On the cover: James Rechs, Hanna Hughes, Karthik Myneni, Aurella (Sugar) Brandt, Alice Geng
“We all have the capacity to be a superhero. In order to become one, you just have to find your unique power or ability and exploit it for the greater good. The cape and mask are optional accessories, but a kind heart is essential.”

– Robert Clancy
EXECUTIVE SUMMARY

A world-class organization like Mayo Clinic is defined by certain core values and characteristics including respect, integrity, compassion, healing, teamwork, innovation, excellence, stewardship, and a passion for serving patients. These same words fittingly define the dedicated staff and volunteers of Mayo Clinic Volunteer Programs (MCVP). Our volunteers willingly come together for the betterment of the patients, visitors, and staff. They are invaluable, and research indicates organizations that leverage volunteers effectively are significantly more adaptable, sustainable, and better resourced to do their work. As the director, I am honored to share the 2016 MCVP annual report with you. This report serves as an overview of our many accomplishments. These accomplishments effectively support Mayo Clinic’s strategic plan and mission and align with MCVP’s mission of providing compassionate, supportive volunteers who respond to the needs of those we serve.

2016 was a very exciting and productive time for MCVP, and we were fortunate to celebrate a myriad of “firsts.” We showcased our first annual report, completed our first caring hands research study, achieved for the first time a 99.2% completion rate with required annual training, implemented the first online volunteer application, added multisite volunteer orientations, and launched the first program-wide volunteer newsletter. We added new service areas to better meet the needs of our patients and assisted with countless institutional projects and events. In addition, our hospital gift shop proceeds were favorable to plan which directly benefited Mayo Clinic patients, staff, and organizational initiatives.

MCVP shines as a beacon of excellence. Over the past year, our staff and volunteers have increased collaborative efforts to develop exemplary services such as wayfinding. Being dissatisfied with the status quo, we encourage creativity and innovation as MCVP evolves to meet the needs of patients, visitors, and staff. In 1910, Dr. William J. Mayo stated, “The best interest of the patient is the only interest to be considered.” This year’s report contains many examples of MCVP’s relentless focus on the needs of the patient. I would like to thank our staff and the 1,540 volunteers who provided a meaningful contribution of 144,825.77 hours (69.6 FTE) along with unprecedented dedication and passion in 2016. It was extremely rewarding to witness how our initiatives and support impacted patients, visitors, and staff. MCVP is truly comprised of superheroes!

Kimberly Van Rooy

Director, Mayo Clinic Volunteer Programs
MAYO CLINIC VOLUNTEER PROGRAMS STAFF

Front row: Colleen Tweite, Mary Skifton, Ann Freund, Elyse Davis, Kimberly Van Rooy, Mary Ruesink
Back row: Lynn Benrud, Joy Armentrout, Lisa Brink, Rebecca Hynes, Chris Rustad, Marie Aaberg, Ardis Denn, Gail Cook
Not pictured: Amber Frank, Elaine Goetsch
MCVP PRESIDENTS

Kathy Jacobson, Saint Marys Campus Volunteers

Not pictured: Keith Meade, Methodist Campus Volunteers

VOLUNTEER LEADERSHIP

Volunteer leaders are a vital component of the MCVP operation across the entire Rochester campus. They assist with training, onboarding, and mentoring new volunteers into 41 service areas, serve as liaisons with departmental supervisors and staff, and share feedback and suggestions about the areas in which they serve. They are truly an asset. We extend a sincere thank you to all of the 2016 leaders!
ALIGNING WITH MAYO CLINIC’S STRATEGIC PLAN

Mayo Clinic’s strategic plan drives MCVP’s operations and initiatives. This alignment ensures Mayo Clinic values influence our decisions and are modeled in the volunteers’ daily interactions with patients and visitors.

The exchanges volunteers have with patients contribute to delivering the highest levels of patient value, providing unparalleled customer experience and increasing availability of Mayo Clinic’s knowledge and expertise.

STRATEGIC PLAN

Deliver Highest-Value Care To Be Most Trusted and Affordable
Achieve Mission-Advancing Financial Performance
Transform the Practice
Achieve Operational Excellence
Expand Our Reach
Invest in Talent and Technology
**DETERMINE HIGHEST-VALUE CARE TO BE MOST TRUSTED AND AFFORDABLE**

- Provided over 69 FTE for patient services and amenities that would otherwise not be available
- Revamped Caring Hands program
- Revamped No One Dies Alone (NODA) program
- Made over 19,500 handicraft items for patients

**ACHIEVE MISSION-ADVANCING FINANCIAL PERFORMANCE**

- Provided over 144,800 hours which equates to over 69 FTE and $3,649,615. These figures are based on the value of volunteer time from the Independent Sector data released by the Bureau of Labor Statistics.
- Reported gift shop profits and revenues that were favorable to plan

**TRANSFORM THE PRACTICE**

**INSTITUTIONAL REVIEW BOARD (IRB) RESEARCH STUDY PROTOCOLS**


**POSTER PRESENTATION**

Come and See: Educating Children About Hospitalization poster presentation at the Society of Pediatric Nurses 26th Annual Conference in Minneapolis, Minnesota

