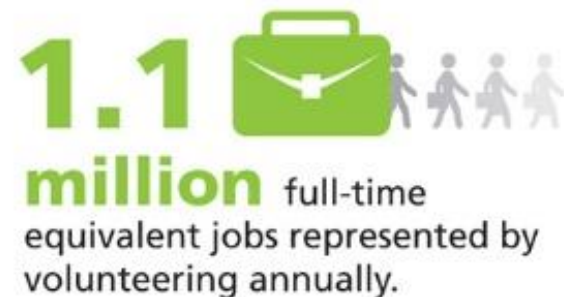
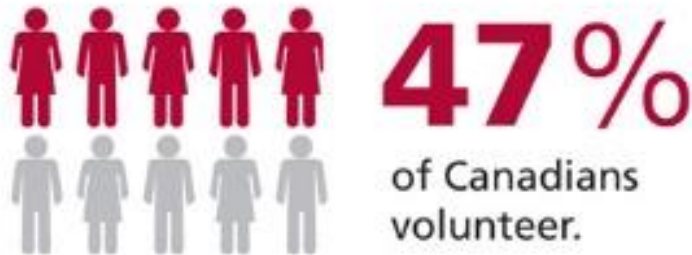


# Volunteers and the Voluntary Sector in Intermediate Care

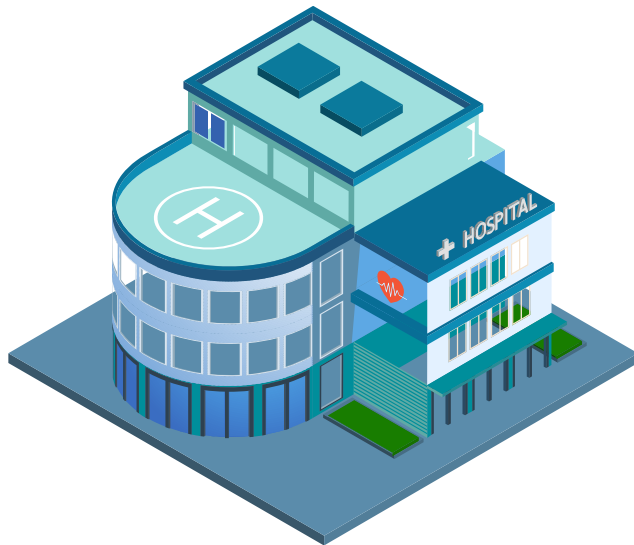
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Chief Knowledge and Innovation Officer, March of Dimes Canada

# Why Volunteers?

- In 2013, 12.7 million Canadians or 47% of people aged 15 years and older participated in some form of volunteer work, and 12% of these individuals donated time to health related organizations and activities (Turcotte, 2015).
- Hospitals, on average, derive \$6.84 in value from volunteers for every dollar spent (Handy and Srinivasan, 2004)



Volunteers ‘humanize’ health care environments but contributions to patient experience & outcomes are understudied (Beryl Institute, 2016).



Patients vulnerable at discharge - “post hospital syndrome” (Krumholz, 2014) with ongoing support needs (medical, social).



IADL support and social isolation are key issues, and people do not want to ‘burden’ family, friends and neighbors (Nelson et al).



While volunteers activities can benefit patients and improve the efficiency in the health system, their contributions to improving patient experience and system efficiency are often underutilized, unaccounted for, or under-recognized.

(Garrison M, Wolf JA. The role of the volunteer in improving patient experience. The Beryl Institute, 2016).

# Join the Community

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