Board Quality Report Template

Name: Barbara Spalding

Department: Volunteer Services

Current report date to Board Quality:

Last report date to Board Quality:

Last Quality project reported:

Vetting and processing volunteers specific to the Burney Annex.

Update on last Quality project reported:

I believe we have made progress on this front. I have communicated with Sondra Camacho in Activities on a few occasions and we have addressed this issue and worked toward a solution.

What successes have you seen based on the outcome of previous Quality projects?

We are now getting completed applications and are able to process volunteers. A sign-up sheet is now being utilized to track who is in the facility, why they are there and the date and time. This is also used for tracking volunteer hours.

What issues have come up in your department relating to Quality?

The under utilization of volunteers in clinical and others areas of the hospital.

PLAN: What plan was implemented to address those issues?

The plan is to meet with Louis and department managers to seek out ways to use volunteers in their areas. To let them see how important it can be for patients and the quality of the patient experience while at Mayers.

DO: How did the implementation of that plan go?
This plan has not been implemented yet.
STUDY: What kind of results did the implementation of the plan yield?
I can only project/predict results that this plan will yield. The use of volunteers in the clinical areas could help overworked staff, provide an extra touch and connection to patients and in the process might help impact our patient surveys which could change quality of care.
ACT: What changes were made based on the results of the plan implementation?
N/A
Is this a LEAN project? Yes ☐ No ■ If YES, please attach the A3.

Upcoming Quality Items:	Quality Related Goals for the Department:
That is a bit hard at this time due to COVID19.	Our goals are always to review our processes and projects with volunteers to see what improvements we can make.

What Strategic Plan Objective does your project BEST align with? Choose only one.

☐ **Outstanding Facilities:** By 2025, we will open two rural health clinics, update the skilled nursing facility living space at the Fall River campus and have a resolution for aging facilities.

☐ **Outstanding Staff:** By 2025, we will be seen as an employer of choice in the area by providing and maintaining staff growth opportunities, flexible and safe working arrangements, and reducing the use of registry staff.

■ **Outstanding Patient Services:** By 2025, we will be a four-star long term care facility and meet all Hospital Consumer Assessment of Healthcare Providers (HCAHP) requirements. By 2025, we will be operating two rural health clinics.

☐ **Outstanding Finances:** By 2025, we will have in place and utilize financial tools to actively develop and forecast long term expenditures.

Data/Graphics supporting project outcomes: