

102 KPI for Healthcare Volunteer Leadership

#	Organizational Goal	KPI	Key Performance Metric
1	Community Health & Outreach	Increase volunteer participation in community health education programs	% increase in volunteers participating in health education programs
2	Community Health & Outreach	Expand volunteer engagement in hospital-led free screening events	# of volunteer hours dedicated to free screenings per month
3	Community Health & Outreach	Improve volunteer involvement in public health outreach initiatives	% of public health initiatives with volunteer participation
4	Community Health & Outreach	Increase the number of health education materials distributed by volunteers	# of patient education materials distributed by volunteers
5	Community Health & Outreach	Enhance volunteer-led wellness workshops for underserved populations	# of attendees at volunteer-led wellness workshops
6	Community Health & Outreach	Increase participation in hospital partnerships with community organizations	% of hospital community partners supported by volunteers
7	Community Health & Outreach	Improve volunteer engagement in diversity, equity, and inclusion initiatives	% increase in diverse volunteer recruitment for outreach initiatives
8	Community Health & Outreach	Expand hospital-community engagement through volunteer outreach efforts	# of volunteer outreach visits to community organizations
9	Community Health & Outreach	Increase the number of bilingual volunteers supporting community health events	# of bilingual volunteers participating in outreach programs
10	Community Health & Outreach	Enhance volunteer support for hospital-run food assistance programs	# of food insecure patients assisted by volunteer programs
11	Community Health & Outreach	Increase volunteer participation in hospital-sponsored health fairs	# of hospital-sponsored health fairs supported by volunteers
12	Community Health & Outreach	Improve the coordination of volunteers in disaster preparedness programs	% increase in trained volunteers participating in emergency preparedness
13	Community Health & Outreach	Expand hospital volunteer programs that address social determinants of health	% of social determinant-related programs supported by volunteers
14	Community Health & Outreach	Enhance volunteer-led peer mentoring initiatives for patients in recovery	# of mentorship pairings established for patients in recovery
15	Community Health & Outreach	Increase volunteer training for supporting community-based mental health efforts	# of volunteers trained in mental health first aid
16	Patient Safety & Risk Management	Reduce patient falls through increased volunteer observation and assistance	% reduction in patient falls in volunteer-supported units
17	Patient Safety & Risk Management	Increase volunteer participation in infection prevention initiatives	# of volunteers participating in infection control programs
18	Patient Safety & Risk Management	Enhance volunteer training for emergency preparedness and response	% of volunteers completing emergency response training
19	Patient Safety & Risk Management	Improve patient transport efficiency through better volunteer coordination	% improvement in transport efficiency due to volunteer coordination
20	Patient Safety & Risk Management	Reduce readmission risks by expanding volunteer post-discharge support	% reduction in readmission rates linked to volunteer support programs
21	Patient Safety & Risk Management	Increase volunteer involvement in medication safety education programs	# of medication safety workshops facilitated by volunteers
22	Patient Safety & Risk Management	Enhance compliance with patient safety protocols through volunteer training	% increase in patient safety compliance among volunteers
23	Patient Safety & Risk Management	Expand the role of volunteers in patient mobility and fall prevention programs	# of volunteers participating in patient mobility training
24	Patient Safety & Risk Management	Improve volunteer participation in hospital hand hygiene campaigns	% increase in volunteer-led hand hygiene promotion activities
25	Patient Safety & Risk Management	Increase the presence of safety-trained volunteers in high-risk patient areas	# of safety-trained volunteers assigned to high-risk patient areas
26	Patient Safety & Risk Management	Enhance volunteer reporting of safety concerns through structured feedback	% increase in safety concerns reported by volunteers
27	Patient Safety & Risk Management	Improve communication between volunteers and nursing staff on patient safety needs	# of structured volunteer-nurse communication interactions per shift
28	Patient Safety & Risk Management	Increase volunteer engagement in training on recognizing early warning signs	% increase in early warning sign recognition training completion
29	Patient Safety & Risk Management	Improve tracking of volunteer-led safety initiatives in hospital quality reports	# of safety initiatives tracked in hospital quality reports
30	Patient Safety & Risk Management	Expand volunteer involvement in patient-centered risk reduction strategies	# of patient-centered risk reduction efforts led by volunteers
31	Innovation & Technology	Increase volunteer support for telehealth patient assistance	# of patients assisted by volunteers in telehealth appointments
32	Innovation & Technology	Expand digital literacy programs for patients with volunteer guidance	# of digital literacy training sessions conducted by volunteers
33	Innovation & Technology	Enhance volunteer participation in hospital innovation pilot programs	% increase in volunteers participating in hospital innovation programs