**ACHIEVE OPERATIONAL EXCELLENCE**

- Streamlined Young Volunteer and college recruitment process
- Revamped and developed shared general orientation across campus locations
- Implemented a shared administrative assistant inbox
- Consolidated gift shop Facebook pages
- Conducted operational assessment with Management Engineering and Internal Consulting for gift shop operations
- Revamped and combined volunteer newsletters
- Revamped annual training process
- Developed Welcome Desk emergency response training
- Initiated refresh of Orientation Handbook
- Created phone line triage for gift shops
- Implemented new cash register system in gift shops
EXPAND OUR REACH

+ Participated in Rochester Association Volunteer Administrators volunteer fair
+ Provided Caring Hands massages at Methodist Campus and Saint Marys Campus in support of Nurses Week

INTERNAL PARTNERSHIPS

+ Blood Donor Center
+ Cancer Center
+ Chaplaincy
+ Charter House
+ Child Life Specialists
+ Dan Abraham Healthy Living Center
+ DC Magnum Literacy Festival
+ Department of Development
+ Department of Nursing
+ Environmental Services
+ General Service
+ Gold Cross
+ Hospice
+ Human Resources
+ Infection Prevention and Control
+ Integrative Medicine and Health
+ Morrison Healthcare
+ Occupational Health Services
+ Office of Patient Experience
+ Office of Staff Services
+ Patient Education Resource Center
DEVELOP NEW PRODUCTS AND SERVICES
Created best practice Caring Hands training videos used throughout enterprise

Gift shop funds supported Innovation Grants for the following areas:

+ Pediatrics
  » Digital memory cards for special nursery patients and families
  » Beads of Courage
  » Support our Staff

+ Nurse managers
  » iPads for surgical/trauma intensive care unit
  » Improving communication for patients with artificial airways
  » DVD players for patient rooms

INVEST IN TALENT AND TECHNOLOGY
+ Funded Young Volunteer scholarships
+ Funded continuing education nursing scholarships
+ Developed Enterprise SharePoint site
+ Initiated Human Resources Healthy Dialogue modules
+ Supported Come and See Program

“I really appreciate the volunteers when they go in and talk to the patients and families that are waiting for their surgery. The volunteers are such a critical part of our team! Thank you so much for all that you do!!!” – Sarah Pool
SPECIAL PROJECTS AND EVENTS
Throughout the year, volunteers are instrumental in assisting with departmental special projects and organizational special events.

SPECIAL PROJECTS
+ Post wellness elevator signs
+ Bundle and label magazines (600 copies of 15 magazines)
+ Deliver and mail magazines
+ Label and stuff bulletin board mailings
+ Deliver brochures
+ Refill patient appointment cards
+ Post Workforce Insights flyers
+ Assemble and distribute Department of Nursing Fall Prevention table tents
+ Facilitate special art tours
+ Hang calendars in meeting rooms
+ Assemble packets and stuff envelopes for Orthopedics, Cardiovascular CME, Argent Society, Office of Staff Services, Employee and Community Health, Continuing Nursing Education, Rehabilitation, Mayo School of Graduate Medical Education
+ Assemble certificates for Quality Academy and scrolls for ICD-10 Celebration
+ Assemble aromatherapy packets for Media Relations

SPECIAL EVENTS
+ 2016 American Heart Association's Heart Walk
+ Annual Cancer Survivor Celebration
+ Art & Ability Exhibit event
+ Carillon Concert - Rochesterfest Kick-off
+ Caring Hands special events
+ Celebration of Life Memorial Service
+ Come and See
+ Community Leadership Luncheon
+ Feel the Beat
+ Flu Clinics
+ Healthcare Career Festival
+ Heritage Days
+ Historical Suite/Archives Emeritus Staff event
+ Holiday caroling at Saint Marys and Methodist
+ Holiday Tea
+ Humanities in Medicine Events
+ Jacobson Compact 3T MRI Scanner Dedication
+ Marfan Conference
+ Mayo History Open House
+ Music is Good Medicine ongoing events
+ NICU picnic
+ Nurses Week
+ Peregrine Falcon Display Assistance
+ Saint Marys Hospital Pediatric Parade
+ Side Effects performance
+ Sister Generose Gervais funeral/memorial service
+ Staff Winter Social
+ Summer III nursing program
+ Valentine's Day and Administrative Assistant Day Flower Delivery
+ Wear Red Day
+ Women of Mayo Clinic event
+ Women-Heart Conference with Mayo Clinic Cardiology
OVERALL PROGRAM DATA

- **Total Volunteers:** 1,540
- **MAYO Employees:** 232
- **Non-MAYO Employees:** 1,308
- **New Volunteers:** 372
- **Total Service Hours:** 144,826

- **FTE (Full-Time Equivalent):** >69
- **Total Value Add:** $3,649,615

**Ages of Volunteers:**
- **20s:** 197
- **30s:** 25
- **40s:** 146
- **50s:** 293
- **60s:** 339
- **70s:** 172
- **80s:** 172
- **90s:** 25
- **Not Reported:** 22

**Gender Distribution:**
- **Females:** 1,199
- **Males:** 341
- **Couples:** 79
HOSPITAL GIFT SHOPS

Mayo Clinic Volunteer Programs has two hospital gift shops – Sisters Crossing Gift Shop (located at Saint Marys Campus) and Methodist Campus Volunteer Gift Shop. Our hospital gift shops are non-profit and proceeds help support programs and services for patients, visitors, and staff.
### Funded by Methodist Campus Volunteer Gift Shop

