

The Wheelchair and Wayfinding Issue

Angela Smith, MPA, CAVS

Speaker Background

- Angela Smith is a certified Administrator of Volunteer Services (CAVS) by the Association for Healthcare Volunteer Resource Professionals (AHVRP) of the American Hospital Association (AHA). She holds a Masters in Public Administration (MPA) with a concentration in Non-Profit Administration from The University of Akron receiving the Ohio Board of Regents Graduate Fellowship for graduate study. She received her Bachelor of Arts in Political Science from Walsh University in North Canton, Ohio. She is a graduate of the Walsh Honors Program receiving the award for Honors Program Student of the Year.
- Ms. Smith is currently the System Director of Volunteer Services at Summa Health System where she is responsible for developing and implementing Summa's volunteer program system-wide. As part of this role, she also manages a grant and sponsorship process, employee volunteer program, hospital gift shops, auxiliaries, and several other community initiatives. Her past experience includes management positions at both the Sisters of Charity Health System and Akron General Health System.
- Her past community involvement consists of Past President and Past Board Member for the national AHVRP Board of Directors, Past Co-Chair of the Susan G. Komen Northeast Ohio Associate Council, Past Chair of the Akron Reads Steering Committee and Peer Evaluator for the AmeriCorps grant review process through the Ohio Commission on Service and Volunteerism. Some of her other past board service benefited organizations such as the Ohio Healthcare Volunteer Management Association, Big Brothers Big Sisters of Stark County, and the YMCA of Canton.
- She has contributed writing for three national publications. Most recently she, along with three other authors, published an article in the American Organization of Nurse Executives' Voice of Nursing Leadership publication. The article highlighted the development and impact of Summa's Emergency Department Volunteer Rounder Program. She is also the recipient of the Athena Young Professional Leadership Award.

Summary of Experience

- Leadership roles at three different health systems
- Past volunteer management role at a traditional, non-healthcare non-profit organization
- Past volunteer management role at an inpatient hospice Care Center and hospice in the home care setting
- Experience with gift shops and auxiliaries
- Experience developing and implementing corporate social responsibility and community benefit programs
- Experience with corporate giving initiatives both in-kind and financial awards to the community

It's Here



Issue: Summa Akron City Hospital

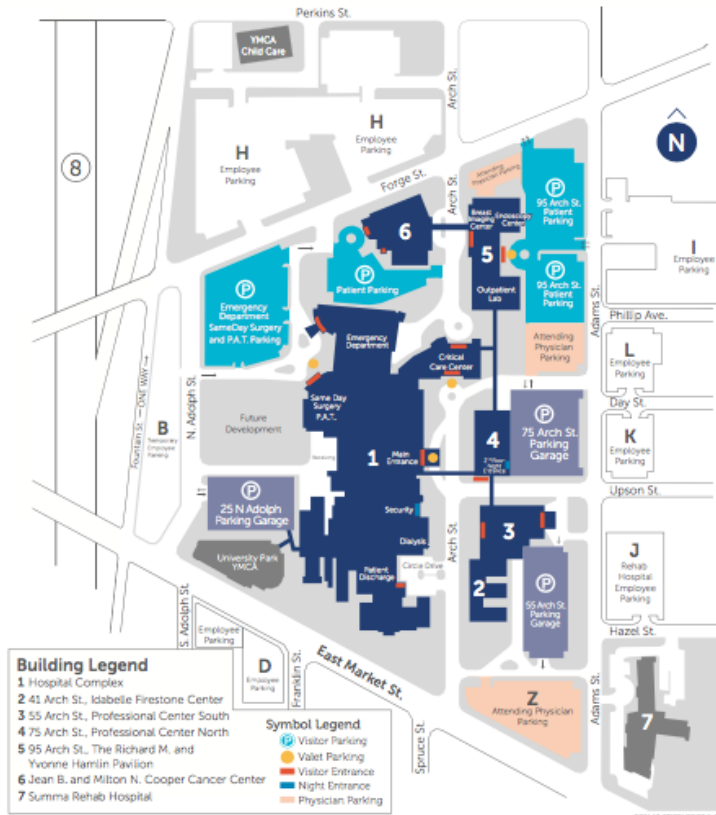
- 1.2 Million Square Feet
- Many outpatient building connected by bridges: 55 Arch, 75 Arch, 95 Arch, Cancer Center, Critical Care Center
- Many entrance points
- Many exits
- Numerous bridges
- Three parking decks and many surface lots

Map of Akron City Hospital



Summa Health System – Akron Campus
 525 East Market Street
 Akron, Ohio 44304

General Information 330.375.3000
 Patient Information 330.375.3131
 Emergency Department 330.375.3361



Wayfinding of the Future

New Technology:

- Kiosks
- GPS
- Cell Phones
- Magnetic footprint
- with sensors in building



Pros of Cons of New Technology

- Innovative
- Smart Phone
- Visual Maps
- Printed Directions
- Touch Screen
- Turn-by-turn Directions in hallways
- Generational Preferences
- Changes to Departments
- Special Circumstances
- Human Touch
- Literacy/Language Concerns

Completing the Process

- Select the Vendor
- Work with Facilities/Construction (Maps)
- Work with Departments (Information)
- Load Information
- Test Application
- Re-Test Application
- Pilot the Service

Success!

- However, wayfinding is not a one size fits all approach. People learn in different ways:
 - Good Signage
 - Color Coding
 - “Follow the Lines” Markers
 - In-House Maps
 - Other Electric Signs
 - A Volunteer Guide!