34	Innovation & Technology	Increase volunteer engagement in supporting electronic health record training	# of EHR training sessions supported by volunteers
35	Innovation & Technology	Improve hospital mobile app adoption rates through volunteer awareness efforts	% increase in mobile app adoption post-volunteer awareness campaigns

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36	Innovation & Technology	Increase volunteer assistance in virtual care initiatives	# of virtual care sessions facilitated by volunteer assistance
37	Innovation & Technology	Enhance digital communication between volunteers and hospital departments	% improvement in digital communication between volunteers and staff
38	Innovation & Technology	Expand volunteer tech ambassador roles for assisting senior patients	# of senior patients assisted by tech-savvy volunteers
39	Innovation & Technology	Improve volunteer-led remote patient monitoring support	# of patient monitoring support sessions provided by volunteers
40	Innovation & Technology	Increase volunteer involvement in technology-driven patient engagement programs	# of technology-based patient engagement programs with volunteer involvement
41	Innovation & Technology	Enhance volunteer-staff coordination for improving digital health literacy	% increase in digital health literacy among patients with volunteer support
42	Innovation & Technology	Expand the role of volunteers in supporting automated patient check-in processes	# of volunteer-assisted automated check-in processes completed
43	Innovation & Technology	Improve hospital wayfinding through digital volunteer navigation assistance	# of wayfinding interactions improved through digital volunteer support
44	Innovation & Technology	Increase participation in online volunteer training and development programs	% increase in volunteers completing online training programs
45	Innovation & Technology	Improve recruitment of volunteers with digital skill sets	# of volunteers recruited with digital or IT skills
46	Workforce & Talent Development	Increase volunteer training participation in leadership development programs	% of volunteers completing leadership training sessions
47	Workforce & Talent Development	Expand opportunities for career mentorship through hospital volunteer programs	# of mentorship opportunities provided for volunteers
48	Workforce & Talent Development	Increase engagement in cross-training programs for volunteers	% of volunteers engaging in cross-training activities
49	Workforce & Talent Development	Improve retention of long-term volunteers through targeted career pathways	% increase in retention rates among long-term volunteers
50	Workforce & Talent Development	Increase participation in hospital-sponsored continuing education opportunities	# of continuing education credits earned by volunteers
51	Workforce & Talent Development	Enhance volunteer networking opportunities within the hospital	% increase in networking events involving volunteers
52	Workforce & Talent Development	Expand succession planning for leadership roles within the volunteer program	# of succession plans developed for volunteer leadership roles
53	Workforce & Talent Development	Increase volunteer involvement in interdisciplinary collaboration efforts	% of interdisciplinary teams with volunteer representation
54	Workforce & Talent Development	Improve tracking of volunteer career development impact on hospital staffing needs	% increase in tracking volunteer career impact on hospital workforce
55	Workforce & Talent Development	Enhance data-driven decision-making in volunteer workforce planning	% of decisions influenced by volunteer workforce data analytics
56	Workforce & Talent Development	Increase recruitment efforts targeting specific high-need hospital roles	# of targeted recruitment campaigns for specific hospital needs
57	Workforce & Talent Development	Expand opportunities for clinical experience through hospital volunteer programs	# of volunteers gaining clinical experience placements
58	Patient Experience & Quality Care	Increase volunteer involvement in patient navigation by 30%	% of wayfinding interactions where volunteers escort patients/visitors to their destination
59	Patient Experience & Quality Care	Enhance bedside volunteer interactions for patient comfort	# of positive patient feedback comments mentioning volunteer visits
60	Patient Experience & Quality Care	Improve the frequency of volunteer rounding visits in inpatient units	# of completed volunteer rounding shifts per month
61	Patient Experience & Quality Care	Increase participation in patient satisfaction programs	# of volunteers trained in HCAHPS-related patient experience initiatives
62	Patient Experience & Quality Care	Expand volunteer companionship for long-stay or isolated patients	% increase in volunteer visits to long-stay patients
63	Patient Experience & Quality Care	Reduce patient frustration with waiting times through volunteer engagement	# of volunteer-patient interactions in waiting areas per month
64	Patient Experience & Quality Care	Enhance volunteer-staff collaboration for improving patient experience	% of units reporting improved coordination with volunteers
65	Patient Experience & Quality Care	Increase volunteer-led comfort cart or hospitality services	# of comfort cart deliveries per week
66	Patient Experience & Quality Care	Improve accessibility services for patients with disabilities	# of hours provided by accessibility-trained volunteers
67	Patient Experience & Quality Care	Expand emotional support services through volunteer chaplains or therapy animal visits	# of patient encounters with emotional support volunteers
68	Patient Experience & Quality Care	Increase availability of multilingual volunteer support	# of interpretation services provided by volunteers per quarter
