MISSION STATEMENT

Mayo Clinic Volunteer Programs provide compassionate, supportive volunteers who respond to the needs of those we serve.

ON THE COVER: Alyssa Larson (volunteer) with pediatric patient
“Compassion is an action word with no boundaries.”

– Prince
EXECUTIVE SUMMARY

Sister Generose Gervais is quoted saying, “Wherever you go, whatever you do, you carry Mayo Clinic with you. You are Mayo Clinic.” With this in mind, our compassionate team of 1,596 volunteers “carried” Mayo Clinic with them while generously contributing 141,922 hours (68.23 FTE) serving patients, visitors, and staff. Given their expansive reach, volunteers are oftentimes the first and last people our patients and visitors encounter on the Mayo Clinic Rochester campus. On a daily basis, volunteers offer assistance and comfort to patients and their families. They inspire hope and contribute to the well-being of patients by providing hospitality, services, and amenities that would otherwise not be available.

During 2017, our staff and volunteers collectively leveraged their resources to ensure Mayo Clinic patients and visitors had an unparalleled experience. This report showcases the breadth and depth of our activities and accomplishments. It is clear the accomplishments are the result of an extraordinary collaboration by our most important asset — our people. Additionally, our accomplishments align with Mayo Clinic’s strategic plan and have a relentless focus on the needs of the patient. This alignment ensures Mayo Clinic values drive our decisions and are modeled in volunteers’ interactions with our patients. Some notable accomplishments include: publishing our first research study, obtaining Silver certification through the Mayo Quality Fellows Program, increasing the hospital gift shops’ profit transfer, and adding volunteer support in new service areas like the Complex Intervention Unit.

Mayo Clinic is ranked number one in the nation for a reason. This distinction is a reflection of staff and volunteers’ commitment to provide the highest quality care to each patient every day. It’s a result of our unmatched passion and dedication. As one patient candidly noted, “Mayo would not be Mayo without the smiling volunteers.” Every volunteer has a unique reason for joining Mayo Clinic but their purpose is the same. They are here for the reward of helping others. Not to collect a paycheck or receive notoriety but to simply “carry Mayo Clinic” with them as they serve patients and visitors. Volunteers touch patients from their first breath to their last. In 2017, handicrafters skillfully made close to 6,000 baby hats to comfort our littlest patients and keep them warm. In addition, No One Dies Alone (NODA) volunteers graciously sat at the bedside of 22 patients nearing their last breath to ensure they did not pass away alone.

It is rewarding to witness how MCVP’s services and initiatives impact the inpatient and outpatient practices. Although we can calculate the value-add of nearly 142,000 volunteer hours, it is impossible to quantify the value of a smile, a listening ear, or a supportive conversation. Regardless of their role, volunteers “carry Mayo Clinic” with them by exuding care and concern, and they are the epitome of compassion in action. As we embark on 2018, our team will continue to explore innovative strategies for volunteers to positively impact the patient experience.

Kimberly Van Rooy, M.A.
Director, Mayo Clinic Volunteer Programs
MAYO CLINIC VOLUNTEER PROGRAMS STAFF

Volunteer leaders play an essential role in the operation of Mayo Clinic Volunteer Programs. They are responsible for assisting with training, onboarding, and mentoring of new volunteers on the Mayo Clinic Rochester campus; serving as liaisons with staff in service areas; and sharing feedback and suggestions to improve the patient experience in areas served. Thank you to all of our 2017 team leaders, councils, and hospital council presidents!
ALIGNING WITH MAYO CLINIC’S STRATEGIC PLAN

MCVP’s operations and initiatives are driven by Mayo Clinic’s strategic plan. Maintaining alignment with the strategic plan ensures that Mayo Clinic values guide our decisions and the values are modeled in volunteers’ daily interactions with patients and visitors. The compassionate service that volunteers provide to patients and visitors contributes to delivering an unparalleled patient experience.