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<tr>
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<th>Description</th>
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<tr>
<td>$9,700</td>
<td>Methodist Volunteer Founders (Scholarship) Grant for Continuing Nursing Education</td>
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<tr>
<td>$9,700</td>
<td>Mayo Clinic Young Volunteers Scholarships</td>
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<td>$55,727</td>
<td>Good Samaritan Fund</td>
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### Through Growth Funds

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<tr>
<td>$100,000</td>
<td>Mayo Clinic Hospital – Methodist Campus, Chapel Renovation</td>
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<td>$40,000</td>
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<td>$5,000</td>
<td>Wigs for Hope &amp; Healing Patients</td>
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<td>$516</td>
<td>iPads for Pediatric Patients</td>
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<td>$2,688</td>
<td>Craft Supplies</td>
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### Funded by Sisters Crossing Gift Shop Proceeds

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<td>Come and See Program</td>
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<td>Handicrafts Service</td>
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<td>$30,956</td>
<td>Heart &amp; Lung Pillows</td>
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<td>Sib Shop</td>
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<tr>
<td>$7,000</td>
<td>Alcoves Art Work</td>
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GIFT SHOP PATIENT STORY

In 1993, a gentleman was shopping at Methodist Campus Volunteer Gift Shop. His wife was a patient battling a terminal cancer. While visiting the gift shop, he was drawn to a deck of cards with images of a creek, tree, and flowers. Even though his wife did not play cards, the pictures spoke to him, so he purchased them. When he returned to his wife’s room, he showed her the cards. She said while he was gone she had a dream that included a creek, tree, and flowers. In this dream, God spoke to her and told her he would take care of her. Twenty-six years later, on December 13, 2016, this same gentleman returned to the Methodist Campus Volunteer Gift Shop to buy his cancer-free wife a necklace and earring set, and he felt compelled to share his story with a gift shop volunteer.

Roberta Johnson, hospital gift shop volunteer

Elise Pemberton, hospital gift shop volunteer

Roberta Johnson, hospital gift shop volunteer
VOLUNTEERING IS FOR ALL AGES

Mayo Clinic’s young volunteers come from nine communities and 22 schools. They strive to be service champions contributing to Mayo Clinic’s primary value, “The needs of the patient come first.”

We are honored to have a diverse age range of volunteers contributing to our program’s goals, success, and impact. In fact, in 2016 this diverse group included volunteers ages 14 to 99. There were 25 individuals across our program in their 90s who actively served offering their time and talents to the needs of patients, visitors, and staff. Collectively they contributed 3,710.25 hours of volunteering in 2016. We are grateful for their dedication and service!

“Age is nothing but experience, and some of us are more experienced than others.” – Andy Rooney
SERVICE AREAS

In 2016 Mayo Clinic volunteers offered assistance in 41 unique service areas. Dedicated volunteers provided compassionate support Monday through Sunday across the Rochester campus in both the inpatient and outpatient settings.

“I love our volunteers. They help family members in the waiting room and keep the coffee going.” – Betty Ballstadt
CARING CANINES

In conjunction with Integrative Medicine, Mayo Clinic volunteers and their Caring Canines therapy dogs provide compassion and support patients socially, physically, and mentally.

“A pet is a medication without side effects that has so many benefits. I can’t always explain it myself, but for years now I’ve seen how instances of having a pet is like an effective drug. It really does help people.” — Dr. Edward Creagan Oncologist at Mayo Clinic, Rochester, MN
CARING HANDS STANDARDIZATION

Caring Hands volunteers provide our patients, visitors, and staff with light, non-therapeutic hand massages scientifically proven to decrease anxiety and stress. Historically, there was not a consistent practice between the Rochester campuses. In 2016, a core team of volunteers, including Sharon Parham, Judy Ballard, and Carol Daugherty, partnered with staff to revise the training methods and establish a standard protocol. The team collaborated with Infection Prevention and Control when developing the standardized best practice. As a result, three videos were produced by our Creative Media team and are available on YouTube. In the spirit of collaboration, all training resources are available on a Volunteer Programs enterprise SharePoint site.

CARING HANDS RESEARCH STUDY

Over the years, Mayo Clinic Volunteer Programs has established a strong partnership with Integrative Medicine working together on various initiatives. In 2016, one substantial collaborative effort was a Caring Hands research study. From May through early July, Mayo Clinic Volunteer Programs partnered with Integrative Medicine to conduct an IRB research study (IRB Study ID 16-001790) in Outpatient Chemotherapy on Gonda 10. There has been anecdotal evidence that Caring Hands has a positive impact on patients, but this study was an opportunity to gather data validating it. The title of the study was “Caring Hand Massage – an intervention in cancer patients undergoing chemotherapy in an outpatient setting – a pilot study.” The goal of this study was threefold:

+ Evaluate the feasibility of providing hand massages in an outpatient setting
+ Evaluate the outcomes of symptoms and feelings pre- and post-massage
+ Determine the satisfaction and interest in Caring Hands massages

As part of this study, forty patients completed a survey before and after receiving a hand massage from a Caring Hands volunteer. The outcome of the study was extremely positive. In fact, the scores for all symptoms and feelings measured through the pre- and post-surveys moved in a positive direction – most of them in a statistically significant manner. One patient went as far as to note, “Excellent to take mind off chemo!” On November 7, Volunteer Programs staff and Integrative Medicine presented the outcomes at Integrative Medicine and Health Grand Rounds. Additionally, the study will be presented at professional conferences nationally and internationally. These will be opportunities to share the positive impact our volunteers and the Caring Hands service have on the overall patient experience. It also showcases how our volunteers are an integral part of the healthcare team.

