures that will ultimately benefit the deliverance of patient care through animal visitation to patients, visitors and staff.

Hours: Monday- Sunday, Varied times (special requests, holiday visits, etc.)

Qualifications:

- Friendly, positive attitude
- Pet Partners current certification (handler and dog)
- Current annual health report from qualified veterinarian (including all vaccines and parasite control)
- Handlers are willing to participate in two visits per month, or at least a minimum of eight in-house visits per year (maintaining visits each quarter). Special circumstances will be considered.
- With a minimum of eight in-house visits per year, you are eligible to receive partial reimbursement on the annual health report (only on the non-renewal years from Pet Partners). Special circumstances will be considered.

Responsibilities:

- Volunteers will check with charge nurse for patient rooms to stay out of, and in addition will ask if any patients have allergies or infections they need to be aware of without violating HIPAA policy
- Adherence to transmission precaution signs. Be aware of these signs and do not enter room.
- A clean towel will be used for each patient visit and discarded in the proper waste canister prior to exiting the patient room
- If volunteer finds themselves in the following types of situations they are to respectfully exit the patient room: (open wounds, patient having bodily fluids, dried or otherwise, on them)
- Volunteers will offer hand sanitizer to any persons they come in contact with after all visits. It will not be the responsibility of the volunteer to enforce the use of hand cleaning

Sutter Senior Care PACE Volunteer

Location: Offsite

Service: The Adult Day Health Center for Sutter Senior Care PACE has an average of 50 participants attending daily. The participants range in age from 55 to 99.

Objective: The main priority of the volunteer is to provide comfort measures to the participants through the interaction of the daily social activities in the facility. They will also assist the staff with daily routine duties (bingo, reading, etc.). Volunteers will have the opportunities for learning professional and social interaction with older adults in an Adult Day Health Care setting and to experience educational and real-life learning opportunities.

Hours: Monday - Friday, 8:30 a.m. to 3:00 p.m.

Qualifications:

- Friendly positive attitude.
- Works well with participants, staff and visitors.
- Artificial nails for patient care areas are prohibited due to infection control concerns.

Responsibilities:

- Assist with activities/socials
- Social conversations with participants
- Provide name tags for participants
- Assist staff with helping participants off the bus and to their seat
- Help with set up and clean up of activities
- Help with arts and crafts, bingo, games, parties, outings, paint nails, special events
- Assist staff with lunch time
- Wipe down tables
- Decorate for holidays/special events
- Light clerical duties
- Answer phones

- Escort participants to meet with doctors and dentists during clinic hours

Stroke Support (Phone Follow-Up) Volunteer

Service: The Neuroscience Institute Stroke Program is dedicated to reducing the incidence and impact of stroke and staffed by medical specialists, nurses and support staff. The program includes physicians nationally recognized as leaders in prevention, treatment and research.

Objective: The main priority of the volunteer is to assist staff with a variety of duties that will aid them in providing information and feedback to ultimately benefit the deliverance of patient care. The volunteer will act as a liaison between the patient and the health care providers by making follow-up phone calls to the patients. The volunteer will be provided with opportunities for learning professional and social interaction in a medical setting.

Hours: Monday through Friday, 7 a.m. to 5 p.m.

Qualifications:

- Friendly positive attitude.
- Works well with patients and staff.
- Good interpersonal communication skills.
- Good phone etiquette skills.
- Familiar with Word and Excel

Responsibilities:

- Answer phones and make outgoing follow-up phone calls to stroke patients
- Assist with data entry
- Make copies and scan materials as needed
- Assist staff with Word and Excel documents
- Other light duties and special projects as assigned

Surgery Waiting Area Volunteer

Service: The surgery waiting area provides a comfortable and caring environment for the families and friends of patients while they are in surgery. The surgery department serves inpatients and outpatients. The types of surgeries performed are orthopedics, neurology, oncology, cardiology, general surgery and pediatrics.

Objective: The main priority of the volunteer is to assist the staff with providing comfort measures to patients, families and visitors through the utilization of "rounding". They will provide up to date information to the friends and families of patients that are in surgery. They will work independently and in collaboration with the PACU, ACU, Cath Lab holding area, and Patient Registration staff with

disseminating information, escorting families to meet with the physician, and general assistance to provide that extra touch of customer service.