DELIVER HIGHEST-VALUE CARE TO BE MOST TRUSTED AND AFFORDABLE

+ Provided over 68 FTE for patient services and amenities that would otherwise not be available
+ Created nearly 20,000 handicraft items
+ Achieved Mayo Clinic Quality Academy Silver Certification
+ Presented at Inaugural Quality Academy Grand Rounds
+ Developed, in partnership with Creative Media and Gold Cross, four emergency response training videos

ACHIEVE MISSION-ADVANCING FINANCIAL PERFORMANCE

+ Provided over 141,900 hours which equates to over 68 FTE and $3,746,741. 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

+ Published IRB Study ID 16-001790: Caring Hand Massage Intervention in cancer patients undergoing chemotherapy in an outpatient setting in Journal of Science and Healing
+ Presented at Association for Healthcare Volunteer Resource Professionals (AHVRP) Conference in Chandler, Arizona, on September 24, 2017
+ Presented poster at 2017 Mayo Clinic Quality Conference on March 15, 2017
+ Presented at inaugural Quality Academy Grand Rounds on August 15, 2017
+ Implemented distraction aprons on Eisenberg 10-3/4 as part of a quality initiative to improve patient outcomes
+ Created distraction lap pads to assist patients in Complex Intervention Unit
Caring Hand Massage: An Intervention for Cancer Patients Undergoing Chemotherapy – A Pilot Study

Sawahl Malagaptra MS, Diettrid L. Wanner-Rooder MD, Rebecca Hyndes, Kimberly Van Rooy, Sherry Locken RN, Aditya Ghosh, Brent A. Bauer MD, Susanne Cutshall APRN, CNS, D.N.P.
Mayo Clinic, Rochester, MN

Purpose

The purpose of the study was to evaluate whether hand massage for breast cancer patients undergoing chemotherapy in an outpatient setting is feasible.

Methods

The study was registered as NCT02740415 and was conducted in the outpatient setting of Mayo Clinic’s Oncology Department. The study included 10 patients who received hand massage by a certified oncology nurse in an outpatient chemotherapy setting. Hand massage was performed for 10 minutes before chemotherapy administration.

Results

- 47 participants, 24 males, 23 females
- Aged: 20-76 years
- Cancer type: 30 study participants were included in Table 1.

Table 1. Cancer Types Among 40 Study Participants

<table>
<thead>
<tr>
<th>Cancer Type</th>
<th>Number of Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breast</td>
<td>12</td>
</tr>
<tr>
<td>Colon</td>
<td>9</td>
</tr>
<tr>
<td>Lung</td>
<td>6</td>
</tr>
<tr>
<td>Bladder</td>
<td>5</td>
</tr>
<tr>
<td>Prostate</td>
<td>4</td>
</tr>
<tr>
<td>Lymphoma</td>
<td>3</td>
</tr>
<tr>
<td>Melanoma</td>
<td>2</td>
</tr>
<tr>
<td>Other</td>
<td>3</td>
</tr>
</tbody>
</table>

Table 2. Effectiveness of hand massage on various symptoms and feelings in patients receiving chemotherapy in an outpatient setting

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Before Hand Massage Mean (SD)</th>
<th>After Hand Massage Mean (SD)</th>
<th>Difference (95% CI)</th>
<th>P Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fatigue</td>
<td>3.45 (1.32)</td>
<td>2.79 (2.20)</td>
<td>-0.66 (0.29 to 0.60)</td>
<td>0.15</td>
</tr>
<tr>
<td>Nausea</td>
<td>3.00 (1.01)</td>
<td>2.79 (0.72)</td>
<td>-0.21 (0.40 to 0.03)</td>
<td>0.24</td>
</tr>
<tr>
<td>Pain</td>
<td>3.80 (1.32)</td>
<td>3.33 (0.93)</td>
<td>-0.47 (0.20 to 0.75)</td>
<td>0.03</td>
</tr>
</tbody>
</table>

Table 3. Satisfaction Survey Results for Study Participants

<table>
<thead>
<tr>
<th>Satisfaction Question</th>
<th>Mean (SD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pain management</td>
<td>3.1 (0.8)</td>
</tr>
<tr>
<td>Fatigue management</td>
<td>3.2 (0.7)</td>
</tr>
<tr>
<td>Nausea management</td>
<td>3.1 (0.8)</td>
</tr>
<tr>
<td>Overall satisfaction</td>
<td>3.2 (0.7)</td>
</tr>
</tbody>
</table>

Conclusion

Hand massage provided by a trained volunteer to patients receiving chemotherapy in an outpatient setting is feasible and may improve patient satisfaction.

