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ASDVS Survey Results on Effect of Medicare Prospective Pricing  
on Volunteer Services

Purpose and Universe

In June of 1985 the American Society of Directors of Volunteer Services of the American Hospital Association executed a survey for the purpose of determining the changes precipitated by the prospective pricing system related to the hospital volunteer services program and the professional staff responsible for directing and coordinating same. The universe was a random sample of approximately one third (550) of the membership of ASDVS. The response rate was 44%; therefore, the resulting sample was 228 directors of volunteer services from all over the United States. Participants were asked to respond with regard to change over the past two years.

Profile Questions

1. Location



|    |       |
|----|-------|
| 1- | 7.9%  |
| 2- | 14%   |
| 3- | 13.5% |
| 4- | 13.5% |
| 5- | 21%   |
| 6- | 8.8%  |
| 7- | 5.6%  |
| 8- | 5.6%  |
| 9- | 9.8%  |

2. Location within state

- 25.2% Metro
- 18 % Suburban
- 19.3% Inner city
- 7.2% Rural
- 30.1% Community

3. Type of care provided

- 65.8% short-term (average stay less than 30 days)
- 2.7% long-term (average stay more than 30 days)
- 29 % short-term and long-term
- 2.3% Other

4. Classification of institution

- 0 Governmental-federal
- 14.7% Governmental-nonfederal
- 51.1% Non-governmental not-for-profit (church operated or other)
- 24.8% Multi-hospital system
- 9.3% Investor-owned or controlled (for-profit)

5. Number of beds

| Two years ago | Now          |           |
|---------------|--------------|-----------|
| <u>1.3%</u>   | <u>1.8%</u>  | under 50  |
| <u>6 %</u>    | <u>6 %</u>   | 50- 99    |
| <u>21.3%</u>  | <u>20.9%</u> | 100-199   |
| <u>21.3%</u>  | <u>24 %</u>  | 200-299   |
| <u>18.1%</u>  | <u>16.7%</u> | 300-399   |
| <u>11.1%</u>  | <u>9.7%</u>  | 400-499   |
| <u>7.4%</u>   | <u>6.5%</u>  | 500-599   |
| <u>3.7%</u>   | <u>6.9%</u>  | 600-699   |
| <u>3.7%</u>   | <u>2.7%</u>  | 700-799   |
| <u>4.6%</u>   | <u>3.2%</u>  | 800-999   |
| <u>.9%</u>    | <u>.9%</u>   | over 1000 |

6. Approximate number of employees

| Two years ago | Now          |           |
|---------------|--------------|-----------|
| <u>.4%</u>    | <u>0 %</u>   | under 100 |
| <u>2.8%</u>   | <u>3.7%</u>  | 100-199   |
| <u>4.2%</u>   | <u>4.2%</u>  | 200-299   |
| <u>7.9%</u>   | <u>5.1%</u>  | 300-399   |
| <u>3.2%</u>   | <u>7.9%</u>  | 400-499   |
| <u>14 %</u>   | <u>14.4%</u> | 500-699   |
| <u>12.6%</u>  | <u>12.1%</u> | 700-899   |
| <u>10.7%</u>  | <u>8.4%</u>  | 900-1099  |
| <u>9.8%</u>   | <u>11.2%</u> | 1100-1399 |
| <u>9.3%</u>   | <u>7.4%</u>  | 1400-1599 |
| <u>4.6%</u>   | <u>4.6%</u>  | 1600-1799 |
| <u>3.7%</u>   | <u>4.6%</u>  | 1800-1999 |
| <u>16.3%</u>  | <u>15.8%</u> | over 2000 |

7. Conditions existing in respondents institutions

|              |                            |
|--------------|----------------------------|
| <u>25.4%</u> | Collective Bargaining      |
| <u>56.1%</u> | Prospective Pricing System |

From this point forward PPS indicates responses of participants under pricing system and whole indicates responses of entire sample.

Changes in Institution

8. Major changes that have taken place over the past two years.

|                              |       | Greater | Fewer | Same  |
|------------------------------|-------|---------|-------|-------|
| . Number of services offered | PPS   | 89%     | 3.1%  | 7.8%  |
|                              | Whole | 84.8%   | 2.9%  | 12.3% |

|                             |       | Longer       | Shorter   | Same      |
|-----------------------------|-------|--------------|-----------|-----------|
| . Length of Patient stay    | PPS   | 3%           | 93.9%     | 3%        |
|                             | Whole | 2.4%         | 89%       | 8.6%      |
| . Census                    | PPS   | Higher 17.8% | Lower 72% | Same 10%  |
|                             | Whole | 16.8%        | 72.3%     | 10.6%     |
| . Cost containment measures | PPS   | More 94.6%   | Fewer .7% | Same 4.6% |
|                             | Whole | 95%          | 0         | 4.9%      |
| . Reorganization of staff   | PPS   | Yes 83.7%    | No 16.2%  |           |
|                             | Whole | 85.2%        | 14.7%     |           |

