

# ***One Hospital's Experience***

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## **Why did you use PAVRO for your volunteer survey?**

I found by using PAVRO I had a large data base available to compare my results with. There are already several hospitals/organizations that have participated in the survey which provided a large forum for our organization to solicit feedback. Sharing resources of successes is invaluable!

## **Can you speak to the process of implementing the survey?**

I found the process well defined by PAVRO as to what stages were needed and when (i.e. timing to send the survey, and when to follow up, etc.). All the tools needed (letters/emails to send out) were provided by PAVRO. I did not find implementing the survey a lot of work. The biggest challenge that can be done prior to implementing the survey is to ensure that you have all your volunteers' emails up to date. Several of our long term volunteers had emails that we were unaware of. We had an excellent compliance for return rate of the survey which I feel was the result of having the ability to email the survey directly to our volunteers (hard copies are also provided by PAVRO for those without email). This allowed them the chance to complete it at their leisure in their own home. Once completed the results were sent directly to the company collating the stats which further gave the volunteers a comfort that they could answer honestly and confidentially.

## **Were the results useful?**

Yes. Although there were no surprises it did reconfirm areas that required attention. One of the areas that was identified for our hospital was volunteer development. Volunteers felt in many areas they worked that they would enjoy learning more either about their area or general sessions that could help them do their job better. Our Volunteer Board has worked very hard to create a customer service training program which we are finding volunteers are really enjoying.

## **How did you disseminate the results to the volunteers?**

We used several mediums. An in-depth review of results was discussed with our board. Three town halls meetings were held for volunteers to come and hear a general summary. An executive summary of results were compiled and sent via email to all volunteers with hard copies available in the office for those who had no computer access.

## **Many volunteer departments are unable to do this due to the price. How did you get the funding?**

I explored several companies who provide a volunteer survey process and by far PAVRO was the most economical. In most cases there was a \$2000 difference in price. As most Volunteer Resources have a limited budget, I was able to sell this survey by speaking with our senior administrators about the value of having volunteer input comparable to that receive through our staff survey. I suggested it would be an excellent opportunity to have both the staff and volunteer survey completed during the same year so if any red flags appeared they could be compared. This allows the hospital to identify trends requiring attention (FYI: CVH also implements a physician survey during the same year the volunteer and staff surveys are implemented). In all other respects volunteers are considered part of our team at CVH so having them included in the survey process made

sense. Because my budget is very limited our Human Resources department incorporated the price of the survey into their overall price of conducting staff/physician/ volunteer surveys and absorbed the cost (which was significantly smaller than either of the other surveys so they saw it as somewhat of a deal).

**Would you do the survey again?**

Yes. It is recommended that staff surveys are done every two years and we will also be conducting our volunteer surveys to meet this timeline. I am hoping to be able to sign up for the survey process with PAVRO in the fall of 2009

**Would you be available to speak further to people if they have any other questions?**

Absolutely. Please contact me:

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