



Experience Day 3: How do Volunteers Play a Role in the Health Services? (Zealand University Hospital and Roskilde Festival)

Overview

Denmark has a long tradition of volunteering. This applies to local sports associations, patient associations, and social work at local, national and international level. Experience day 3 to the town of Roskilde demonstrate this, and how it relates to healthcare.

The first part of the visit will be hosted at Zealand University Hospital, and will demonstrate how the organisation draws on the experiences and input from patients and relatives. There are 25 volunteer patients or relatives in the Patient Board.

The second part of the visit will be to *Ragnarock*, the museum for pop, rock and youth culture. Every year around 30,000 volunteers help to create the Roskilde Festival, the second largest music festival in Europe. In addition, Zealand University Hospital contributes to a health care station at the festival staffed with about 400 volunteer health care workers.

After attending the experience day, you will learn:

- How the involvement of volunteers creates value for the hospital
- How to recruit and organize volunteers in a hospital and in society
- About the pros and cons of using volunteering

Organisations

Zealand University Hospital

With a total of approx. 4,000 employees and 640 beds, Zealand University Hospital is the largest hospital in the Zealand Region and one of the major hospitals in Denmark. Zealand University Hospital offers specialized treatment in a wide range of diseases and receives selected acute patients from across the region. Zealand University Hospital is characterized by a significant degree of specialization, for example in cancer, cardiovascular diseases, and neurological diseases.

Zealand University Hospital is located in Roskilde and Køge, but has also specialized services at other hospitals in the Region of Zealand.

There is a very high degree of education and research activities at the Zealand University Hospital. The research is conducted in collaboration with other research institutes in Denmark and researchers from abroad.



A new large and modern hospital is under construction in Køge. When completed in 2024, the new hospital will come to house all departments.

Roskilde is one of Denmark's oldest cities and has approximately 50,000 citizens. Roskilde has many educational institutions for example a university college, a technical school, several high schools and Roskilde University. To name a few attractions - there is the famous Roskilde Cathedral, a UNESCO World Heritage Site, where 39 Danish kings and queens of Denmark are buried. Likewise, Roskilde has a famous Viking Ship Museum where you can experience five original Viking ships and learn about the famous Danish Vikings.

Køge is a city with approximately 37,000 citizens. Here you can experience the famous architecture of the town center and the old houses but also see the modern developed part of the city. You can also visit and go for a walk in a miniature version of Køge called "mini-city" and experience the history of the city. Køge is also an industrial center with a modern industrial and traffic port.

Programme for the visit

Time	Activity
8.00	Bus or train from Bella Center to Roskilde
9.00-10.00	<p>Welcome to Zealand University Hospital by the Patient Board and Board of Directors. The Patient Board will host the visit to Zealand University Hospital.</p> <p>Presentation: The Patient Board and the Board of Directors will share how they work and outcomes they have achieved. The Patient Board holds several important tasks at the hospital. There are patient representatives in all recruitment committees for hiring senior leaders such as directors, senior consultants, charge nurses etc. Further examples: members from the board in all standing committees: Quality, research, technology, leadership training etc. Ad hoc committees: testing of patient food, patient transportation etc. Participation in strategy development, testing, and development of ideas for new facilities. Participation in "open house" festivals, conferences etc.</p> <p>Presentation: Volunteering experience in Roskilde Municipality.</p> <p>Presentation: Volunteering – pros and cons by a specialist in volunteering.</p>
10.00-10.15	Refreshments
	Split into smaller groups for activities at the hospital



10.15-12.00	Various activities in small groups, discussions and reflections at world cafes. Opportunity to meet patients, relatives, staff, and presenters as well as volunteers. Talk about “What matters to you?”
12.00-12.30	<p>Reflection on the day so far – find a walking friend to continue the discussion during the walk to Ragnarock, the museum for pop, rock and youth culture 20-25 min walk.</p> <p>Ragnarock is a museum that tells the story of how the culture of youth has moved boundaries by the use of music and affected the society with different consumption patterns, technologies, and political opinions.</p>
12.30-13.15	Lunch at Ragnarock
13.15-14.15	<p>The Roskilde Festival is the second largest music festival in Europe with 130,000 participants. Approximately 30,000 volunteers and partnerships with 200 associations help to create the festival. By volunteering for one of Roskilde Festival's partner-associations, the volunteers all contribute to raising money for a wide range of good causes that make a difference for people all over the world. All profits are donated to charity after each festival.</p> <p>With 130,000 participants at the Roskilde Festival, there must be easy access to acute care. In addition to the nearby Zealand University Hospital in Roskilde, there is also health care services at the festival with health clinics, emergency treatment, 40 observation sites etc. About 400 volunteer health care workers staff the facilities.</p> <p>At <i>Ragnarock</i> members of the Roskilde Festival management will give an overview of the work with volunteers. In addition, volunteer doctors and nurses will share their experiences.</p> <p>https://www.roskilde-festival.dk/en/</p>
14.15-14.30	Refreshments
14.30-15.30	<p>You can choose: A guided tour of the museum or a guided tour in the surrounding district of Musicon.</p> <p>http://museumragnarock.dk/en/</p>
15.30-16.00	Refreshments and end of day reflexion
16.00	Return to Bella Center by bus

Programme subject to change