Changes in Volunteer Services Department

9. Types of volunteer services provided. (Reflects changes over the past two years.)

|             |               |                            |
|-------------|---------------|----------------------------|
| PPS 6.2%    | Added Service |                            |
| Whole 3.2%  | Added Service | Inservice                  |
| PPS 50%     | Added Service |                            |
| Whole 43.2% | Added Service | Community outreach         |
| PPS 20.9%   | Added Service |                            |
| Whole 27.5% | Added Service | patient education          |
| PPS 37.5%   | Added Service |                            |
| Whole 35%   | Added Service | Community health education |
| PPS 10.1%   | Added Service |                            |
| Whole 9%    | Added Service | Fundraising                |

10. Trend in the number of individuals volunteering over the past two years.

|       | Greater | Fewer | Same  |        |
|-------|---------|-------|-------|--------|
| PPS   | 55%     | 16.2% | 28.6% |        |
| Whole | 50.9%   | 17.5% | 31.7% | Adults |
| PPS   | 47.4%   | 24.3% | 26.8% |        |
| Whole | 48.7%   | 26.2% | 26.2% | Teens  |

|       | Greater | Fewer | Same  |                            |
|-------|---------|-------|-------|----------------------------|
| PPS   | 54.3%   | 14.9% | 30.7% |                            |
| Whole | 50.5%   | 17.5% | 31.8% | Students                   |
| PPS   | 57.3%   | 16.8% | 25.8% |                            |
| Whole | 58.3%   | 16.7% | 24.8% | Total number of volunteers |

11. Changes that have taken place over the past two years.

|  |       | Greater | Fewer | Same  |
|--|-------|---------|-------|-------|
| . Requests for volunteers by hospital staff          | PPS   | 87.9%   | .7%   | 11.2% |
|  | Whole | 87.9%   | 2.3%  | 10.6% |
| . Volunteer turnover rate                            | PPS   | 29.4%   | 10.8% | 59.6% |
|  | Whole | 31.3%   | 11.7% | 56.8% |
| . Number of volunteer services provided              | PPS   | 88.4%   | 3%    | 8.4%  |
|  | Whole | 86.7%   | 2.8%  | 10.3% |
| . Changed the duties of volunteers in existing areas | Yes   |         | No    |       |
|  | PPS   | 81.5%   | 18.4% |       |
|  | Whole | 78.5%   | 21.4% |       |
| . Number of volunteers in existing services          | PPS   | 61.6%   | 12.7% | 25.5% |
|  | Whole | 54.8%   | 12.9% | 32.2% |
| . Number of persons volunteering                     | PPS   | 60.7%   | 13.8% | 25.3% |
|  | Whole | 58%     | 14.1% | 27.8% |

Conclusion: Hospitals are offering more volunteer services. Hospital staff request services at a higher rate. The role of volunteers within service areas is changing. There are vast implications for recruiting and training functions of volunteer services with the number of volunteers increasing, as well as, the turnover rate being significant.

Conclusion: In general all volunteer services increased over the past two years. The largest increases are in those services involving the community. Hospitals were compared in many ways involving the variables of prospective

pricing, collective bargaining, size, and type of hospital. The only category of hospital to show a decline was a 6.2% in inservices services in hospitals that did not have prospective pricing but did have collective bargaining.

Changes in DVS Position

12. DVS indicating major functions or duties were added to responsibilities over the past two years.

PPS 65.6%  
Whole 53.5%

13. DVS indicating major functions or duties have been deleted from responsibilities over the past two years.

PPS 10.6%  
Whole 6.5%

14. Anticipate changes in responsibilities in the next 6-12 months

| Yes   |       | No    |       |
|-------|-------|-------|-------|
| PPS   | 46.8% | PPS   | 53.1% |
| Whole | 43.2% | Whole | 44.9% |

|                            |       | Permanent | Temporary |
|----------------------------|-------|-----------|-----------|
| Perceive the changes to be | PPS   | 90.4%     | 9.5%      |
|                            | Whole | 93%       | 6.9%      |

15. Reporting line changed in the last two years

|       | Yes   | No    |
|-------|-------|-------|
| PPS   | 33.8% | 66.1% |
| Whole | 33.7% | 66.2% |

Conclusion: The position of director of volunteer services is undergoing rapid and substantial change. Directors are find themselves in the dilemma of providing more services in an atmosphere where there are fewer resources. A higher level of managerial knowledge and skill is necessary, as well as, a high level of creativity and flexibility.

Overall Conclusion: Hospitals are currently undergoing dramatic changes. Those hospitals which are under prospective pricing did not always vary from the norm as much as might have been expected. Prospective pricing may have been the start of a trend but all hospitals must operate in a changing environment, and in most cases, a competitive market and therefore are affected by the same trends.

For additional clarification or to request permission to use this information please contact the American Society of Directors of Volunteer Services staff, 840 North Lake Shore Drive, Chicago, IL 60611 or call 312/280-6436.