

Background

- ❖ Few previous studies describe the experience of hospital volunteers
- ❖ **Hypothesis:** 1) motivations for volunteering differ among volunteers participating in a Spanish language navigation program compared with other programs. 2) exposure to health care careers would be lower for volunteers from under-represented ethnic and racial groups
- ❖ **Objective:** describe: 1) motivations for volunteering 2) exposure to healthcare careers among volunteers, and to describe how these vary for volunteers in different hospital programs and across race and ethnicity.

Methods

- ❖ Survey sent to volunteers at UNC Hospital in Chapel Hill in 2016
- ❖ Respondents self-reported demographic data including age, race, ethnicity, and specific hospital volunteer program
- ❖ 10 questions about motivations for volunteering. 9 about career exposure
- ❖ **Outcome:** Assessed with a 5-point Likert Scale (strongly disagree to strongly agree)
- ❖ **Bivariate Analysis:** 2-sided Wilcoxon Test

Carolina Conexiones

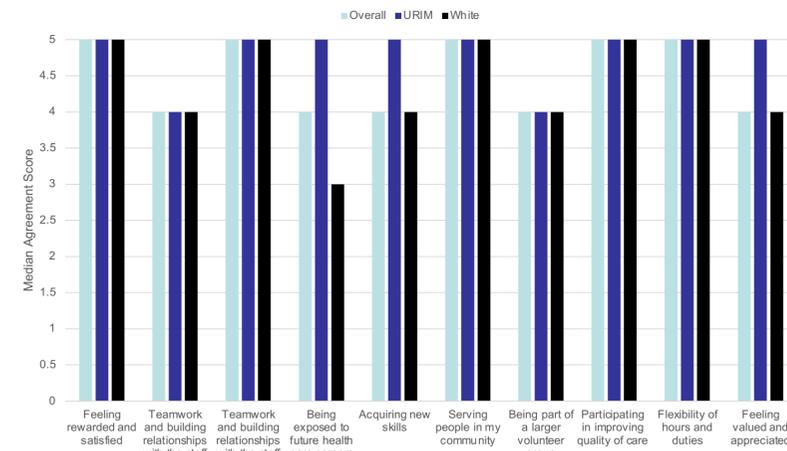
- ❖ Bilingual navigation program with UNC pediatrics
- ❖ Assist Spanish-Speaking families through check-in, triage and check-out

Demographics

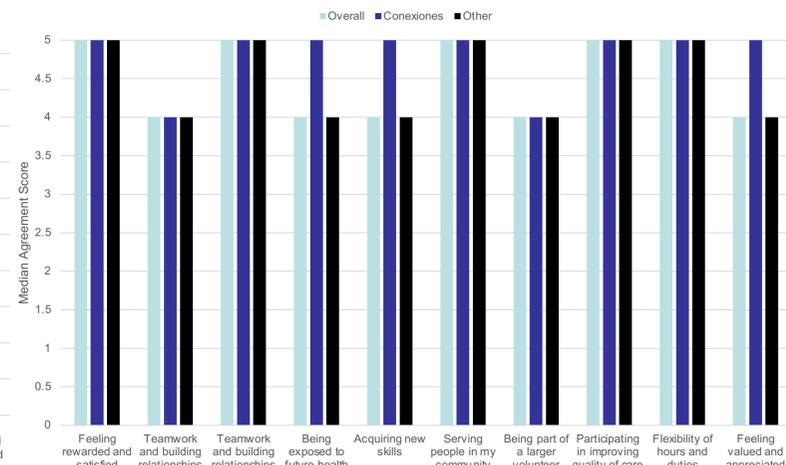
	Overall (N=147)
Participant Age	
Mean (SD)	38.6 (20.3)
Median [Min, Max]	29.0 [19.0, 77.0]
Participant Gender Identity	
Male	17 (11.6%)
Female	101 (68.7%)
Other	0 (0%)
Prefer not to answer	0 (0%)
Volunteer Role	
Conexiones	21 (14.3%)
Other	94 (63.9%)
Student	
Yes	56 (38.1%)
No	63 (42.9%)
Year	
First Year	0 (0%)
Sophomore	17 (11.6%)
Junior	20 (13.6%)
Senior	10 (6.8%)
Graduate First Year	2 (1.4%)
Graduate Second Year	2 (1.4%)
Other	5 (3.4%)
Race	
White	89 (60.5%)
Black or African American	11 (7.5%)
American Indian or Alaska Native	1 (0.7%)
Asian	9 (6.1%)
Native Hawaiian or Pacific Islander	0 (0%)
Other	9 (6.1%)
Ethnicity	
No, not Spanish/Hispanic/Latino	103 (70.1%)
Yes	16 (10.9%)
Country of Origin/Descent	
Colombia	3 (2.0%)
El Salvador	1 (0.7%)
Mexico, Mexican-American, Chicano	6 (4.1%)
Puerto Rico	3 (2.0%)
USA	98 (66.7%)
Venezuela	1 (0.7%)
Other	4 (2.8%)
Language Spoken	
Only Spanish	0 (0%)
More Spanish than English	1 (0.7%)
Both Equally	7 (4.8%)
More English than Spanish	32 (21.8%)
Only English	72 (49.0%)
Other	7 (4.9%)