Volunteer Voyagers Program

Program developed from brainstorming session

- **Problem:** Patients and families are getting lost in the hospital.
- Many long lists.....

EXERCISE, WALKING PROGRAM, HEALTH EDUCATION, FRIENDS AND FUN!

- **Solution:** Volunteers would be hospital guides and would take them to their location.
- **Problem:** Volunteer recruitment – why would someone want to volunteer for this assignment? **We need to create a volunteer experience!**

Walking Programs

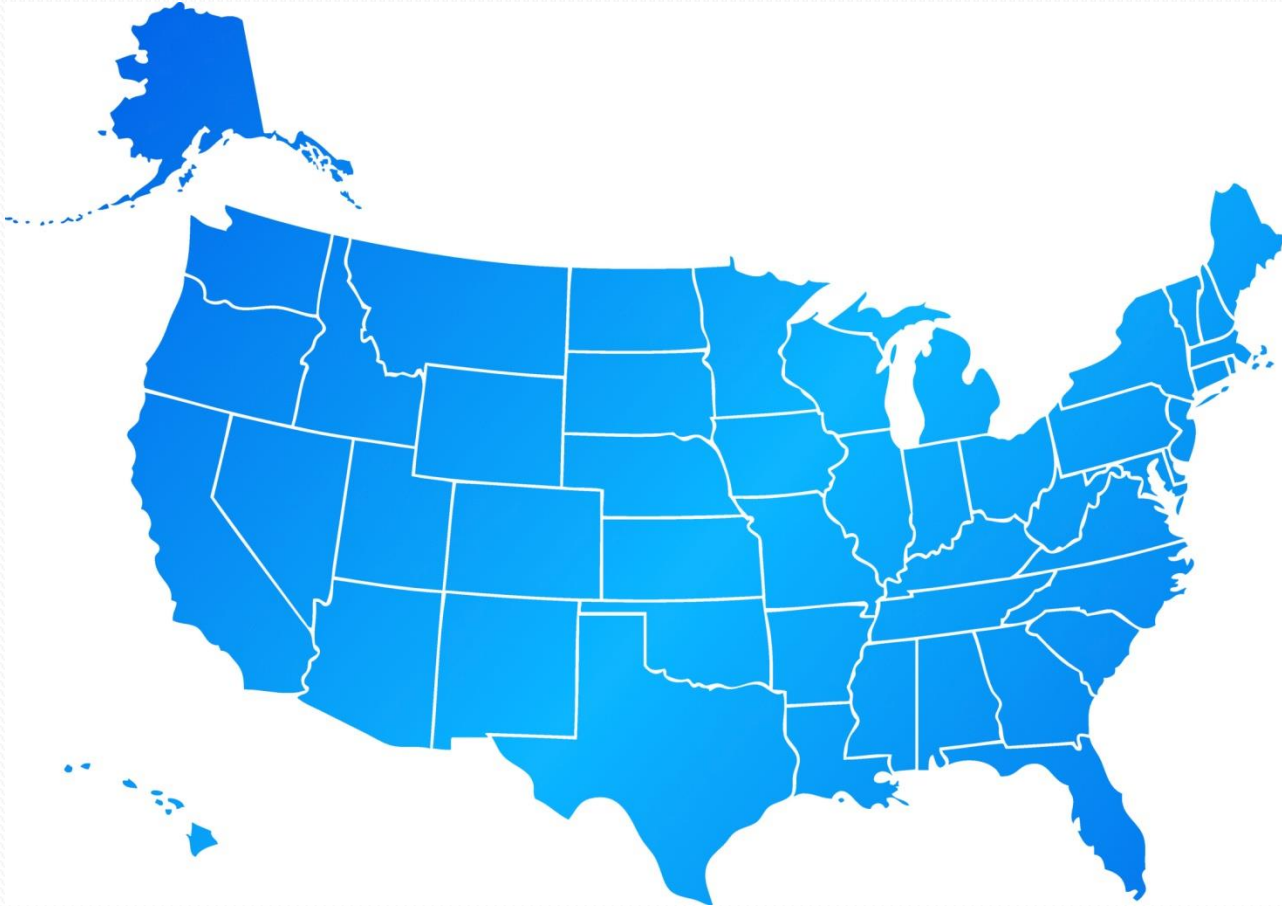
- A regular walking program can help:
 - ✓ Reduce blood cholesterol
 - ✓ Lower blood pressure
 - ✓ Increase cardiovascular endurance
 - ✓ Boost bone strength
 - ✓ Burn calories and keep weight down



How it Started

- Changed the following volunteer assignments into Volunteer Voyagers:
 - Hospital Guides
 - Messengers
- Modified their service descriptions to include a larger focus on walking
- Gave each volunteer a pedometer to track their steps
- Tracked volunteer steps and converted them to miles
- Selected a starting point on the map
- Communicated with volunteers: current location, health tips, healthy recipes, state bird and main attractions
- Sent out a press release on the new program to recruit
- Celebrated when we arrived in destination

Oh, the Places We'll Go!