Carol Daugherty, volunteer

HAND MASSAGES

8,960

In 2016, Caring Hands volunteers provided 8,960 hand massages in our service areas across the Rochester campus. This is a 21% increase over last year.

21%

INCREASE OVER LAST YEAR
Caring Hands volunteers at Nurse Appreciation Week

CARING HANDS – SPECIAL EVENTS

Research and positive feedback from patients and staff confirms the impact Caring Hands volunteers have in the inpatient and outpatient settings where the service is offered. Knowing how relaxing and popular the massages are, it’s not surprising that departments often contact Mayo Clinic Volunteer Programs to inquire if Caring Hands volunteers are available for special events and requests. Volunteers were able to fulfill several special requests throughout the year.

In May 2016, we were delighted to participate in Nurse Appreciation Week. As a way of expressing our gratitude to nurses, volunteers offered 103 hand massages over the lunch hour at Saint Marys Campus and the Methodist Campus. The Heritage Classic held on September 25, 2016, provided a fun outdoor venue for volunteers to offer hand massages to event participants. A total of 83 massages were given. Children, as well as adults, were delighted to take a brief break from all the excitement the event had to offer as they relaxed and received a hand massage.

Additionally, volunteers provided hand massages to nurses at the Neonatal Intensive Care (NICU) unit, nurses and staff in pediatrics for a wellness event, nurses at the Complementary Therapies for Pain Class, and the Sisters at Assisi Heights.

“When the volunteer comes around and gives a hand massage, not only does the recipient feel better, but the people around them see what it’s doing and lighten up, and seem more comfortable.”

– Patient Experience comment
CHILD LIFE

Pediatric patients, their siblings, and other family members often face stress and anxiety when in a medical environment coping with illness or trauma. Child life specialists, trained to help children (infant to 18 years old) and their families, collaborate with doctors, nurses, social workers, and volunteers to meet the many needs that occur in these situations. Using a developmentally-appropriate framework, they focus on diagnostic education, therapeutic and developmental play, coping strategies, support, and music therapy.

Volunteers assist the Child Life team in the hospital setting at both Saint Marys Campus and Methodist Campus. They often play games with pediatric patients and/or their siblings, assist in playroom activities, or have a presence at the patient’s bedside. Volunteers also assist Pediatric patients on Mayo 16 by handing out books, offering coloring activities, and providing face-to-face interactions.

When it comes to special times of the year and traditional celebrations, volunteers are also there to help. In October, they assisted with the Halloween parade at Saint Marys Campus by helping with costumes for the pediatric patients, planning the indoor route, and pulling their little wagons. The smiles on their young faces made it all worthwhile!

According to Kristi Rodgers, M.A., CCLS, manager of the Child Life Program at Mayo Clinic, Rochester, “Volunteers are a tremendous blessing! Their passion for service and desire to make a difference is evident in their interactions with patients and families. They truly make the hospital an easier place to be by supporting normalcy through play and leisure activities.”
WHEELCHAIR ROUNDPUP
To help ensure Mayo Clinic patients always have access to a wheelchair, Mayo Clinic Young Volunteers partner with General Service to round up wheelchairs at Damon, Graham, and Saint Marys campus parking ramps.

BROCHURE DELIVERIES
To guarantee Mayo Clinic patients have access to educational resources, Young Volunteers delivered and stocked a total of 159,407 brochures for the Patient Education Resource Center.

WHEELCHAIRS ROUNDED UP
5,284

BROCHURES DELIVERED
159,407
NO ONE DIES ALONE

At Mayo Clinic, the needs of the patient come first, even during the end stages of life. Since 2011, volunteers participating in No One Dies Alone (NODA) have provided a reassuring and comforting presence for patients who are alone and nearing the end of life. When it’s not possible for a friend or family member to be with the patient in their final hours, volunteers are dispatched to provide compassionate companionship. Nurses or physicians can request a NODA volunteer at any hour for patients who have been placed on comfort care and are in the end stages of life. This service is invaluable when family or friends are unable to be at a patient’s bedside during their final hours.

In 2016, 24 vigils were activated, and volunteers covered a total of 317 hours. To ensure adequate volunteer coverage, an additional 58 volunteers were added to the NODA team. There is an ongoing need for volunteers as the demand for the service continues to grow.

NODA volunteers have a profound impact on patients, Mayo Clinic staff, and family members. The following testimonial from Kathleen showcases a daughter’s gratitude for this service.

The stress began to take an emotional and physical toll on Kathleen as she struggled to take care of her mom while working full-time. Kathleen’s mom had been declining for some time, but fortunately, she was able to provide around the clock care for the past six months. A hospice nurse sensing Kathleen needed a break for self-care encouraged her to attend a family reunion in Iowa. While away on her short trip, Kathleen learned her mother was admitted to Mayo Clinic Hospital - Saint Marys Campus. Kathleen was returning from Iowa when she received a call asking permission to initiate a NODA vigil for her mom. Kathleen provided consent for volunteer support at the bedside, and shortly after that, her mom passed away.

Kathleen’s guilt was eating her alive, so she reached out to talk to the volunteer who was with her mom when she passed away. NODA volunteer, Lynn Stolp, was willing to respond to her request. Kathleen states, “That letter was my turning point that began the healing process for me. I will always cherish Lynn’s thoughts and words. I am still convinced she is an angel; her message was the perfect balm for my aching heart.”

