

Diane Gloor, CAVS

Burston Award 2004

UPMC Passavant

Years as DVS: 14

Advice from Diane:

Good organizational skills are important to help juggle multiple responsibilities. Focus on customer service (internal and external customers) to make sure volunteers have meaningful assignments. Be compassionate and never underestimate how your actions impact others.

What you didn't know about Diane . . .

- Newly-elected to the Board of Directors for Cranberry Township Community Chest.

Professional Accomplishments/New Programs started since receiving the Burston Award in 2004

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- Patient Safety Volunteer Program – selected by UPMC for a quality award in 2007
- Restarted an employee activity program as part of our employee retention initiative (also gives volunteer department more visibility).
- Support workforce development by coordinating nurse apprenticeship program, presenter for Student Nurse Institute (nurse camp) with LaRoche College, started an e-mentoring program for students who graduate from high school and enter nursing-related college program.
- Presenter at the Pa. Governor's School for Healthcare on the importance of hospital volunteers and how healthcare workers can engage and help to retain volunteers.