Role of Volunteer Services

- **Steps Tracking Process**
- **Steps/Miles Reporting Process**
- **Volunteer Tracking Process**
- **Coordinator Assigned to Program**
- **Volunteer Recruitment**
- **Creating Volunteer Communications**
- **Planning Celebration Events**

Emphasis on these Key Points

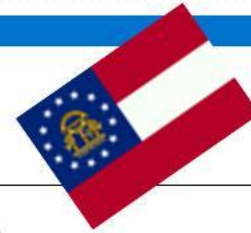
- **2,000 steps equals 1 mile**
- **Limited to Certain Volunteer Assignments**
- **How many miles to get to Miami? Let's celebrate when we get there!**
- **Walk as a volunteer group**
- **Each volunteer receives a pedometer**
- **Volunteer Services Department tracks total steps and total miles**

Additional Information

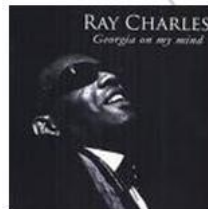
- **Celebration is more than a party – each celebration now has a health focus and health topic speaker**
- **Volunteers receive health tips and recipes**
- **State facts about where the volunteers are currently**
- **Map of their current travel location**
- **Senior leadership invited to celebrations**

Posted in Volunteer Service Center

Welcome to: Georgia!



Georgia State Bird—Brown thrasher



Georgia State Song - "Georgia On My Mind"



Georgia State Nickname - Peanut State:

Georgia is the number-one peanut-producing state in the country, accounting for approximately 45 percent of the crop's national acreage and production

Mileage Motivator

December 2011—Volunteer Voyagers Mileage

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
[Empty Mileage Entry Box]						
4	5	6	7	8	9	10
Kentucky Lake, KY: 28 Miles						
11	12	13	14	15	16	17
[Empty Mileage Entry Box]						
18	19	20	21	22	23	24
[Empty Mileage Entry Box]						
25	26	27	28	29	30	31
Fairfield, MS: 88 Miles						

Volunteer Voyagers

Weekly Mileage Report

Updated Mondays!



Steps Report

*A steps report is completed after each day of service.
Completed copies are left in the Volunteer Service Center.*

Volunteer Voyagers Steps Report

Name:

Date:

Volunteer Badge Number:

Steps:



Places We Traveled

Vancouver

San Diego

New York

Miami



Volunteer Feedback

How often do we ask volunteers about their experience?



Miami Congo Line



Keys to Engaging Volunteers

- Ensure they have a good volunteer experience – ***we have a responsibility to the volunteer!***
- Ask for their feedback
- Engage them in group meetings
- Ask for feedback in one-on-one meetings
- Complete rounding on key volunteer areas
- Create a volunteer newsletter
- Provide them with email updates

A LEAN Mindset

- **Lean manufacturing or lean production**, often simply "**lean**", is a systemic method for the elimination of waste within a manufacturing process. Lean also takes into account waste created through overburden and waste created through unevenness in work loads.
- Working from the perspective of the client who consumes a product or service, "value" is any action or process that a customer would be willing to pay for.
- Essentially, lean is centered on *making obvious what adds value by reducing everything else*.

Program Lifecycles

- Not all programs are meant to last forever
- Outcomes, engagement of participants, and resources are all factors in making decisions about continuing and ending programs
- How many DVSEs have all the same programs/assignments during their entire careers?
- The needs of the organization change and programs must adapt to those needs

Developing a LEAN Strategy

- Define value from customer's viewpoint.
- Identify the steps that create value and eliminate (if possible) the steps that do not create value.
- Make the value creating steps flow in tight sequence. Shorter lifecycle translates into lower cost, reduced lead time and faster delivery of the end product.
- Respond to customer pull by listening to customer's demands and creating process to respond to those.
- Keep refining the process to achieve perfection.

Why LEAN?

- Lean is a culture of continuous improvement
- Lean focuses on eliminating waste
- Lean is really about people!
- All work processes are both developed and controlled by people

LEAN Methodology



LEAN Examples

courtesy of Akron Children's Hospital

- **Avoid unnecessary expenses.** By reconfiguring its layout and work processes, the hospital's sterile processing department averted a proposed \$3.5 million expansion, while improving surgical instrument turnaround time and enhancing the work environment.
- **Achieve cost savings.** With a 38 percent reduction in storage areas, Akron Children's Beeghly campus in Boardman, Ohio, freed up space to create an exercise room for employees and a dietary counseling room for patient families. The project saved more than half a million dollars, while boosting staff and patient satisfaction.
- **Shorten wait times.** Akron Children's radiology department cut MRI wait time by 90 percent - from 25 days to within 2 - by obtaining insurance authorization earlier, streamlining scheduling, and improving coordination between radiology staff and the doctors who sedate children undergoing MRIs. The hospital can now perform more than 112 MRIs a week, up from the previous high of 84, helping to boost revenue.
- **Speed up patient care.** Using Lean Six Sigma processes, the ER decreased the time it takes to locate airway supplies by 63 percent, thanks to a new mobile unit equipped with all needed supplies. By reducing the search time for supplies, staff can more quickly respond to the changing needs of critical patients.
- **See patients more quickly.** Before implementing a Lean Six Sigma program, 56-85 percent of foster care patients were seen within 72 hours of notification. Standard work instructions and information cards boosted the rate to 100 percent. In addition, access time to appointments for Children's Services Board clients dropped from nearly 4 days to 1.6 days, which means patients spend 687 less days waiting for appointments.

New Ideas with LEAN

1. Conduct a time study of the amount of time spent on each item of the process.
2. Speak to other hospitals on how they are achieving efficiencies.
3. Be open to the possibility that it would work and improvements could be made.
4. There is no one size fits all model – structure it in a way to meet your hospital's needs.
5. Conduct a pilot and see how it works ensuring that each piece adds value.
6. Make modifications as needed and expand the pilot.