Hours: Monday-Friday, 8 a.m. to 7 p.m. NO weekends or holidays

Qualifications:

- Communicate effectively and compassionately
- Friendly, positive and professional attitude
- Works well with patients, staff and visitors
- Ability to be self-directed
- Must be able to stand and walk for long periods (during shift)

Responsibilities:

- Retrieve “short” surgery list from registration staff
- Check to see if there are delays or cancellations
- Escort patient to ACU or Cath Lab bays per instruction of staff
- Check to ensure that family members/visitors are located in the correct waiting room
- Visit with family members/visitors
- Keep family informed of patient location and estimated schedule
- Show family members how to read the EPIC screen to check on patient’s status
- Assist physicians and staff in locating family members/visitors
- Escort family members to PACU, ACU, Cath Holding, Peds or conference room
- Round in waiting room
- Use Cisco phones to assist staff
- Monitor water
- At end of afternoon shift, the ‘Short List’ is to be shredded (HIPAA)
- Volunteers can assist staff with training of new volunteers

Sutter Center for Psychiatry Central Intake Volunteer

Location: Offsite

Service: The Central Intake department within SCP supports the delivery of patient care. Sutter Center for Psychiatry (SCP) provides extensive inpatient and outpatient psychiatric and mental health services. Volunteers will assist the busy staff with daily duties of the SCP Central Intake Dept (dept that handles daily referrals, admissions and overall patient flow and delivery of care).

Objective: The main priority of the volunteers is to assist the Central Intake staff with providing measures that will ultimately benefit the deliverance of patient care. The volunteer will learn about elements of care coordination, and will also extend and enhance the services of this department. The volunteer will assist through administrative and clerical support and provide educational materials to patients.

Hours: Any day(s) Monday-Sunday (hours to vary) between 8am-6pm generally

Qualifications:

- Friendly positive attitude.
- Works well with patients, staff and visitors.
- Must have experience with Microsoft Office Suite (word, powerpoint, excel).
- Limited to Nursing Students and Social Work.

Responsibilities:

- General clerical support
- Answering phones
- Filing
- Data Entry
- Compiling data re admissions, referrals and community demographics
- Data analysis of the above
- Assist with interpreting reports for Manager of Central Intake and Director of Outreach
- Assist staff with Word, Power point , Excel, Outlook and Visio office programs
- Assist staff with helping greet and direct visitors
- Copy and assemble packets and forms as needed
- Upon showing commitment & ability may work on special projects
- Access information via IT systems as needed, this will include patient screening and case finding
- Rounding on patients for screening and case finding

SIMR Research Volunteer

Service: The Sutter Institute for Medical Research (SIMR) provides scientifically based studies and research that assist the medical center in how care is delivered to our patients. The volunteers will assist the staff with daily duties of the research offices.

Objective: The main priority of the volunteer is to assist the staff with a variety of duties that will aid them in fulfilling the SIMR objective of providing excellent research services. Provide the volunteer opportunities for learning professional and social interaction in a medical setting.

Hours: Monday-Friday, 8 a.m. to 5 p.m.

Qualifications:

- Friendly positive attitude.
- Works well with patients and staff.
- Takes direction well.

Responsibilities:

- Answer phones
- Assist staff with scheduling meetings

- Assist with making submission packets for study review
- Assist coordinators with research study paperwork filing
- Deliver documents
- Assist with data entry
- Archive research records
- Assist with putting together research binders
- Make copies and scan material as needed
- Assist staff with Word, Power Point, Excel, Outlook Office programs
- Assist staff with laboratory preparation (stocking, cleaning, etc.)
- Assist with special projects

Birth Story Volunteer

Service: Be a part of helping friends and families show appreciation for new moms in a truly unique way while creating a memorable keepsake for newborn babies!

Objective: The Birth Story Volunteer serves as the onsite contact, stationed at a location in the Postpartum Department. Partners or family members of the newborn are given information on the opportunity to create an audio card for the baby that expresses gratitude to the new mom. Partners and family members are directed to the project volunteer. The volunteer's role is to help the family/dad/partner record the Birth Story card and file it for 30 days and then mail the card to moms at home. In addition, the volunteer serves as the local ambassador for the project, building relationships with the clinical team and proactively reminding them to direct families to this unique and exciting opportunity.

Qualifications: Pleasant manner, problem-solving ability, willingness to pivot/change direction, dependability, comfortable engaging with patients from various backgrounds

Hours: Any day(s) Monday – Sunday. Three hour shift generally in the morning ending by 11 am or in the afternoon/evening after 3 pm.

Responsibilities:

- Be informed about the project and answer any questions.
- Contact the charge nurse or nursing staff onsite to assess which families would like to participate in the project or identify participants independently
- Meet with family members to review project, acquire signed consent forms, and demonstrate card operations.
- Prepare information packets as needed. Submit forms and recorded cards to Volunteer Manager.
- Other duties to support the project as assigned.

“Cart with a Heart” Volunteer

Service: The Cart with a Heart is a hospitality cart created and coordinated by our local Ronald McDonald House in partnership with the Sutter Children's Center so that parents and families of sick children do not have to leave their loved one for a quick drink or snack.

Qualifications: Pleasant manner, welcoming, eager to help keep families close while they are in our care, able to walk/stand for duration of approximately two hour shift.

Hours: To be determined

Responsibilities:

- Replenish items on the cart
- Clean the cart and store the cart after each outing
- Engage with families
- Serve hot beverages and hand out snacks