References


- Bussell, L. (2017). “The power of touch: a simple, a kind act, a healing act, all healing acts of caring, all of which have the potential to turn a life around.” - L. Bussell

2017 Mayo Clinic Quality Conference poster
ACHIEVE OPERATIONAL EXCELLENCE

+ Documented select volunteer services in patient medical record
+ Conducted quarterly enterprise volunteer program meetings
+ Created communication spaces in volunteer offices
+ Revamped Young Volunteers program
+ Updated annual training modules
+ Refreshed MCVP Service Brochure
+ Revised MCVP Volunteer Handbook

INVEST IN TALENT AND TECHNOLOGY

+ Completed Values Council review
+ Attended AHVRP webinars
+ Implemented campus-wide MCVP Wellness Champion team
+ Created enterprise-wide volunteer content to include in Mayo Clinic retirement brochure
+ Participated in Human Resources Healthy Dialogue modules
+ Funded Young Volunteers scholarships
+ Funded continuing education nursing scholarships
+ Supported Come and See Program
+ Arranged quarterly educational sessions for volunteers
+ Restructured and expanded the role of Young Volunteers team leaders

Thank you cards from students who participated in the Come and See Program. A collaborative program between Mayo Clinic Department of Nursing and Saint Marys Campus Volunteers, Come and See prepares first grade children for being a patient in the hospital, decreases children's fears by familiarizing them with a simulated hospital experience, and introduces them to the sights, sounds and smells that a hospital offers.
GENERATING ONGOING DEMAND
+ Updated the internal intake form for special projects and special events
+ Partnered with Mayo Clinic Credit Union and D.C. Mangum Literacy Festival for pediatric book donations
+ Provided Caring Hands training in March 2017 for Health System colleagues — New Prague, Austin, Albert Lea
+ Conducted several service pilots and expanded offerings to many areas, including:
  – Activity bags at Mayo 16
  – Refreshment counter at Proton Beam Therapy
  – Cookie cart at station 3-2
  – Aromatherapy packets assembly
  – Mayo Clinic Pharmacy
  – Caring Hands service areas expanded to include Proton Beam Therapy, Cancer Education Center, Emergency Department, Pre/Post Op Surgery, and Pediatrics
  – Complex Intervention Unit

In partnership with Mayo Employees Federal Credit Union and Sue Palen, as part of the credit union's Caring It Forward Day, over 2,000 books were collected to replenish the supply distributed by volunteers to children on Mayo 16 (Pediatrics).
SPECIAL PROJECTS AND EVENTS

Throughout the year, volunteers are instrumental in assisting with departmental special projects and organizational special events. Without volunteers, Mayo Clinic staff would need to absorb the responsibility of making these initiatives possible.

PROJECTS

+ Assemble and distribute table tents for various departments
+ Assemble aromatherapy packets
+ Assemble Come and See bags
+ Assemble packets and stuff envelopes for various departments:
  - Continuing Medical Education
  - Cardiovascular Continuing Medical Education
  - Dermatology
  - Division of Allergic Diseases
  - Endocrinology
  - Mayo School of Graduate Medical Education
  - Office of Staff Services
  - Orthopedics
  - Patient Education
  - Rehabilitation
  - School of Continuous Professional Development
  - Social Services
+ Assist with student commencement gowns
+ Assist with Transplant patient satisfaction surveys
+ Bundle and label magazines
+ Deliver and mail magazines
+ Deliver brochures to various racks
+ Deliver handicraft items to various areas
+ Fold 9,500 patient belonging bags
+ Label and distribute bulletin board mailings
+ Participate in distribution of gladiolas to patients
+ Participate in mock sessions for Nursing Research study
+ Post wellness elevator signs
+ Provide elevator assistance for Sports Medicine at Dan Abraham Healthy Living Center
+ Provide special art tours
+ Refill patient appointment cards

SPECIAL EVENTS

+ Annual Cancer Survivor Celebration
+ AS-CV Education: Advancing the Engineered Valves Into Clinical Practice
+ Cardiovascular special event
+ Caring Canines therapy dog prep class
+ Caring Hands for special events
+ Celebration of Life Memorial Service
+ Community Leadership Luncheon
+ Dr. Kirkland Story - Canadian Broadcasting Corporation
+ Feel the Beat
+ Flu Clinics
+ Heritage Classic
+ Heritage Days
+ Holiday Reception
+ Heritage Film showings
+ Humanities in Medicine
+ Hy-Vee Balloon Brigade
+ Ice Cream Social
+ Mayowood Open House
+ Music is Good Medicine
+ NICU/ISCN family reunion
+ Pediatric Inpatient Halloween Parade
+ Pediatric Snowflake Party
+ Peregrine Falcon Display Assistance, Banding, and 30th Anniversary Celebration
+ Rochester Business Leader Luncheon
+ Social Work Annual Symposium
+ Special walk-in vaccination clinic for students
+ Summer III nursing program
+ Valentine’s Day and Administrative Professionals Day flower delivery
+ Wear Red Day
+ Winter Staff Social
+ Women of Mayo Clinic
1,596
TOTAL VOLUNTEERS