Wheelchair Issues



Wheelchair Issues

- Cannot find them when you need them
- Broken wheelchairs
- Dirty/Unclean wheelchairs
- Wrong wheelchair size for the patient
- Not enough wheelchair
- Stolen wheelchairs (community or nursing units)
- Wheelchair transporters needed
- Complications with patients of size
- Transports of outpatients and visitors

Wheelchair Issues

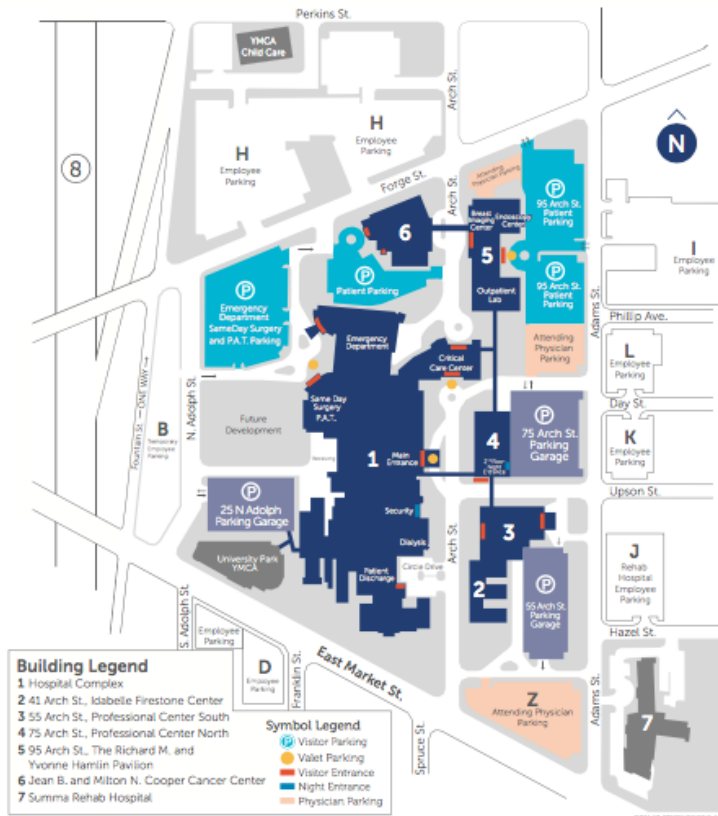
- About 25 percent of a hospitals' wheelchairs are lost or stolen each year
- Staff members spend about 20 percent of their shift looking for wheelchairs
- More hospitals are moving to technology to assist with wheelchair tracking such as GPS technology

Map of Akron City Hospital



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Biggest Advice on Wheelchairs...

- Do not “go it alone”
- Build an interdisciplinary team at your hospital to address this issue
- It is not the problem of “Volunteer Services” alone, the issue belongs to everyone
- Remember who you are in “the sandbox”



What Next? Built a Team

- Six Sigma
- Project Sponsor – Executive Staff
- Operations Improvement
- Nursing Administration
- Protective Services (Security)
- Central Transport
- Service Excellence
- Volunteer Services

Six Sigma

- Six Sigma at many organizations simply means a measure of quality that strives for near perfection.
- Six Sigma is a disciplined, **data-driven approach** and methodology for eliminating defects (driving toward six standard deviations between the mean and the nearest specification limit) in any process – from manufacturing to transactional and from product to service.



Project Charter

Project: Wheelchair Accessibility

Business Case

Ensuring that our patients, staff, and visitors have both access to wheelchairs and individuals to transport (in cases where needed) improves safety and satisfaction; improved wheelchair accessibility reduces the risk of patient and visitor falls.

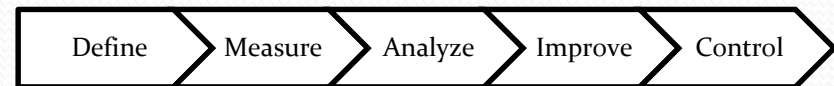
Goal Statement/Financial Impact

- Reduce calls to protective services from ___ per week to ___ per week.
- Reduce patient and volunteer complaints from ___ per week to ___ per week.
- Reduce lack of wheelchairs available at main entrance points to zero occurrences.
- Develop standard metrics to track effectiveness of wheelchair access.
- Identify wheelchair locations and increase staff awareness of expectations.

Problem Statement

Summa Akron City Hospital (ACH) currently has wheelchairs that are shared between central transport personnel responsible for inpatient movement and outpatient volunteers, patients, or visitors. ACH has numerous visitors and outpatients who need a wheelchair daily. Several calls are received each week with concerns about meeting transport needs.

Project Timeline



1/2/13

4/1/12

Project Scope: Summa Akron City Hospital Outpatient Areas and Main Entrances, specifically Main Hospital, 95 Arch, 75 Arch, and 55 Arch

Process Starts – Patient or visitor arrives with transport need

Process Ends – Wheelchair areas are restocked with wheelchairs.

Team Roles

Project Sponsor — Rebecca Clark

Project Manager/Team Lead — Angela Hayes, Jamie Kish

Project Mentor – Dave Orr

Core Team Members — Rebecca Clark, Carmen Natale, Robert Crano, Keith Blough

Subject Matter Experts — Ed McFeaters, Christine Sigman, Josette Casenhiser, Joanne McKenzie

SIPOC Diagram

A SIPOC diagram is a tool used by a team to identify all relevant elements of a process improvement project before work begins. It helps define a complex project that may not be well scoped, and is typically employed at the Measure phase of the Six Sigma DMAIC (Define, Measure, Analyze, Improve, Control) methodology. It is similar and related to process mapping and 'in/out of scope' tools, but provides additional detail.

