



2018 Evelyn Burston Award Recipient

Christi Brown is the Senior Director of Volunteer Engagement at WellSpan Health in York, PA and has been in this position since 2007. She oversees a volunteer program that includes 2,600 volunteers and 40 staff members. She is also responsible for other departments including Internship Services, Guest Services at WellSpan York Hospital, WellSpan Surgery & Rehabilitation Hospital and WellSpan Gettysburg Hospital, the York Hospital Gift Shop and she is the liaison between WellSpan Health and the hospital auxiliaries. Her responsibilities include recruitment and retention/engagement of both staff and Volunteers, strategic planning, collaboration with service line leaders to assist with improving the patient experience, compliance requirements and oversight of multiple budgets.

As a Continuous Learning Professional, Christi received her Bachelor of Science Degree in Business Administration from Elizabethtown College in 2011 and she is currently pursuing a Masters in Healthcare Administration at Drexel University. She is a Certified Administration of Volunteer Services (CAVS) and a Certified Volunteer Administrator (CVA). She graduated from Leadership York program and was awarded the Alumni of the Year Award in 2005. She is an active member of the PAHVRP Board, serving as the State Treasurer, and a member of Volunteer Pro and the Volunteer Administrator Network of York and Adams Counties

Christi is an active volunteer in her community serving as a Chairman for the United Way of York – Women United Steering Committee, the Junior League of York serving in multiple leadership roles, Council for Certification in Volunteer Administration board member and the Essence of Humanity Committee as a committee member. She formerly volunteered with the American Heart Association – Go Red For Women Luncheon as the co-chair.

Christi was instrumental in the creation of the Project One Ambassador Committee. The role of the Ambassador was to ensure a seamless transition to the new electronic health record (Epic) for patients. As Project Manager for this committee, her responsibilities included designing training materials, communication materials to the public, determining locations of Ambassadors, creating schedules, sign-ups, scripting and building toolkits for all Ambassador

locations along with recruiting WellSpan leaders to sign up for Ambassador shifts. The program went so well that she will be responsible for other upcoming implementations. She has also participated on the Patient and Family Experience Performance Council to ensure a patient-family centered experience. Throughout the past several years she implemented an “At Your Service” Concierge Program, Gift Shop Benchmarks and a Pampering Program for patients having pain issues during their hospital stay.