69	Patient Experience & Quality Care	Enhance patient education through volunteer-led support programs	# of volunteer-facilitated educational sessions per month
70	Patient Experience & Quality Care	Improve transition support for discharged patients needing follow-up assistance	% of discharged patients receiving post-care volunteer follow-ups

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71	Patient Experience & Quality Care	Increase volunteer support in family waiting areas to improve experience	# of volunteer shifts dedicated to family assistance services
72	Patient Experience & Quality Care	Strengthen volunteer participation in palliative care programs	% increase in volunteers trained for end-of-life care support
73	Financial Stewardship & Operational Efficiency	Increase revenue generated by volunteer-staffed hospital gift shops	% increase in annual gift shop sales revenue
74	Financial Stewardship & Operational Efficiency	Improve hospital auxiliary fundraising efforts through volunteer participation	Total dollars raised through volunteer-led fundraising activities
75	Financial Stewardship & Operational Efficiency	Increase volunteer engagement in hospital philanthropy initiatives	% of active volunteers who donate to the hospital's annual campaign
76	Financial Stewardship & Operational Efficiency	Reduce costs by shifting volunteers into high-impact support roles	% decrease in spending on paid patient escorts or concierges
77	Financial Stewardship & Operational Efficiency	Improve donation conversion rates from volunteer-run events	\$ raised per volunteer-led event compared to previous years
78	Financial Stewardship & Operational Efficiency	Enhance efficiency of volunteer-led revenue-generating programs	# of revenue-generating volunteer hours per month
79	Financial Stewardship & Operational Efficiency	Expand volunteer staffing in high-revenue hospital service areas	% increase in volunteer hours dedicated to revenue-supporting departments
80	Financial Stewardship & Operational Efficiency	Increase vendor sponsorships for volunteer-led programs	\$ in sponsorships secured for volunteer programs per year
81	Financial Stewardship & Operational Efficiency	Optimize resource allocation by phasing out underperforming programs	% reduction in costs associated with low-ROI volunteer initiatives
82	Financial Stewardship & Operational Efficiency	Improve efficiency of donation collection efforts	% increase in donor engagement events with volunteer participation
83	Financial Stewardship & Operational Efficiency	Increase charitable funds collected through hospital volunteer philanthropy programs	% growth in funds raised through volunteer-driven campaigns
84	Financial Stewardship & Operational Efficiency	Reduce costs associated with volunteer program administration	% decrease in administrative expenses related to volunteer services
85	Financial Stewardship & Operational Efficiency	Increase retention of experienced, high-value volunteers to reduce training costs	% reduction in new volunteer onboarding expenses
86	Financial Stewardship & Operational Efficiency	Optimize shift coverage to reduce unfilled volunteer shifts	% of total volunteer shifts successfully filled per week
87	Financial Stewardship & Operational Efficiency	Decrease inventory waste in gift shop and auxiliary services	% reduction in unsold or expired inventory losses
88	Employee & Volunteer Engagement	Increase volunteer satisfaction as measured by annual surveys	% increase in Volunteer Satisfaction Index (VSI) score
89	Employee & Volunteer Engagement	Improve volunteer retention rates	% of volunteers remaining active beyond one year
90	Employee & Volunteer Engagement	Increase recognition program participation	% of volunteers recognized for service milestones annually
91	Employee & Volunteer Engagement	Expand leadership development opportunities for volunteers	# of volunteers promoted into leadership roles per year
92	Employee & Volunteer Engagement	Increase volunteer participation in hospital social media campaigns	% increase in volunteers engaging with hospital social media posts
93	Employee & Volunteer Engagement	Improve volunteer-staff collaboration for joint engagement efforts	# of joint staff-volunteer training sessions completed
94	Employee & Volunteer Engagement	Expand participation in hospital employee wellness programs	% of volunteers participating in employee wellness initiatives
95	Employee & Volunteer Engagement	Increase involvement of long-term volunteers in mentoring new recruits	# of mentor-mentee volunteer pairings annually
96	Employee & Volunteer Engagement	Boost engagement through volunteer storytelling campaigns	# of volunteer impact stories shared on hospital platforms
97	Employee & Volunteer Engagement	Increase diversity and inclusion in volunteer recruitment	% of new volunteers from underrepresented communities
98	Employee & Volunteer Engagement	Improve accessibility of volunteer training materials	% increase in volunteers accessing online training resources
99	Employee & Volunteer Engagement	Increase participation in ongoing volunteer education	% of volunteers completing at least one advanced training session annually
100	Employee & Volunteer Engagement	Expand peer support networks within the volunteer community	# of peer-led volunteer engagement events per quarter
101	Employee & Volunteer Engagement	Improve engagement in hospital-wide appreciation initiatives	% of volunteers attending hospital recognition events
102	Employee & Volunteer Engagement	Increase personalized engagement with volunteers through targeted communications	% increase in volunteer newsletter open rates