The tool name prompts the team to consider the suppliers (the 's' in SIPOC) of your process, the inputs (the 'i') to the process, the process (the 'p') your team is improving, the outputs (the 'o') of the process, and the customers (the 'c') that receive the process outputs. In some cases, requirements of the customers can be appended to the end of the SIPOC for further detail.

The SIPOC tool is particularly useful when it is not clear:

Who supplies inputs to the process?

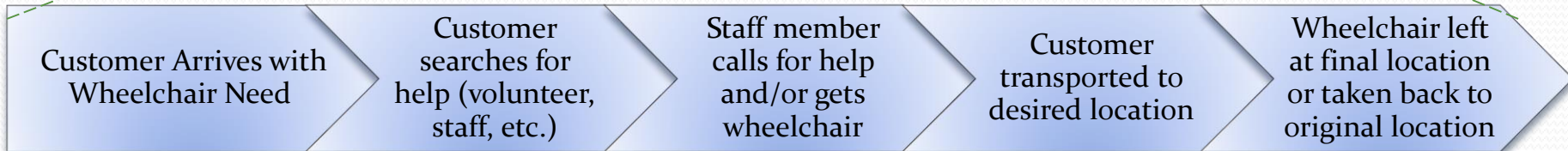
What specifications are placed on the inputs?

Who are the true customers of the process?

What are the requirements of the customers?

SIPOC Analysis

Supplier	Input	Process	Output	Customer
<ul style="list-style-type: none"> ■ All Summa Staff ■ Patients ■ Visitors ■ Outpatient Services/Offices 	<ul style="list-style-type: none"> ■ Wheelchairs (clean and working) ■ Wheelchair Locations ■ Labor for Transport (All Summa Staff) ■ Labor for Maintaining Stock of Wheelchairs 		<ul style="list-style-type: none"> ■ Chairs Available ■ Help for Transport Available ■ Safe Patient ■ Positive Patient Experience 	<ul style="list-style-type: none"> ■ Patients ■ Visitors ■ Outpatient Services/Offices

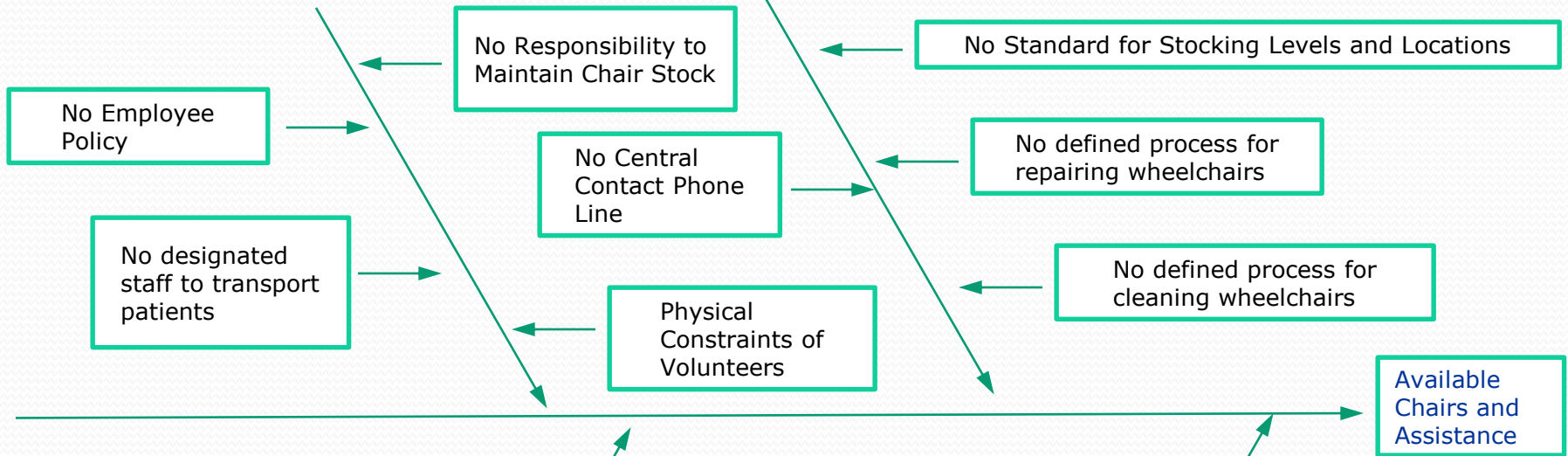


Ishikawa Diagrams

- **Ishikawa diagrams** (also called **fishbone diagrams**, **herringbone diagrams**, **cause-and-effect diagrams**, or **Fishikawa**) are casual diagrams created by Kaoru Ishikawa (1968) that show the causes of a specific event. Common uses of the Ishikawa diagram are product design and quality defect prevention, to identify potential factors causing an overall effect. Each cause or reason for imperfection is a source of variation. Causes are usually grouped into major categories to identify these sources of variation. The categories typically include:
 - **People**: Anyone involved with the process
 - **Methods**: How the process is performed and the specific requirements for doing it, such as policies, procedures, rules, regulations and laws
 - **Machines**: Any equipment, computers, tools, etc. required to accomplish the job
 - **Materials**: Raw materials, parts, pens, paper, etc. used to produce the final product
 - **Measurements**: Data generated from the process that are used to evaluate its quality
 - **Environment**: The conditions, such as location, time, temperature, and culture in which the process operates