1,239
FEMALES

357
MALES

82
COUPLES

1,298
ADULTS

80
COLLEGE
STUDENTS

218
YOUNG
VOLUNTEERS

248
MAYO
EMPLOYEES

1,348
NON-MAYO
EMPLOYEES

141,922
TOTAL SERVICE
HOURS

$3,746,740.80*

*This figure is based on the value of
volunteer time from the Independent Sector
data released by the Bureau of Labor Statistics.
VOLUNTEER YEARS OF SERVICE

- New Volunteers: 378
- 1–4 Years: 621
- 5–9 Years: 335
- 10–19 Years: 153
- 20–29 Years: 65
- 30–49 Years: 37
- 50–64 Years: 7

Volunteers travel from 78 different communities to serve Mayo Clinic patients

Average years of service = 6 years
SERVICE AREA HOURS

Volunteers freely give their time to support over 40 service areas throughout the Mayo Clinic Rochester campus. This has a positive impact on the overall patient experience.

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Total Hours</th>
<th>FTE</th>
<th>Service Area</th>
<th>Total Hours</th>
<th>FTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Handicrafts</td>
<td>34,005</td>
<td>16.35</td>
<td>Greeter Service</td>
<td>1,316</td>
<td>0.63</td>
</tr>
<tr>
<td>Gift Shops</td>
<td>20,292</td>
<td>9.76</td>
<td>Admissions/Desk C</td>
<td>1,098</td>
<td>0.53</td>
</tr>
<tr>
<td>Welcome Desks</td>
<td>12,783</td>
<td>6.15</td>
<td>Historical Suite</td>
<td>948</td>
<td>0.46</td>
</tr>
<tr>
<td>Elevator Assistance</td>
<td>6,104</td>
<td>2.93</td>
<td>Mayo Clinic Store—Flower of Hope</td>
<td>846</td>
<td>0.41</td>
</tr>
<tr>
<td>Pediatrics</td>
<td>5,824</td>
<td>2.80</td>
<td>Caring Families</td>
<td>738</td>
<td>0.35</td>
</tr>
<tr>
<td>Special Projects</td>
<td>5,800</td>
<td>2.79</td>
<td>Dialysis</td>
<td>698</td>
<td>0.34</td>
</tr>
<tr>
<td>Patient and Visitor Cafeteria</td>
<td>4,834</td>
<td>2.32</td>
<td>Art Tours</td>
<td>609</td>
<td>0.29</td>
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<tr>
<td>Caring Hands</td>
<td>4,310</td>
<td>2.07</td>
<td>Mayo Clinic Store</td>
<td>604</td>
<td>0.29</td>
</tr>
<tr>
<td>Pink Ribbon Mentors</td>
<td>3,715</td>
<td>1.79</td>
<td>Reach Out and Read</td>
<td>564</td>
<td>0.27</td>
</tr>
<tr>
<td>Administrative</td>
<td>3,254</td>
<td>1.56</td>
<td>Picture Cart</td>
<td>538</td>
<td>0.26</td>
</tr>
<tr>
<td>Library</td>
<td>3,241</td>
<td>1.56</td>
<td>Brochure Deliveries</td>
<td>516</td>
<td>0.25</td>
</tr>
<tr>
<td>Emergency Department</td>
<td>3,112</td>
<td>1.50</td>
<td>Cancer Education Center</td>
<td>512</td>
<td>0.25</td>
</tr>
<tr>
<td>Hospitality</td>
<td>2,857</td>
<td>1.37</td>
<td>Cast Room</td>
<td>454</td>
<td>0.22</td>
</tr>
<tr>
<td>Caring Canines</td>
<td>2,503</td>
<td>1.20</td>
<td>Patient Education Center</td>
<td>410</td>
<td>0.20</td>
</tr>
<tr>
<td>Blood Donor Services</td>
<td>2,429</td>
<td>1.17</td>
<td>Pharmacy</td>
<td>334</td>
<td>0.16</td>
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<tr>
<td>Patient Communication Center</td>
<td>2,070</td>
<td>1.00</td>
<td>Peri-Anesthesia Support</td>
<td>326</td>
<td>0.16</td>
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<tr>
<td>Surgical Messenger</td>
<td>2,036</td>
<td>0.98</td>
<td>Healing Touch/Reiki</td>
<td>321</td>
<td>0.15</td>
</tr>
<tr>
<td>Infusion Therapy (Refreshments)</td>
<td>1,991</td>
<td>0.96</td>
<td>No One Dies Alone</td>
<td>317</td>
<td>0.15</td>
</tr>
<tr>
<td>Radiation (Refreshments)</td>
<td>1,960</td>
<td>0.94</td>
<td>Cart and Wheelchair Returns</td>
<td>316</td>
<td>0.15</td>
</tr>
<tr>
<td>Heritage Hall</td>
<td>1,917</td>
<td>0.92</td>
<td>Meetings and Menus</td>
<td>194</td>
<td>0.09</td>
</tr>
<tr>
<td>Chemotherapy (Refreshments)</td>
<td>1,892</td>
<td>0.91</td>
<td>Baldwin Patient Assistance</td>
<td>148</td>
<td>0.07</td>
</tr>
<tr>
<td>Patient and Visitor Support</td>
<td>1,564</td>
<td>0.75</td>
<td>Proton Beam (Refreshments)</td>
<td>117</td>
<td>0.06</td>
</tr>
<tr>
<td>Wayfinding</td>
<td>1,505</td>
<td>0.72</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Average annual hours per volunteer = 88.92
Total hours = 141,922
Total FTE = 68.23
YOUNG VOLUNTEERS

