



Overview

Industry: *Non-Profit Healthcare*
Challenge: *Schedule, track and communicate with 450 volunteers on an ongoing basis*
Solution: *VSys One*

Enloe Medical Center Volunteer Services

Volunteers are placed in the lobbies and on the patient floors of the main campus to assist staff with ancillary needs, respond to the needs of our patients and visitors, and visit with patients on the floors to provide diversion. Volunteers are also placed at our off-site locations, such as the Enloe Regional Cancer Center, where volunteers provide support to patients undergoing cancer treatments; the Enloe Children's Health Center, where student volunteers provide hospitality to the 100 patients seen daily; Enloe Rehabilitation Center, where volunteers support the patient nutrition process and visit patients; and Enloe Hospice, where volunteers visit patients at their homes to provide additional support and caring for Enloe Hospice patients.



The Challenge

Volunteer Services was utilizing Microsoft Access as a Volunteer Database. At that time, Enloe Medical Center had approximately 350 volunteers. Access was limiting as a volunteer database and made it difficult to track a volunteer's placement, especially if the volunteer had multiple assignments. Access did not allow a volunteer's schedule to be tracked electronically and all scheduling was done in paper format as was all tracking of volunteer training and JCAHO requirements. Access' queries limited how quality data could be retrieved from the database resulting in less accurate data reported to the organization. Using Access as a database was also visually frustrating as it created a list of volunteers to scroll through instead of typing in a name to search. Hours were not able to be tracked through Access.

The Solution

Currently Enloe Volunteer Services coordinates, manages, and tracks over 450 volunteers. After doing demonstrations with several different volunteer management databases, VSys seemed to be the best fit for what Enloe needed in a volunteer database. VSys allows the user to organize individual profiles for volunteers that will include everything from their contact information to their TB test information to service awards volunteers receive. One of the best features Volunteer Services utilizes in VSys is the training section. The user is able to enter trainings that occur and then register volunteers for a specific training which will then be recorded on their individual profile. VSys is the most user-friendly software that was found for volunteer database management.

Volunteer Services originally completed a demonstration with Bespoke Software prior to purchasing the software. After the software was purchased, Bespoke completed another internet-based demonstration and answered questions, which allowed the staff to become more familiar with the system with the help of the experts. Bespoke also provides continual support for the software and if the software doesn't do something an organization needs it to, they usually get it into a later version of the software.

Key Features and Benefits for Enloe Volunteer Services

- Individual volunteer profiles that include volunteer assignment, health clearance information, trainings, service awards, and additional one time projects volunteers participate in outside of their regular placement
- Several ways to categorize volunteers and their assignments
- Basic exporter to export volunteer information to Excel for spreadsheet use
- Hours tracking and reports
- Communication with volunteers – tracking what was sent and when
- Projects – one-time volunteer assignments can be organized and tracked through VSys

VSys One Advantages

- Scalable
- Integrated communications tools, including e-mail and mail merges
- Touch screen/kiosk module
- Advanced scheduling tools
- 100+ built-in reports
- SQL Server or Oracle
- Highly customizable
- Custom reports, applications and fields
- US-based *phone*, e-mail and web support

About Enloe Medical Center

Enloe Medical Center is a non-profit, 501 [c] 3 charitable organization located in Chico, California. Enloe’s mission is to improve the quality of your life through patient-centered care. Volunteer Services’ mission is to improve the quality of your life through meaningful giving opportunities. Volunteer Services has over 20 different programs for volunteers to participate in based on their individual knowledge, skills, and interests. The volunteers enhance the patient experience at Enloe Medical Center by providing emotional support and creating a welcoming environment to all who visit the medical center.

About Bespoke Software and VSys One

Bespoke Software was founded in 1998 to support the Special Olympics, and has grown since to help all manner of non-profit organizations. Our VSys One application is in use across the United States and in Canada, in organizations small and large. We are passionate about supporting our applications, with knowledgeable US-based support team available for you to call, and we offer training both on-site and via the web.

Bespoke Software, Inc.
5 Sand Creek Road
Albany, NY 12205
www.VSysOne.com
(800) 517-3943 (518) 618-0746

“We believe you know the best way to run your projects. Our software and our staff are here to support you and your organization. This means that VSys One will adapt to your process, your way, not the other way around.”

-- William Cornett, founder of Bespoke Software.