Manpower

Methods



Machine

Materials

No capacity analysis on chairs or people

Wheelchair Storage Locations Not Defined

Total number of wheelchairs

Available Chairs and Assistance

Situation (SBAR)

- After initially meeting with staff members from Transportation, Protective Services, Patient Access, Nursing, Operations, Service Excellence, and Volunteer Services to discuss wheelchair transportation concerns for outpatients and guests, it was determined that:
 - We needed to review if there was a lack of wheelchairs available to our patients and guests for the size of our facility.
 - There is no defined process or department responsible for transporting outpatients and visitors in our facility, specifically in the 55 Arch Street, 75 Arch Street, and 95 Arch Street buildings.
 - There is no defined areas for wheelchair storage in these locations.

Background (SBAR)

- The various departments came together to discuss the issue of outpatient and guest transportation because:
 - The Transportation Department currently only handles inpatient transports and does not assist (unless they are available) with outpatients or visitors. There is no direct department responsible for transportation of outpatients and visitors.
 - Protective Services was receiving an influx of calls for transportation assistance.
 - Patient Access and Volunteer Services staff were receiving patient and volunteer complaints in regards to the lack of service available.
- ❖ Volunteers were expressing additional concerns, such as:
 - Where/Who to call for help with a “special request” transportation (i.e. obese patients, patients with oxygen, etc).
 - Where to find wheelchairs that are in the vicinity to offer assistance in a timely manner.

Assessment (SBAR)

- Surveyed 11 people at key wheelchair access locations
 - Respondents were asked to transport outpatient/visitor 10-12 times per week on average
 - Average of 20 minutes to locate wheelchair
 - Many calls to Protective Services
- Wheelchair counts at key access points
 - 55 Arch has biggest opportunity
 - 75 Arch has designated locations but variable supply
 - 95 Arch, Main Entrance, ED are well stocked
- Wheelchair inventory
 - 118 wheelchairs available for service
 - Up to 60 being used by Central Transport
 - Number of available wheelchairs not an issue

Recommendation (SBAR)

- Wheelchair Depot Locations in 55, 75, 95 Arch and Main Lobby
 - Access wheelchairs easily
 - Detailed map of wheelchair depot locations
 - Signage to identify these areas
- Replenishment of Wheelchairs in Depots
 - Possibility of cameras or other technology to assist with identifying areas in need of replenishment
 - Replenishment would be achieved through education of staff, volunteers, valet, transport staff
- Central Phone Line to Call for Assistance
 - Employees, visitors, and patients could call central phone line to be assisted with a transport by staff or volunteers

Solution: Mass Communication

To improve the wheelchair transport of our outpatients and visitors, a Six Sigma team was recently organized with representatives from Support Services, Nursing, Protective Services, Operations Improvement, Volunteer Services, and Patient Access. As a result, we have implemented these resources at Summa Akron City Hospital:

Wheelchair Depots: There are new storage locations for wheelchairs at various locations throughout the Summa Akron City Hospital campus. These wheelchair depots hold available wheelchairs for outpatients, visitors, employees, and volunteers to utilize for transport. Currently, there are wheelchair depots at:

- 55 Arch Street, Ground Floor
- 55 Arch Street, 2nd Floor
- 75 Arch Street, Ground Floor
- 75 Arch Street, 2nd Floor
- 95 Arch Street, Ground Floor
- Main Hospital Lobby, Ground Floor

Solution: Shared Solution

Wheelchair Transport Assistance: *As part of our service excellence standards, employees are expected to assist all patients and visitors that may be in need.* This standard not only applies to way finding, but to wheelchair assistance as well. Therefore, it is important that we all know where and how to access these resources when necessary. Each depot will be stocked to ensure availability of wheelchairs as needed.

However, at times when a wheelchair is unavailable, an employee may call the service response center at x. 56800 or (330) 375-6800 and if a volunteer is available, they will be dispatched to assist with the transport. Should a patient or visitor need assistance with a wheelchair transport, they can also call this number and any available volunteer will be dispatched to assist with the transport.

Special Circumstances

If a patient or visitor's size appears to be such that they will not fit comfortably into the available wheelchairs, or that the employee might injure the patient or themselves by transporting them, then please call Protective Services at x. 53277 or (330) 375-3277 for wheelchair transport assistance.

If an employee encounters an unattended wheelchair, the employee is to return the wheelchair to one of the wheelchair depots or call service response to request that the wheelchair be picked up and taken to a wheelchair depot location.

Signage for Depots



**55 Arch Street, Ground Floor
Wheelchair Depot**

Place available wheelchairs here.

If this wheelchair depot is empty, please call (330) 375-6800 to replenish.

Questions?



Discussion Questions

- How is LEAN affecting your hospitals?
- What have you done with wheelchair/wayfinding issues?

