



Thoughts

“Let us be thankful to the people who bring us happiness; they are the charming gardeners who make our souls blossom.” — Marcel Proust

Providence ... the best volunteers!

While this Volunteer Services annual report is focused on our accomplishments and all the ways we connect with our Providence Mission throughout the year, the real story is centered on each one of you as volunteers.

Not only do I value your presence and your friendships, but I feel an enormous sense of gratitude to work among such selfless individuals. Young or not so young, you show up week in and week out, and I see the sense of pride and ownership you take in whatever role you are fulfilling. Your contributions of time and expertise—and dedication to being of service to others—is really the highlight, along with the friendships formed along the way.

Together with my Volunteer Services colleagues, we send our heartfelt thanks and our gratitude for being people of Providence. Together, we make a huge difference in the lives of our patients, their families and all our caregivers, as we pitch in to make this world a better place, through compassion and service to others.

I hope you will take a moment to read through this report and to email or call us with your feedback. Always, our sincerest thanks!

Maureen Goins
Maureen Goins
Volunteer Services Director



Staying
focused
on our

Mission

Health care is changing as never before. New reimbursement models, pressure to reduce costs, increased emphasis on prevention and a relentless focus on the patient experience and clinical outcomes require attention to patients, families and volunteers, in new ways.

As hospitals, health systems and other providers navigate this evolution, health care volunteers stand out as key contributors in the success of maximizing the performance of the health care system.

The intent is that every activity or process aligns with one of these three principles, often called the Triple Aim:

1. Improving the patient experience (including quality and satisfaction)
2. Improving the health of the population
3. Reducing the cost of health care

High-performing health care organizations—including Providence—are striving to adhere to these principles as they seek to best serve their patients, families and communities. While focused on the Triple Aim, volunteers also provide a myriad of other support to the hospitals, including raising funds for scholarships and equipment.

This annual report showcases how **Volunteer Services strategically supports the Triple Aim** by engaging volunteers in meaningful and helpful ways. Read on to see how volunteer programs are building for continued success to meet these organizational goals:

Aim #1

Improving the Patient Experience

Center for Justice/Gonzaga Law School Partnership

Gonzaga law students—under the supervision of the Center for Justice and Gonzaga University's School of Law—serve in a medical-legal partnership with Providence Family/Internal Medicine residency programs. Their goal? To connect low-income patients with community resources such as substandard housing, food/disability benefits and barriers to employment.

Eucharistic Ministers

Daily, Eucharistic Ministers provide communion to patients at Providence Sacred Heart and Holy Family hospitals, with 5,244 patients served during the year as part of our Catholic heritage.



Sacred Heart Children's Clubhouse

Through a partnership with the Spokane Board of Realtors, volunteers care for the well kids so that parents can focus on their sick child while at the hospital. Over 1,280 hours were donated to this much-needed program in 2016, serving more than 1,100 children.

Patient Visitation

Volunteers round on patients with a listening ear and a compassionate heart to help address patient concerns, working closely with unit chaplains and nurses to help increase patient satisfaction. This program provides immediate feedback, as well as real-time resolution of issues. In 2016, volunteers made 4,057 patient visits.

Pillowcase Ladies

Every month, a team of seamstresses gathers in the Sacred Heart Children's Hospital to make custom pillowcases for the kids year-round, and holiday pillowcases for the adolescent psych unit, totaling 2,035 pillowcases in 2016. An act of kindness that definitely eases the way for our young patients!





Pediatric Tutors

At the Sacred Heart Children's Hospital, children can keep up with their school studies while hospitalized. Volunteer tutors spend time at the bedside helping them with homework and teaching along the way. More than 433 hours were donated in 2016.

Adult Day Health

Volunteers at Adult Day Health serve meals and lead activities for clients whose lives have been impacted by dementia or injury, sharing more than 1,600 hours of their time with vulnerable men and women.

Music

Music fills the lobby and feeds the soul at Providence Sacred Heart. More than 25 musicians volunteer to share their talents, bringing warmth and a calming presence to others seven days a week.