“I enjoy volunteering because it allows me to interact with patients outside my working role as a nurse. I am able to be present with the patient and take my time providing one to one care in a more relaxed manner. I volunteer with NODA and find it to be an amazingly rewarding program. I feel so honored to be able to sit with a patient during their last days. Volunteering has brought a new joy in my life as I feel that I am able to provide comfort to those in need during a very pivotal time in their lives. Thank you for this opportunity!” – Jaime L. Hanson
WAYFINDING

Navigating unfamiliar territory can be overwhelming. In fact, it is not unusual to encounter patients and visitors in the hallways, at any given time, needing directional assistance. This is when staff and volunteers jump into action without hesitation to provide support. It is also what inspired Cliff Sjolund, Jr., one of our volunteers, to bring forward a proposal in early 2016 for a new wayfinding service. The intent of the proposed service was to walk the hallways offering directional assistance to those who need help finding their destination.

MCVP staff reviewed Mr. Sjolund’s proposal and agreed this would fill a gap in service. As a result, in April a one-week pre-pilot was conducted. This was a collaborative effort for volunteers at Mayo Clinic Campus, Rochester Methodist Campus, and the Young Volunteer Program. During the pre-pilot, volunteers walked the pathway between Desk C in the Hilton Building to Desk R in the Charlton Building providing assistance. The data collected was promising and provided a foundation to move forward with a longer-term pilot.

During the summer, a team of staff and volunteers came together to develop plans for a longer-term pilot. The group of volunteers assisting with the service, along with the footprint covered, was expanded. A total of 20 volunteers participated in the three-month pilot from September to December. Equipped with a pedometer and counter, the volunteers provided assistance to patients and visitors on the downtown campus. The outcome was very successful. Collectively, they provided 2,448 assists and walked nearly 40 miles. During their shift, volunteers averaged almost 23 assists.

Beyond the data collected, the feedback from staff, volunteers, and patients was overwhelmingly positive. Staff at the Information Desks and volunteers at the Welcome Desks were able to collaborate with the wayfinding volunteers by “handing off” those who needed help navigating to locations that are difficult to describe verbally. Furthermore, this service proved valuable when assisting patients with language barriers or vision impairment. Rather than trying to describe the pathway, wayfinding volunteers were able to accompany the patient or visitor to their destination.

Based on the positive data from the pilots, staff decided to make wayfinding a permanent service. The goal is to build on the positive momentum and expand the team in 2017. This is another example of a successful collaborative effort across campuses. It is also another example of our volunteers putting the needs of patients first.

“My first contacts, the ‘guides’ (wayfinders), the men and women who help visitors find the correct building, office, clinic and general information. They were outstanding.” – a grateful patient
I appreciate the toe cozies the volunteers make. They certainly have kept my toes warm this winter! – Patient Experience comment

19,518 ITEMS CREATED WITH LOVE

- 5,997 STUFFED ANIMALS
- 4,180 NEWBORN CAPS
- 3,907 SURGICAL CAPS
- 2,263 HAND-KNIT BABY HATS
- 163 PILLOWCASES
- 3,907 BABY QUILTS
- 60 QUILTED PHOTO HOLDERS
- 2,263 QUILTED MEMORY ENVELOPES
- 15 WALKER CADDIES
- 32 DISTRACTION APRONS
- 32 QUILTED BASKET LINERS
- 720 NECKLACES
- 32 QUILTED PHOTO HOLDERS
- 720 NEWBORN CAPS
- 2,263 HAND-KNIT BABY HATS
- 11 REMEMBRANCE BAGS
- 4 GIFT BAGS
- 163 PILLOWCASES
- 32 BABY QUILTS
- 15 WALKER CADDIES
- 32 QUILTED MEMORY ENVELOPES
- 4 KNITTED BOOTIES
- 4 HAND MOLD BLANKETS
- 546 BEREAVEMENT ITEMS
- 275 HAND COZIES
- 219 PRAYER SHAWLS
- 530 TOE COZIES
- 244 PEDIATRIC TEACHING DOLL GOWNS
- 258 PEDIATRIC TEACHING DOLL GOWNS
- 720 NECKLACES
Our oldest son had surgery at Methodist when he was 7 years old. He was given a stuffed animal (a blue elephant) similar to the ones in the photo. He is now 42 years old and still has the elephant. It is in his keepsakes along with many other meaningful things from his childhood.

– Patient Experience comment

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ALCOVES ARTICLE

Each year Mayo Clinic celebrates Heritage Days in October. This is a time to reflect on our legacy and traditions. This past year, Saint Marys celebrated the 75th anniversary of the Francis building named in honor of the Sisters of Saint Francis who founded Saint Marys Hospital. A special ceremony took place in recognition of this memorable occasion. The Mayo Clinic Values Council placed artwork funded by the Saint Marys Campus Volunteers in the alcoves on each side of the Francis lobby doors.

Sister Ramona, Sister Lauren, and Sister Tierney presented and blessed the tributes to St. Francis and St. Claire and commented on how the past leads to the future as we walk in the footsteps of those who have gone before us. The blessing by Sister Lauren was done with Holy Water from Lourdes. The alcoves are a beautiful addition to the St. Francis Lobby.

