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# Volunteer Vistas

SPRING 2008

## VOLUNTEER CONTRIBUTION IN 2007 IS HIGHEST EVER!

At the writing of this newsletter, we have received the statistics about volunteers at NYP for 2007. The results are phenomenal!

In 2007, over 2,000 individuals gave volunteer hours at our hospital. This is the highest level we have ever seen. Even more importantly, those volunteers gave over 216,000 hours of service. This is an increase of over 24,000 hours over 2006.

216,000 hours of caring for our patients, families and supporting our staff is an

enormous contribution on the part of our volunteers. If these hours were staff hours, it would be like adding over 110 additional full time staff to the hospital.

**Amazing  
Things  
Are  
Happening  
Here**

THANK YOU for this fantastic contribution. You have all made an incredible difference in the lives of

our patients and to our hospital.

In April, we will hold our annual Volunteer Recognition Reception at Tavern on the Green. More information about this event can be found on page 12 of this newsletter. We hope you will be able to join us and NYP's senior leadership at this event, which is held each year to thank you and all our volunteers.

Again, our congratulations and thanks!

- Rick Evans

## Patient Satisfaction and Service Recovery: A Volunteer's Role

NYP is very committed to improving patient satisfaction and to promoting and building a culture that is truly patient and family centered.

In recent years we have rolled out a strategy – "We Put Patients First" – to focus the organization on

improving the patient experience. The We Put Patients First effort has included implementation of a host of best practices and tactics to make improvements. And to date, our efforts are achieving results! Since the beginning of 2006, the scores our patients give us on our pa-

tient satisfaction surveys have improved significantly. We still have a long way to go to reach our goal of being in the 90<sup>th</sup> percentile nationwide for patient satisfaction, but we are making constant progress!

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