Pet Visitation

Miracles do happen. Our pet visitation teams have witnessed the power of pet visitation by watching children speak after a tragic accident or walk when therapists were challenged to motivate the youngster ... in part due to a trained dog being by their side at a time of need. Adults and caregivers alike often feel that same comfort provided by 11 pet visitation teams at Providence Sacred Heart and Adult Day Health.

Project SEARCH

In its eighth year in partnership with Spokane Public Schools and social service agencies, this on-site program at Providence Sacred Heart provides vocational skill-based on-the-job training during the school year for youth who are developmentally challenged. The goal is to have marketable job skills as they graduate from high school. Collectively, the students serve around 3,500 hours annually. Six graduates continue their employment status with Providence to date.

Aim #2 Improving the Health of Populations

Arts in Healing Program

Arts in Healing volunteers assist staff in the Sacred Heart Children's Hospital with therapeutic creative arts, such as music, movement/dance, jewelry making and visual art projects. Research shows this creative process lessens stress and anxiety, promotes self-expression and communication, reduces the need for acute pain management, shortens hospital stays and increases overall well-being. Each year, the Arts in Healing program reaches over 2,000 patients and their family members, with 371 hours donated by volunteers.

Aim #3 Reduce the Cost of Health Care

NICU Nannies

As part of a multi-disciplinary approach to improve outcomes for Neonatal Abstinence Syndrome (NAS) babies, volunteers comfort newborns addicted to drugs or alcohol as they go through withdrawal. About 5-10 percent of babies in the Neonatal Intensive Care Unit (NICU) suffer from NAS. Currently, 75 volunteer nannies cuddle, sing to and provide physical touch to newborns, in close coordination with caregivers, donating 3,408 hours. Newborns with NAS who are cuddled experience shorter lengths of stay, less medication usage and fewer withdrawal symptoms.

House of Charity Medical Outreach

Volunteer physicians and nurses provide basic medical care to homeless men and women in the state's oldest outreach clinic, run by Catholic Charities and Providence. In addition, in a rare norovirus outbreak in November, volunteer physicians assisted the emergency response team in preventing it from spreading into the community.

Patient Mobility

Volunteer Services partnered with nursing, physical therapy and research staff to pilot a patient mobility program at Holy Family. Trained volunteers ambulate patients who do not need physical therapy, but rather need encouragement and supervision. The goal of the program is to improve patient health and function while reducing inappropriate referrals to therapy.

Archiving Physician Records

More than 1,350 physician records have gone from paper to electronic format at Providence Sacred Heart, thanks to a volunteer working closely with Medical Staff Services to accomplish this monumental task. By engaging an amazing volunteer to assist in this work, it has saved close to 600 staff hours and resulted in less storage fees for the hospital.

No One Dies Alone Program

"Compassionate Companion" volunteers spent 1,169 hours at the bedside of 29 near-death patients in 2016 in a unique program with the Palliative Care team at Providence Sacred Heart and Holy Family. This service is provided to patients who have no one to be by their side during their dying process.

Advance Directive Program

In a new program for 2016, trained volunteer facilitators assist patients, caregivers and other volunteers with having a conversation and writing their Advance Directive, under the guidance of a registered nurse. Having this document in the electronic medical record allows caregivers to follow the wishes of the person, providing peace of mind to those making care decisions. Knowing and following patient wishes is a hallmark of whole patient care and shared decision-making, and directly follows our Mission to "Know me, care for me, ease my way."



Volunteers by the numbers

The best gifts volunteers bring are the faces of compassion and the hearts full of love that help us keep our promise to our patients and families to "Know me, Care for me and Ease my way." Below are the top volunteer service areas in terms of hours. This provides a glimpse at the breadth and depth of service that volunteers provide.



Largest Volunteer Areas

Sacred Heart Medical Center

- 6,036 Emergency Department
- 5,641 Errands & Escorts
- 5,273 Children's Hospital
- 3,477 Project SEARCH
- 3,393 Gift Shop
- 3,303 Waiting Rooms
- 3,254 NICU
- 2,667 Greeter Desks
- 1,982 Patient Transport

Holy Family Hospital

- 6,578 Information Desks
- 5,770 Emergency Department
- 1,704 Admitting
- 1,619 Adult Day Health
- 971 Facility Services
- 720 Inpatient Units
- 698 Food & Nutrition
- 546 Lab Waiting Room
- 536 Maternity Center

St. Joseph Hospital & Long-term Care Center

- Support in long-term care
- Guild (fundraising)
- Pastoral Care

Mount Carmel Hospital

- Auxiliary (fundraising)
- Gift Shop
- Volunteer Greeters

SNAPSHOTS OF VOLUNTEER SERVICES

Sacred Heart/ Providence Medical Group

- 547 Active volunteers at year-end
- 919 Volunteers with hours
- 53,496 Hours
- 311 New volunteers
- 13% Volunteer turnover

Holy Family Hospital

- 256 Active volunteers at year-end
- 355 Volunteers with hours
- 24,800 Hours
- 130 New volunteers
- 11% Volunteer turnover

Mount Carmel Hospital

- 52 Active volunteers at year-end
- 7,848 Hours
- 3 New volunteers

St. Joseph's Hospital

- 50 Active volunteers at year-end
- 3,498 Hours
- 10 New volunteers



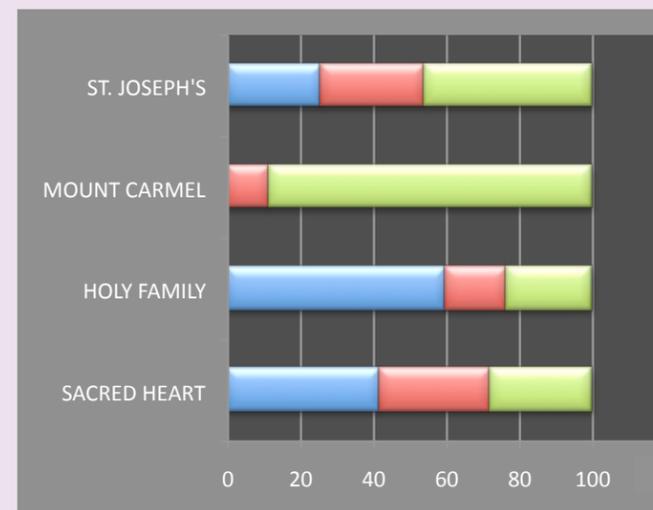
25 volunteers were hired by Providence in 2016

Oldest & Youngest Volunteers

Sacred Heart	92/16	Mount Carmel	95/53
Holy Family	95/16	St. Joseph's	96/16

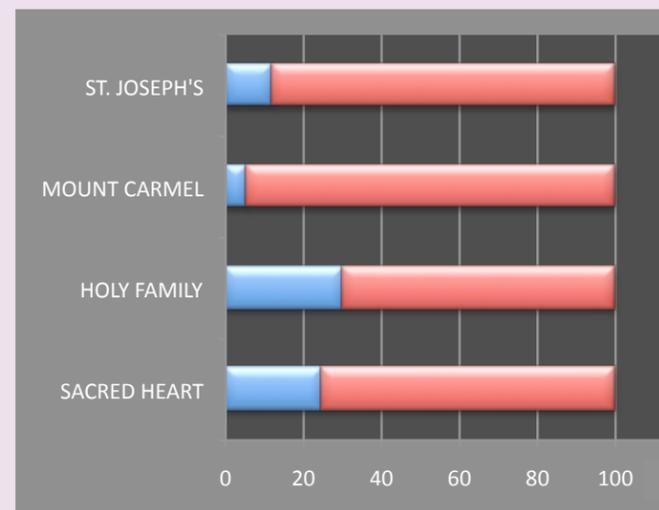
Percentage Per Age

16-40 41-65 66+



Percentage Male/Female

MALE FEMALE



89,642 total volunteer hours

Imagine what's accomplished in 89,642 hours served by 905 active volunteers! That's the equivalent of 43 full-time positions. According to the national independent sector website, the value to the organization is \$2.1 million.