MOSAIC ARTICLE

In a special ceremony during Heritage Days, a portion of the Renewal of Life mosaic was revealed in the lobby of Methodist Campus. The mosaic is a museum-quality display adorned with special lighting. Billie Needham, charter member of the Methodist Campus Volunteer (MCV) Program, had the honor of unveiling the mosaic and her husband Gerald Needham, Ph.D., an early leader of the hospital and also a volunteer, was present as well.

As Dr. Robert Brown, Chair of Mayo Values Council stated, “A renewal of life for each patient is a concern of Mayo Clinic— a physical, intellectual, spiritual, emotional renewal” and what better way to demonstrate that then with the hope and splendor this work of art brings to patients, visitors, and staff.
WELCOME DESK TRAINING

Mayo Clinic Volunteer Programs (MCVP) is committed to a culture of safety. As part of this ongoing commitment, MCVP partnered with experts from Gold Cross on a Silver Quality Academy project to refine the emergency response training for volunteers stationed at the Welcome Desks.

Mayo Clinic volunteers had the opportunity to participate in an active training session with Gold Cross paramedic, Jill Ryan Schultz, AAS, NRP, during the months of November and December. The training was required for all welcome desk volunteers, but the education sessions were opened up to all volunteers given the positive feedback after the first session. A total of 238 volunteers attended the training. Recognizing that medical incidents can be stressful, the information presented provided the tools needed to increase knowledge and confidence when responding to a medical emergency.

SURVEY RESULTS CONDUCTED BEFORE AND AFTER VOLUNTEER TRAINING SESSIONS

<table>
<thead>
<tr>
<th>AGREE</th>
<th>DISAGREE</th>
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<tr>
<td>12.4%</td>
<td>87.6%</td>
</tr>
<tr>
<td>32.2%</td>
<td>67.8%</td>
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1. I FEEL CONFIDENT RESPONDING TO A MEDICAL EMERGENCY

PRE-SURVEY: 12.4%
POST-SURVEY: 100%

2. I FEEL I HAVE HAD ADEQUATE TRAINING TO RESPOND TO A MEDICAL EMERGENCY

PRE-SURVEY: 32.2%
POST-SURVEY: 100%
COMMENTS FROM PATIENT EXPERIENCE

It is common for Mayo Clinic patients and services areas to share feedback about the volunteers’ impact via comment cards, emails, thank you letters, or phone calls. Included is a sampling of comments received throughout 2016 showing how our volunteers are truly superheroes!

“When the snacks come around, the whole mood of the place changes, people lighten up, and there seems to be more serenity.” – Patient Experience comment

“When the volunteer comes around and gives a hand massage, not only the recipient feels better, but the people around them see what it’s doing and lighten up, and seem more comfortable.” – Patient Experience comment

“I can say nothing but excellent things. They all treat you like they care. Volunteers are very helpful.” – Patient Experience comment

“I love coming to my appointments for chemo treatment. Every single nurse there shows they care about how I feel and always ask how they can help me. I sure miss seeing them. I also love the volunteers that help in that area. Thank you for having the best people ever! I felt pampered with the awesome selection of beverages and snacks, and I love the care caps as well. God bless all these people trying to make my life easier!” – Patient Experience comment

“The library is a wonderful resource. My mom and I enjoyed visiting our cheerful room when my dad was in the hospital. We also checked out items that helped pass our time. Thank you to the wonderful volunteers.”

– Patient Experience comment
COMMENTS FROM MAYO CLINIC STAFF

“Thank you so much to our wonderful volunteers on station 2–4, 5–3 and 6–3 for all your assistance throughout the year!! Our patients and their families benefit highly from your kind and caring attitudes and service to them!! It is always great to see your smiling faces on the unit! We appreciate you tons!” – Sigri Jobe

“The volunteers at Gonda Lobby are exceptional. They help make the patient experience better by answering questions or passing the time with their positive conversation. They make sure patients are in the appropriate line for services provided by the Business Office. They help calm a mother, a father, a wife, a husband, or a child of a sick patient waiting for answers from our world famous physicians. The “blue coat” volunteers provide comfort and direction to the scared and uncomfortable patients and their families.” Connie Johnsrud

“Our hospitals are extremely fortunate to have the volunteers who help us on a daily basis. Our volunteers help ensure quality by answering questions and offering refreshments to patients and their families. Through these activities, they help create an environment of calm comfort, so greatly needed by those in our care. Thank you to all of the wonderful volunteers that serve our Outpatient and AM Admit centers. You make a big difference, everyday!” – Ted Janzow RN

“I think the volunteers hold a lot of meaning to our patients because they choose to be there, not because they have to be there. Our volunteers have always been kind and gracious, displaying empathy to each of our patient’s unique circumstances. We have had patients with difficulties in coping and volunteers were there to play a game of Uno or just simply walk and talk. Our patients have also expressed appreciation for the hand massages and coffee hours held by volunteer services, as these hold an opportunity for the patients to have a “social hour” and cross paths with others in similar circumstances. My practice would be impacted if volunteer services were no longer around because, on the unfortunate days where I don’t get to spend as much quality time with my patient as I would like, I know volunteer services is a resource that enhances that patient’s experience.” – Savanna Zapata

“We love our volunteers! They are part of our Cancer Education Program Family! They help us keep everything running smoothly, our education center and materials restocked, class packets and binders collated, they help with many special projects, and they offer warm hospitality to our visitors. They also bring a wonderful sense of positive morale to our staff. We would be lost without them! Thank you to our volunteers!” – The staff in the Cancer Education Program

“I just wanted to thank the volunteers who organize and participate in the Patient/Family coffee hour. They are always so friendly and kind to the staff as well as anyone they come across. From what I have seen and heard, the patients and their families seem to enjoy this as a welcome distraction, and there always seems to be a lot of talking and good conversation back and forth. It seems like a wonderful thing for our patients to go to.” – Emily Koch

“The Hope and Healing volunteers are an important part of our service to Mayo Clinic patients. Many times Carol and I are with patients and cannot greet them when they first come in. In our particular area, first impressions are crucial. The patient may feel anxious and vulnerable knowing the chemotherapy will cause hair loss, and it’s a big step for them to come in and look at wigs and caps. The volunteers welcome the customers with a smile and put them at ease. The care and compassion they show is an example of the true Mayo spirit. I have seen firsthand their commitment to the patient as they perform their volunteer duties and go above and beyond to help in any way possible. Thank you for all you do!” – Ann Richards

“I love our volunteers. They help family members in the waiting room and keep the coffee going.” – Betty Ballstadt

“We are blessed to have our volunteers greet our patients in the am/outpatient setting on station 24/53/63. On Monday and Wednesday volunteers bless our unit. Their smiles are contagious. They are goodwill ambassadors to our unit helping the patients and visitors feel welcome to Rochester………….Thank you!” – Barbara Gorecki

“They are here just out of the goodness of their hearts to make things a little better for those around them. A kind word when bringing a patient a cup of coffee can mean the difference between how a patient sees their stay. Even a simple task of making some toast can lighten the work load of a busy nurse. We may not say it often enough, but we appreciate all you do.” – Vicky Hervey
“The volunteers are so wonderful. They always have a smile and greet us. They are helpful in getting snacks for the patients and just bring a spirit of happiness to the unit. They also help the patients when they come back from surgery and we are so appreciative especially when many patients are coming back at once! They are so helpful in getting the aroma therapy bags ready for us to use for the patients. It takes a lot of "patience" to do those and we are grateful that those bags are ready when our patients need them. Thanks to each of the volunteers for all they do to help the patients have a better stay with us.” – Renee Anderson

“I think we have the best volunteers ever! They make sure our families are being taken care of. With coffee or getting them blankets, pillows or whatever they need. Mostly they are there to lend an ear and listen to the family members who are here alone that are anxious or nervous and just need to talk to someone. It’s nice to see how they interact with the families to make sure they are being taken care of.” – Karen Fryer

“I really appreciate the volunteers when they go in and talk to the patients and families that are waiting for their surgery. Surgery is such a stressful time and I really appreciate it when they just sit and visit with the patients and family! Our staff does not always have time to do this and it really is a nice service! The volunteers are such a critical part of our team! Thank you so much for all that you do!!” – Sarah Pool

“Volunteers are a vital part of the Infusion Therapy Center team. In addition to providing nourishments and caring hand massages to patients, volunteers assist in many other ways that help keep the unit running smoothly. Having volunteers on the unit is more than just a 2–4 hour shift of volunteer services provided, it is 2–4 hours of additional care and love shared with our patients and the entire team. Volunteers in the ITC go above and beyond daily to make a difference and their mere presence is like a bright light that has the ability to warm the entire unit. Words cannot describe how thankful we are for the dedicated team of volunteers we have serving in the ITC.” With heartfelt appreciation, Jenn Larsen, ITC Nurse Manager

“The staff of Mayo 16 is incredibly grateful for the book cart volunteers who every day ensure that each patient and family receives a book to make their wait in the lobby and clinic visit a little better. They are friendly and provide a small diversion from the routine of visiting clinic. Often, a smile or laugh can be seen and heard on the face of a child being told that they get to keep the book. That excitement is not possible without the faithful volunteers on Mayo 16. We hope to see the volunteer programming in the lobby not only stay consistent, but grow as we develop new ideas to positively affect the patient experience.” – Matt Johnson

“The people who volunteer in the Historical Suite are the best! Their warm welcome as they greet the patients and visitors that come into the suite provides a delightful respite for Mayo’s patients. The volunteers freely share the Clinic’s history by explaining what is featured in the suite, telling Mayo Clinic stories, and answering their questions. I appreciate that the volunteers are passionate about Mayo’s history and devote their time and energy in making the Mayo Clinic patient experience a positive one. Mayo’s volunteers are priceless!” – Renee Ziemer
Mayo Clinic Volunteers are the smiling face, helping hands and caring heart of Mayo Clinic Heritage Hall and the Heritage Days program. At our museums and activities in Minnesota, Florida and Arizona, we serve thousands of guests per year – patients seeking respite and inspiration as they confront difficult health issues; staff who need a break or want to explore the history and culture of Mayo Clinic; new employees on their orientation; journalists; members of the public; benefactors and distinguished visitors; and senior leaders from throughout the institution. To each guest who visits the museum or attends an event, Mayo Clinic Volunteers provide a warm welcome and respectful offer of help. The comments in our guest book say it all – expressions of appreciation, including multiple references to the kind and helpful people who volunteer their terrific services. I consider our volunteers to be my friends as well as colleagues. Thank you, volunteers, for everything you do as ambassadors of Mayo Clinic.

