

AHVRP Member Spotlight
April, 2018



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How many beds does your facility have?

1,400

How many volunteers does your facility have?

1,700

How many direct reports do you have?

13

Tell us why you got into healthcare volunteer resource management.

I have always been involved as a volunteer in many capacities. I wanted to be a nurse when I was younger, but found that was not the best path for me. I was too sympathetic and couldn't leave my patients at the end of the day. My concerns for my patients was too difficult to separate from my daily life. My husband saw a job posting for a volunteer coordinator at the hospital he was working for and encouraged me to consider using my management and medical experience skills. That's where it all began.

What is your most successful program and why?

It is very difficult to identify the most successful program. I believe all volunteers are contributors and to single out one program would be unfair since all of the volunteer programs I oversee are for the patient in one way or another. One of my favorite programs is Pet Therapy. Dogs are a great interruption to the day not only for patients but also for the staff. I believe that happy employees provide the key to excellence in patient care. This volunteer program touches many facets of the healthcare facilities.

Any words of wisdom would you would like to share with someone considering this profession?

To be a successful Volunteer Leader, one must understand the need for humans to help each other. It is critical to engage the appropriate volunteer to the appropriate position. Volunteers are the most caring people in the world and they want to help others, so use them wisely with great care. Not only does volunteer save resources, it adds a special touch to the organization that they are heartfelt about. Always remember as a volunteer leader, you manage the people who want to contribute to what they are passionate about. There is no paycheck or large reward for their work. They will be challenging to manage and difficult to teach. Look beyond the superficial and find the passion inside of them. It is your job to lead them to use their offerings money cannot buy.