Supporting our Philanthropic Foundation



GARY MATOSO



Every year, active fundraising for the **Providence Health Care Foundation** is occurring among our various ministries:

Sacred Heart's Gift/Floral Shop in Spokane had a record-breaking year in 2016 with an unprecedented donation of \$240,512 to the Providence Health Care Foundation. This annual donation provides funding for projects such as the cardiac intensive care unit remodel and a new medical clinic (opening in 2017) in downtown Spokane to serve the homeless, plus scholarships for students enrolled in Sacred Heart's School of Medical Laboratory Science. After expenses, all remaining Gift Shop funds are donated to the Foundation for vital programs, projects and equipment, thus living the Providence Mission. Since 2001, this brings the cumulative total donated by the Gift Shop to an impressive \$2.3 million.

Mount Carmel's Auxiliary and Gift Shop in Colville teamed together to raise funds for Mount Carmel Hospital. Between the famous Christmas swag fundraiser—which brought in \$6,000—and the

Gift Shop sales margin of \$12,000—the Auxiliary volunteers presented a check for \$18,000 for the 2015-16 fiscal year. All money raised is earmarked for Mount Carmel Hospital equipment/projects.

St. Joseph's Hospital and Long-term Care Center's Guild in Chewelah raised \$4,772 through several special events, including a spring bazaar, the first Mother's Day hanging basket sale, a Christmas fundraiser and other community fundraisers, ending the year with a fund balance of \$19,287. In 2016, the Guild gave \$4,436 in grants to purchase a Rescue-Annie for educational training, to provide scholarships for high school students entering the health care field and for emergency medical training for the local rural volunteer ambulance service, and to purchase electronic items for the resident recreational activity program at the long-term care center.

2016 Volunteer Recognition



The following volunteers were recognized at the 2016 recognition events for their amazing gift of service to Providence!

35 years of service

Tina Kramp, Holy Family

30 years of service

Delores Lawrence, Mount Carmel
Barbara Trapp, Sacred Heart

25 years of service

Jim Dawson, Holy Family

20 years of service

Kathleen Allen, Mount Carmel
Christina Miller, Mount Carmel
Evelyn Romo, Mount Carmel

15 years of service

Shirley Anderson, Mount Carmel
Shirley Billiet, Mount Carmel
Joanne Brown, Sacred Heart
Karen Hathaway, Sacred Heart
Liz Pearce, Sacred Heart
Ellis Ramey, Sacred Heart
Lonnie Smiley, Sacred Heart

10 years of service

Kareen Butorac, St. Joseph's
Mary Clark, Sacred Heart
Tom Cufley, Sacred Heart
Pat Currier, Sacred Heart
Eleanor Dubbels, Mount Carmel
Pat Foster, Sacred Heart
Larry Frownfelter, St. Joseph's
Pinkie Hutton, Sacred Heart
Rose Lewis, Sacred Heart
Evelyn Lisenbee, Holy Family
Scooter Mahoney, Sacred Heart
Wanda McCall, St. Joseph's
Duane Money, St. Joseph's
Margaret Murphy, Mount Carmel
Marcia Phillips, Sacred Heart
Sherryl Sinn, Mount Carmel
Chrissie Tamura, Sacred Heart
Kris Wade, Mount Carmel

Business Partnerships



Many thanks to our business partners for helping to create a healthier community!

Volunteer Services Community Partners

ACCOIN volunteers assist families after a child has been diagnosed with cancer

American Cancer Society volunteers run a Cancer Support Center at Sacred Heart

Catholic Charities/House of Charity volunteers provide support for the medical outreach clinic that serves homeless men and women

Center for Justice/Gonzaga Law School partners with Volunteer Services and Providence Medical Group so that Gonzaga legal students connect low-income patients with community resources

Lynndee's Grooming & Training Center provides the Pet Partner training and certification required for Pet Visitation program volunteers

South Hill Library partners with the Children's Hospital to provide learning activities

Spokane Board of Realtors recruits volunteers for the Children's Clubhouse

Spokane Community College works with Volunteer Services to coordinate student programs in radiology

Spokane Public Schools provides a teacher and job coaches for a Sacred Heart-based work-learning program for developmentally challenged youth

Union Gospel Mission partners with Providence Medical Group to provide a business practicum for their vocational advancement training program

Children's Miracle Network (CMN) Hospitals Community Partners

Fairchild Air Force Base airmen helped with the CMN gala

Global Credit Union adopted the Mother's Day plant sale as its fundraiser

KXLY Extreme Team volunteers helped decorate Cowley Park with Christmas lights so the kids could see them from their hospital windows

Ace Hardware donated all the Christmas lights for lighting up Cowley Park and **Avista** linemen brought their utility trucks to string the lights, brightening the nights for so many Children's Hospital patients

Numerica, Spokane Federal and Global Credit Unions teamed together to help decorate for Christmas

Rite-Aid volunteers helped decorate Christmas trees

Safe Kids community volunteers helped with carseat installation and safety education

Wal-Mart volunteers helped with several events, including the Eggstravaganza at Easter and decorating for Halloween

The Children's Hospital Santa Store had volunteer help from **Ace Hardware, Jackhammer Productions, Hampton Inn/Spokane Valley, Horizon Credit Union, the Post Falls Operation Gift** group and board members from the **Providence Foundation**

2016 Volunteer Retirees

Volunteers who retired in 2016 with more than 10 years of service include the following:

Mike McFarland, an Errands & Escorts and special projects volunteer for 11 years

Liz Pearce, RN, House of Charity volunteer for more than 15 years

Ellis Ramey, an Errands & Escorts volunteer for 15 years

Many heartfelt thanks for your dedication and service!

2016 Hospital Statistics

	Sacred Heart	Holy Family	Mount Carmel	St. Joseph's
Patients Admitted	29,973	9,042	1,145	487
Total Births	3,306	1,289	228	0
Average Daily Census	451	98	14	8
Number of Licensed Beds	657	259	55	65
Emergency and Urgent Care Visits	85,667	60,187	9,624	4,975
Surgeries Performed, incl. C-Sections	23,181	8,681	802	350
Heart Transplants/Kidney Transplants	13/46	N/A	N/A	N/A
Patients Served on Outpatient Basis	155,230	94,803	49,366	14,501
Number of Hospital Caregivers	4,476	1,058	275	176
Number of Doctors on Medical Staff	1,365	849	178	189
Number of RNs on Staff	1,953	429	73	31
Number of Volunteer Hours	53,496	24,800	7,848	3,498

In Memoriam

Please join us in honoring these incredible volunteers who passed away in 2016, as they graced our lives with their presence and served with passion and a smile. They are missed.

Michelle Burchell (51) Sacred Heart

LeRoy Byrd, MD (79) House of Charity medical clinic, serving as its medical director

Joyce Foedisch (80) Sacred Heart Gift Shop

Stephanna Leahy (77) Sacred Heart Service League

Arch Logan, MD (99) House of Charity medical clinic, serving as its medical director

Kevin Maher (57) Sacred Heart Children's Clubhouse

Leanne Parker (89) Sacred Heart Service League

Mike Tysor (39) Holy Family Lab

Dave Wertman (74) Sacred Heart Family Waiting Room





“Providence Volunteer Services connects volunteers to life-enriching experiences that support patients, families and caregivers.”

Providence Health & Services

Mission

As people of Providence, we reveal God’s love for all, especially the poor and vulnerable, through our compassionate service.

Core Values

Respect, Compassion, Justice, Excellence, Stewardship

Vision

Simplify health for everyone

Our Promise

Together, we answer the call of every person we serve:
Know me, care for me, ease my way.



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