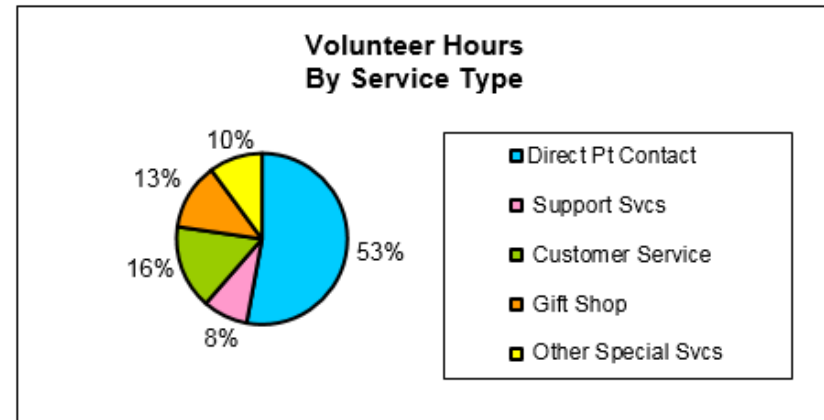




BAPTIST HEALTH®

2018 Volunteer Service Summary

<u>Service Type</u>	Hours
Direct Patient Contact	22,952
Support Services	3,697
Customer Service	6,882
Gift Shop/Fund Raising	5,476
Other Special Services	4,387
Total Hours	43,394
<u>UNIQUE Volunteers - All Ages</u>	422



Conversion of Volunteer Time

Full Time Equivalent (FTEs) -	20.86
Value of Volunteer Time -	\$ 921,254.62

**The latest value of a volunteer hour in Kentucky as identified by the US Bureau of Labor Statistics (2017) - \$21.23*

Key Ways Volunteers Improving the Patient/Family Experience

- Patient Communication Liaison in Emergency Dept
- Patient Safety through Falls Prevention Rounding
- Intentional Greeting and Guiding at Main (1720) Entrance
- Financially

Total Funds Raised in 2018 **OVER \$184,000**

Total Financial Contributions in 2018 **OVER \$142,000**