Our volunteers are multi-generational.

- **54%** Adult Volunteer
- **22%** College Student Volunteer
- **14%** Youth Volunteer
- **10%** Offsite/Restricted Volunteer

(An individual whose service is limited to outside the SSM Health workplace and whose service does not include any patient contact. They are able to serve within public areas within the workplace.)

4,308 volunteers contributed to our Mission in 2017.
Our volunteers are dedicated.

148 volunteers have given at least 5,000 hours of their time to advance our Mission

40 volunteers have given more than 10,000 hours

144 volunteers have served for at least 20 years

Our longest-tenured volunteer has been contributing to our Mission for more than 58 years!

Our volunteers are highly engaged.

The 2017 Volunteer Voice engagement score was:

4.6 out of 5.0
Our volunteers provide Exceptional Value.

Volunteers gave 422,268 hours in 2017.
This time is worth $10.2 million.

independentsector.org/volunteer_time

Volunteer Services Alignment Survey Results
Survey conducted in January 2018 with 134 SSM Health leaders responding:

Question #1: The work of volunteers in my area is aligned with the goals of my department.

Question #2: The work of volunteers in my area adds value to our team.

Question #3: Volunteers assigned to my department fulfill both their volunteer service descriptions and the needs of the department.
Our volunteers create an Exceptional Experience.

Volunteers serve in an average of 30 areas in each entity.

To the right is a sampling of departments and programs:

- Breast Center
- Camp Rainbow
- Infusion Center
- Cardiac Rehab
- Child Life
- No One Dies Alone
- NICU
- Gardening Team
- Foundation
- Guest Services
- Gift Shop
- ICU
- Information Systems
- Laboratory
- Library
- Materials Management
- PACU
- Pastoral Care
- Pet Therapy
- Pharmacy
- Shuttle Driver
- Sterile Processing
- Wound Care
What leaders say about SSM Health volunteers:

“Our volunteers are invaluable members of the team; always pleasant, responsive and true examples of the Mission. They make me a better leader!”

“The volunteers at our hospital are exceptional! It is a joy to see their joy in loving and serving the sick.”

“Our volunteers are vital to the success of our program. The patients and families are so grateful for their support.”

“Our volunteers are true partners and role models throughout our hospital.”

“We are very fortunate to have the volunteers to help us perform our day to day operations. They are awesome!!”
Mission Moments and Pride Points

A visitor told two of our volunteers that she had been walking for two hours and needed something to drink. She was in obvious distress from the heat. They got her water and had her sit down. She mentioned she had not eaten, so they got her a box lunch and something else to drink. They asked if she needed to go the ER since she might be dehydrated. She said no, she just needed to rest and eat before continuing on. She was here about an hour and then went on her way in much better condition. She came into the gift shop before she left and wanted me to make sure the volunteers got a note she left for them: 

I was hungry, and thirsty, wandering through the desert. I prayed 'Father, Father.' And you fed me. You dipped the hem of your garment in cool water and quenched my thirst. You gave me salve for my blisters and wounds. May God bless you.

Using the sewing and quilting skills they learned long ago from their own mothers and grandmothers, a group of volunteers in the Mid-Missouri region makes handmade lap robes for patients and others in need. Over 100 lap robes were distributed in 2017.

"Last month, an elderly man who had had a colon resection came out of the restroom by the visitor's entrance embarrassed to tell our volunteer he had had an accident. He asked for directions to the nearest Walmart, explaining that normally he would have a change of clothes for these situations, but he was so concerned about his wife that he didn't think to bring anything along for himself. The volunteer asked him what size jeans he wore and called her husband to bring some clothes for the visitor so he could stay with his wife. He said he would gladly pay for the clothes, but she refused, saying she was glad she could lend a hand. The visitor was so happy and said that he would never forget their kindness.

Thank you for supporting our exceptional volunteers.