



Karla Bachl was promoted to director volunteer services for Lehigh Valley Health Network in April 2011, and is currently responsible for over 1,300 active volunteers and eight employees. Under Karla's direction, volunteer services has become a primary source of comfort and care to LVHN patients and visitors. Volunteers within LVHN and provide a service 194 departments, they share the responsibility of staffing the hospital gift shops and represent the network in community outreach programs and support the auxiliary, all under her guidance.

Karla has created and implemented a standardize streamlined procedure for volunteer intake to minimize the process time and expedite the service provided to patients and visitors Karla demonstrated her leadership ability when she began to oversee the summer volunteer program introducing 130 teenagers and 80 college students to the volunteering community Karla recently expanded volunteer services to support the LVH and warm welcome mission and continues to foster the mission by implementing the service at the new area health centers and the newly formed LVH-Tilghman campus.

Karla also has worked diligently to build and maintain a collaborative relationship with the Cedarcrest and Muhlenberg auxiliary boards. The president and executive boards of both organizations have come to rely on the support Karla provides and she has earned their respect as a partner in projects throughout the network and community. As an auxiliary liaison, Karla has embraced the opportunity to support the network and community by collaborating with the auxiliary on such projects as implementing point-of-sale system for all the LVHN gift shops facilitating and staffing auxiliary projects that include Allentown Fair Parking and fashion shows and auxiliary fundraising.

Karla holds bachelors of science degree in business management and associates degree in health sciences she received her CAVS certification in December 2012.

Karla has been a guest speaker for the PSDVS state conference in 2013 and is scheduled for 2014 speaking on best practices training and education with volunteers and healthcare. She was a scheduled speaker for the AHVRP national conference for directors of volunteer services in August 2014. She is the central chapter's vice president of the PSDVS and she's the vice president of the Society of Volunteer

Administrators of the Lehigh Valley. She's been a presenter for the volunteer center program management series speaking on interviewing and screening processes of volunteers and managing the orientation and training of volunteers. This program management series is to develop leaders in the Lehigh Valley in volunteer management.

Karla is also involved in her community with the Parkland school district gala, the PTO and theater. She's also the president of the Parkland softball booster club and Neft Union UCC Church as a children's church teacher.

Congratulations, Karla!