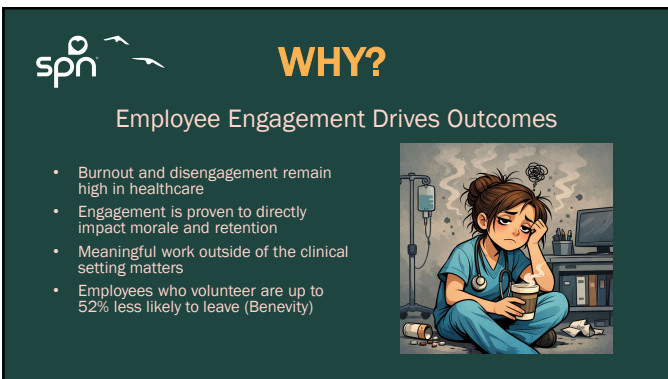




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The Gap



2023:

68 hours of CTO utilized

- Low awareness of benefits
- Minimal participation
- Limited collaboration across sites
- Volunteer programs are often underutilized without awareness



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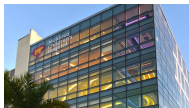
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Our Setting



Multi-Site Urgent Care System

- Multiple locations across South Florida
- Fast paced, high volume environment
- Limited cross-site interaction



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Project Aim



Our goal was to increase participation in Community Time Off (CTO) to enhance engagement, teamwork, and community impact.



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Our Strategy



How We Approached It

- Leveraged Professional Governance
- Increased awareness of CTO benefit
- Created friendly inter-site competition
- Promoted leadership support
- Evidence supports volunteerism as a driver as engagement



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Why Professional Governance



THE GAME CHANGER!

- Nurse-led initiative
- Ownership at the frontline
- Platform for engagement and innovation



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Implementation



What did we do?

- Promoted 8-hour paid CTO benefit
- Organized community events
- Standardized communication across sites



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Goal: Increase In Community Involvement

1 One Nickclass

2 Login

3 Dashboard

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Engagement Strategies

What made it work?

- Friendly competition between sites
- Increased visibility of participation
- Recognition of teams and individuals

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Sample Advertising Page

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Sample Advertising Page



Events Remaining - 2025

- Health in the Hood - Food Distribution - 12/19
- Fight Hunger with Feeding South Florida - 12/20
- Coach Spay's 5k - 12/22
- Spread joy: A Toy Drive to benefit Nicklaus Children's Hospital - 12/26
- Spread joy: A Toy Drive to benefit Nicklaus Children's Hospital - 12/27
- Spread joy: A Toy Drive to benefit Nicklaus Children's Hospital - 12/30




ONE Nicklaus Children's
Together we do more.



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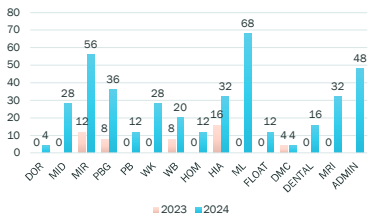
Results



The Impact

- 68 hours in 2023
- 408 hours in 2024


Community Involvement Hours



Department	2023	2024
DOP	0	4
MD	0	28
MIR	12	56
PSG	8	36
PB	0	12
WK	0	28
WB	8	20
HOH	0	12
HM	16	32
ML	0	68
FLDHT	0	12
DMC	4	4
DEPTAL	0	16
MRI	0	32
ADMIN	0	48


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Beyond the Numbers



Cultural Impact

- Improved staff morale
- Stronger teamwork
- Increased trust and engagement



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Sustainability



Carried into 2025!

- Continued participation
- Ongoing engagement across sites
- Embedded into organizational culture



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Lessons Learned



Key Takeaways

- Leadership support is critical
- Visibility drives engagement
- Competition motivates participation
- Culture change is achievable
- Engagement strategies aligned with evidence-based practices



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Lead By



Example



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Takeaways for You

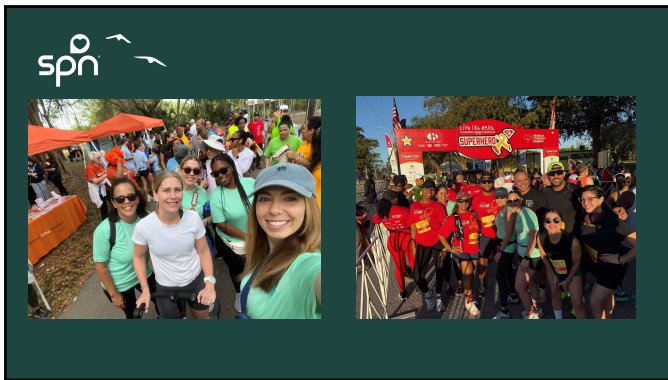


What You Can Apply

- Professional Governance as a driver for change and participation
- Volunteerism drives engagement and retention
- Small initiatives can create a large cultural impact



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The Facts



The Evidence Behind Our Work

- 57% decrease in turnover with volunteer engagement
- 80% stronger team relationships
- 92% improved culture and trust



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In Conclusion



When staff was given the opportunity and the push to go out and get involved in the community as a team, they did.



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Discussion



Lets Talk

- Does your organization offer volunteer benefits?
- What barriers exist?
- How can this work in your setting?



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