— Matt Dacy
“The service of the volunteers helping out the Saint Marys Outpatient Clinic (SMOP) has been invaluable. Making Saint Marys Campus a better place through construction and renovation is definitely needed; however, there are times when it can impact patient flow. Last March, the radiology department opened a new Pre/Post area on Main Mary Brigh and for the safety and security of their patients, placed card readers at their doors. This impacted bringing patients and families back to SMOP from Main Desk M-D and impacted patients finding their way out after finished with their appointments because they do not carry Mayo Badges. The volunteer office was contacted to enlist potential help with patient and family navigation and quickly stepped up to the plate to meet the needs of the patients and families.”
– Nancy Dahlen

“We are truly blessed with the group of volunteers that help us at the East Control Desk on MB1. They are a very dedicated team to say the least; we have volunteers that have been with us for many, many years. Our practice will continue to grow on MB1 specifically in the East Control Desk Lobby area and our volunteers will be a very important component of making our patient/family flow run smoothly. Our volunteers come to work with a very positive attitude and that truly impacts our patients and families surgical experience. We really appreciate everything they do for Surgical Services!” – Nancy Eull

“We love that our volunteers make surgical hats for pediatric patients. The fabric color and designs are current, and the pediatric patients’ faces light up when they find the hat that expresses what they enjoy. Pediatric patients have very little control when they come to the hospital and it is a pleasant distraction to pick a hat to look like the “doctor.” This helps make them feel part of the team. When our pediatric patients are fearful preoperatively, picking out a handmade original stuffed animal or decorated pillow helps them feel more secure, as well. We are so pleased to be a part of your volunteer journey.” – Pediatric PACU SMC

“Currently volunteers and pet therapy animals are actively supporting the Child Life staff in the Mayo Clinic Children’s Center. Volunteers’ time, energy, and efforts help to provide safe, educational, and fun experiences for the hospitalized children. Volunteers primarily work in the Special Care Units (PICU, NICU, and 5MB). In total five activity rooms and two toy cabinets are maintained with the help of the hard working volunteers. Volunteers help the Child Life Staff decorate various areas with seasonal decorations, escort patients on the annual children’s parade, help prepare for our annual holiday party, help facilitate Bingo, and hand out donated items. Also, on occasion volunteers will be asked to help support parents with breaks and interact with siblings. Because of our dedicated volunteers our pediatric patients and families continually express their appreciation for making their hospital stay a “brighter place!” – Julie Peschges, Child Life Staff
COMMENTS FROM VOLUNTEERS

“I have been a Mayo Clinic volunteer for 2 1/2 years... a ‘newbee’ volunteer by comparison to many of the long-term volunteers I meet each week. I am an elevator assistant at the Gonda building, and I love that I can have a positive impact on the patients / guests I meet. I enjoy being helpful by providing directions, information or assistance with getting on or off the elevator. When I see a patient/guest look ‘side to side’, that is my call to action with a friendly smile and an offer to help. I know my positive impact can decrease their stress level, and this same positive impact comes back to me trifold!” – Sharon Lager

“I enjoy making a difference in the Emergency Department (ED) at Mayo Clinic Hospital, Saint Marys Campus because I can bring just a moment of peace, comfort, and order to an often chaotic time in the patient and family’s lives. I am able to greet people at sometimes one of the worst moments in their life, and at least let them know through words and actions, that the needs of the patient come first. I am able to witness with them the care and dedication of the ED staff, and help the patient and family while they are waiting by bringing them warm blankets, ice packs, and the occasional pillow. I am appreciated by the ED staff where my primary purpose is to assist the patients in the lobby area in any way I can, and bring family members to the patient rooms as allowed – thus helping the overall mission.” – Teresa Walter

“As a patient, I have received help and many kindnesses from the Mayo Clinic staff and volunteers. From my personal experience, a smile or thoughtful word can make an immeasurable difference to a patient and their family. Knowing someone really cares makes a huge difference. After moving to Rochester this past summer, my husband, Bill, and I decided to give back the help and kindnesses we received by becoming a volunteers ourselves. I volunteer at the welcome desk in the Eisenberg building and my husband volunteers at the subway Gonda elevators. Our weekly time at the Clinic gives us joy to help patients each time we volunteer. Sometimes people thank us for being volunteers, even when they did not need assistance!” – Winnie Bean

The Saint Marys Volunteer Picture Cart Service involves going room to room and asking the patient if they would like a different picture on the wall. One day I entered the room of a 20–25 year old girl that had a very distressed look on her face. She said nothing to my introduction and question about another picture. Her parents spoke up and made a decision about a different picture. I placed it and left. Two weeks later another of our volunteers was sitting in the cafeteria next to the parents and overheard them telling others at their table about the picture that was brought into their daughter’s room. They said prior to that she wouldn’t speak to them or the doctors. After I left the room she immediately started talking to them and later to the doctor. I am not the hero here. It is the picture cart service which has been going on for around 20 years. This is why I can say I get as much out of the service as the patients.” – Arthur Maley

“I enjoy volunteering because it allows me to interact with patients outside my working role as a nurse. I am able to be present with the patient and take my time providing one to one care in a more relaxed manner. I volunteer with NODA and find it to be an amazingly rewarding program. I feel so honored to be able to sit with a patient during their last days. Volunteering has brought a new joy in my life as I feel that I am able to provide comfort to those in need during a very pivotal time in their lives. Thank you for this opportunity!” – Jaime L. Hanson