

Ethnography Summary- Cari Wilson and Robert: Volunteer Services

Team members Joe Krause and Alex Charron interviewed Cari Wilson, the director of volunteer services for Saint Joseph's Hospital. The team also spoke with Robert, one of the volunteers at the hospital.

Date: 3/3/17

Type: Interview

Location: Office of Volunteer Services at Saint Joseph's Hospital

Team participants: Led by Joe Krause and accompanied by Alex Charron



User Characteristics: "Organizes volunteers throughout the hospital"

Memorable Quotes- "Unfortunately, our office does not handle much in terms of transportation, even though it is a huge problem for some people in this community."



Key insight- The volunteer office would be a good place to start when coming up with a solution for current transportation problems. If nothing else, the volunteer office has the ability to inform patients and direct them to the services that are currently available to get to and from their appointments. Rob for instance, welcomes people as they enter the building and he helps get them to where they need to be within the building. In the future, Rob could act as a first line of information when a patient needs help leaving the hospital because they do not have a mode of transportation.

Top 3 Learnings:

- The volunteer services office of SJHS does not handle much with transportation. Mainly, each medical office handles the transportation problem of patients in different ways, either through external organizations or medicaid.
- The Transpo bus comes right up to the hospital once an hour. It runs from 7am to 9pm on weekdays and from 9am to 6pm on Saturdays.
- The volunteer office does not solicit or spread awareness of the transportation solutions that are currently available for patients.