Favorite Websites - Energize

The screenshot shows a Windows Internet Explorer browser window displaying the website <https://www.energizeinc.com/>. The browser's address bar shows the URL, and the page title is "Energize: Volunteer Management Resources for Directors of Volunteers". The website header includes the Energize logo, the tagline "Especially for leaders of volunteers", and navigation links for "About Us", "Contact Us", and "Site Map". A search bar is also present. The main content area features a blue navigation menu with links to "Home", "A-Z Volunteer Management", "Directory for the Profession", "Hot Topics", "Training/Consultation", "Jobs/Internships", and "Bookstore". Below the menu, there are two featured articles: "Monthly Hot Topics from Susan J. Ellis" (dated February 2015) and "Resources for Involving Volunteers Successfully". The "Resources for Involving Volunteers Successfully" section includes sub-sections for "A-Z Volunteer Management", "Directory for the Profession", and "Training/Consultation". The browser's taskbar at the bottom shows the system tray with the date and time: 11:25 AM 2/24/2015.

Energize: Volunteer Management Resources for Directors of Volunteers - Windows Internet Explorer
https://www.energizeinc.com/

e-Volunteerism Journal
Everyone Ready® Training

ENERGIZE INC
Especially for leaders of volunteers

WELCOME TO OUR REDESIGNED SITE!
New look. Even more content.
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Bookstore

Monthly Hot Topics
from Susan J. Ellis

February 2015
Replace Current Volunteers or Redirect New Ones?

Susan reacts to a newspaper article, "As older Minnesota volunteers leave, who will replace them?" Are we asking the right or wrong questions

Resources for Involving Volunteers Successfully

A-Z Volunteer Management
Extensive, searchable library of materials on over 100 topics. Includes articles, book excerpts, free guides and reports, websites, blogs, and more... plus tips from colleagues. Continually updated.

Directory for the Profession
Find events, classes, associations, periodicals, vendors, special days, awards, places to post volunteer opportunities... plus quotes and humor for your presentations.

Training/Consultation

Internet | Protected Mode: Off

11:25 AM
2/24/2015

Favorite Websites - AHVRP

The screenshot shows the AHVRP website in a Windows Internet Explorer browser window. The address bar displays "http://www.ahvrp.org/". The browser's Favorites bar shows "AHVRP Website". The website's header features a navigation menu with the following items: About Us, Membership, Education, Resources, Awards, Annual Conference, Career Center, and Auxiliaries & Volunteers. A search bar is located in the top right corner of the page content.

At the top of the page, there is a banner for "it takes two" with the text "We love to help! Call 1-800-331-9843 or 507-665-6271" and a "Click Here" button. Below this, the AHVRP logo is displayed, along with the text "Association for Healthcare Volunteer Resource Professionals" and "A personal membership group of the American Hospital Association".

The main content area is divided into several sections. On the left, there is a "Log in | Register" link and an "Upcoming Events" section. The "Upcoming Events" section lists two events:

- Blueprint for an Innovative and Unique Volunteer Program**
February 25, 2015
2:00 p.m. ET, 1:00 p.m. CT, 11:00 a.m. PT (90 minutes)
1.5 CEU credit hours will be awarded for this presentation.
- Measurement 101: Quantifying the Impact of Volunteers**
March 11, 2015
2:00 p.m. ET, 1:00 p.m. CT, 11:00 a.m. PT (90 minutes)
1.5 CEU credit hours will be awarded for this presentation.

Below the events, there is a section for "More than Social 101: Observations of U.S. Healthcare Audience Behavior and Suggested Strategies - FREE TO MEMBERS!" dated April 8, 2015.

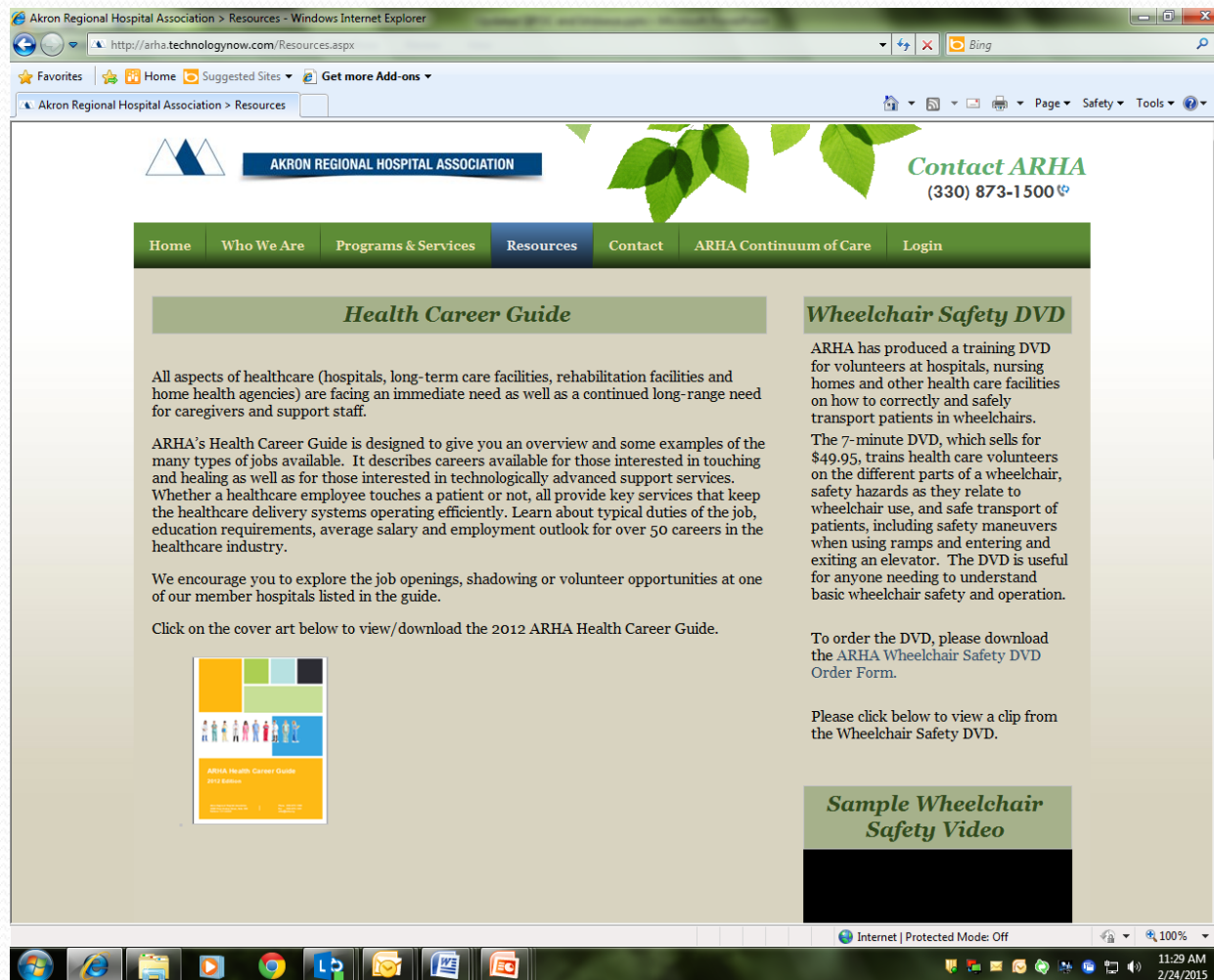
In the center, there is a promotional banner for "Purchase AVHRP Publications Today!" featuring three book covers: "2015 Healthcare Volunteer Resource Professionals", "A History Resource and Federal Law Guide", and "In a Nutshell: AHVRP". A "Learn More..." link is provided below the books.

Below the banner, there is a section titled "Celebrate National Healthcare Volunteer Week!" with the text: "Join your peers nationwide during the 2015 National Volunteer Week, April 12 to April 18, 2015, in celebrating and recognizing your volunteers' efforts to advance your organization." Below this, it says: "Click on the logo below to order it at the member rate of \$49.99. Last year's logos are also available at the same member rate."

On the right side of the page, there is a box with the text: "GAIN THE ATTENTION OF THE LEADING DIRECTORS OF THE".

The browser's status bar at the bottom shows "Internet | Protected Mode: Off" and the system clock displays "11:27 AM 2/24/2015".

Favorite Websites - ARHA



The screenshot shows a Windows Internet Explorer browser window displaying the ARHA website. The address bar shows the URL <http://arha.technologynow.com/Resources.aspx>. The website header includes the ARHA logo and the text "AKRON REGIONAL HOSPITAL ASSOCIATION". A navigation menu contains links for Home, Who We Are, Programs & Services, Resources (which is highlighted), Contact, ARHA Continuum of Care, and Login. The main content area is divided into two columns. The left column features a section titled "Health Career Guide" with a sub-header "Health Career Guide". The text describes the guide's purpose and provides information about the healthcare industry. Below the text is a small image of the "ARHA Health Career Guide 2013 Edition" cover. The right column features a section titled "Wheelchair Safety DVD" with a sub-header "Wheelchair Safety DVD". The text describes the DVD's content and provides information about ordering. Below the text is a small image of the "Sample Wheelchair Safety Video" cover. The browser's taskbar at the bottom shows the system tray with the date and time: 11:29 AM 2/24/2015.

Akron Regional Hospital Association > Resources - Windows Internet Explorer
http://arha.technologynow.com/Resources.aspx

AKRON REGIONAL HOSPITAL ASSOCIATION

Contact ARHA
(330) 873-1500

Home Who We Are Programs & Services Resources Contact ARHA Continuum of Care Login

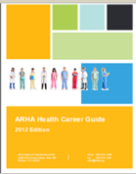
Health Career Guide

All aspects of healthcare (hospitals, long-term care facilities, rehabilitation facilities and home health agencies) are facing an immediate need as well as a continued long-range need for caregivers and support staff.

ARHA's Health Career Guide is designed to give you an overview and some examples of the many types of jobs available. It describes careers available for those interested in touching and healing as well as for those interested in technologically advanced support services. Whether a healthcare employee touches a patient or not, all provide key services that keep the healthcare delivery systems operating efficiently. Learn about typical duties of the job, education requirements, average salary and employment outlook for over 50 careers in the healthcare industry.

We encourage you to explore the job openings, shadowing or volunteer opportunities at one of our member hospitals listed in the guide.

Click on the cover art below to view/download the 2012 ARHA Health Career Guide.



Wheelchair Safety DVD

ARHA has produced a training DVD for volunteers at hospitals, nursing homes and other health care facilities on how to correctly and safely transport patients in wheelchairs.

The 7-minute DVD, which sells for \$49.95, trains health care volunteers on the different parts of a wheelchair, safety hazards as they relate to wheelchair use, and safe transport of patients, including safety maneuvers when using ramps and entering and exiting an elevator. The DVD is useful for anyone needing to understand basic wheelchair safety and operation.

To order the DVD, please download the ARHA Wheelchair Safety DVD Order Form.

Please click below to view a clip from the Wheelchair Safety DVD.

Sample Wheelchair Safety Video

Other Resources

- Corporation for National and Community Service
- Points of Light Foundation
- Volunteer Match

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