Results

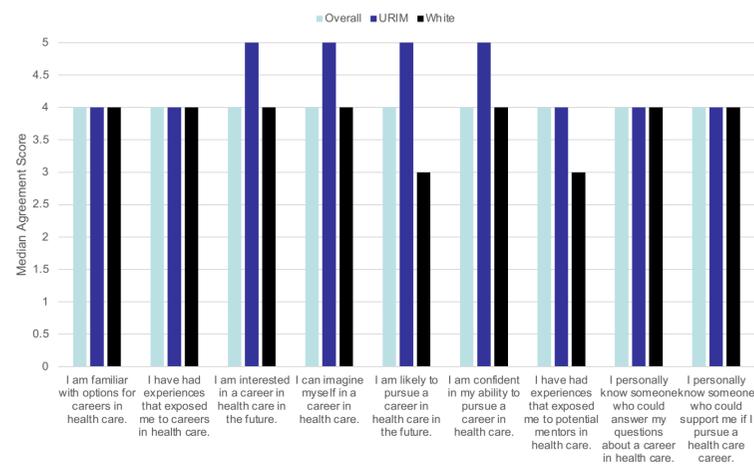
Motivations for Volunteering by Race and Ethnicity



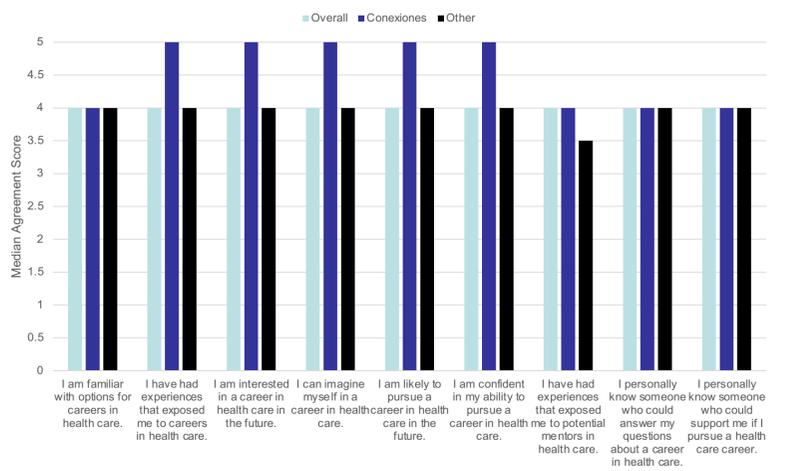
Motivations for Volunteering by Volunteer Program



Career Exposure by Race/Ethnicity



Career Exposure by Volunteer Program



Conclusions

- ❖ Motivating factors differ for volunteers in specialized volunteer programs designed to address specific gaps
- ❖ This sample may have selected for students who may already see themselves in healthcare.
- ❖ Volunteers from underrepresented backgrounds describe high levels of exposure to health careers, this suggests that volunteer programs may provide excellent opportunities for these students to continue to explore their interest.
- ❖ Future studies could consider how volunteer opportunities can be expanded to include students who may not feel that healthcare careers are accessible to them.

Acknowledgements

The authors appreciate the cooperation of UNC Health Volunteer Services in conducting this study, and the time and service of UNC Health volunteers and the Carolina Conexiones program.