Mayo Clinic Young Volunteers (MCYV) provide year-round support in both the clinic and hospital setting. In 2017, MCYV had 218 volunteers representing six communities and 20 schools. This diverse group of middle and high school students, ages 14 and older, are offered mentoring and leadership opportunities. Young Volunteers are making an impact in 20 different service areas. For example, in 2017, they delivered nearly 150,000 brochures to patient lobby areas. Young Volunteers also provide support with a variety of special projects, such as assembling activity bags which are given away at Pediatrics on Mayo 16.

MCYV service areas include:
+ Library
+ Gift Shop
+ Caring Hands
+ Brochure Deliveries
+ Infusion Therapy Center
+ Hope & Healing Boutique
+ Blood Donor Center
+ Hospitality Cart
+ Surgical Messenger
+ Welcome Desks
+ Wayfinding
+ Cancer Education Center
+ Reach out and Read - Pediatrics
+ Mayo Clinic Store
+ Mayo 16 Pediatric Book Cart
+ Heritage Hall
+ Greeters
+ Meetings and Menu Deliveries
+ Wheelchair Roundup
+ Pharmacy

L to R: Ben Romanauski, Jerod Hofbauer, and Oreoluwa Odeyinka

L to R: Alex Chen and Ruweda Moalin
DISTRACTION APRONS IMPROVE PATIENT OUTCOMES

Handicraft volunteers continue to transform the medical practice by creating distraction aprons for the intensive care units (ICUs). When patients endure long-term stays in the ICU, it is not uncommon to experience delirium. The aprons, designed to provide interactive activities to engage these patients and potentially prevent or reduce periods of delirium, are making a difference. According to one staff member, “Just recently I had a patient who loved the apron and was very interactive with it. It saved him from being restrained, and he was completely entertained and mesmerized.”

In 2017, Eisenberg 10-3/4, as part of a quality improvement project, implemented several interventions, including distraction aprons, to improve outcomes for patients. Data after the interventions were implemented reflected that more patients received physical and occupational therapy (which included using the distraction aprons) which resulted in a shorter stay in intensive care, less time on a breathing machine and more patients leaving the hospital and returning to their home instead of a nursing home or other care facility. The aprons, along with a therapist and other interventions, are now considered standard care in Eisenberg 10-3/4. There are plans to expand this new care model to the medical ICU (MB 6 B/G/F) in April 2018. Initiatives like these are possible because of MCVP handicraft volunteers.
HANDICRAFTS
Handicraft volunteers create items for patients and visitors. In 2017, over 34,000 hours were dedicated to this remarkable service. This is equivalent to over 16 FTE. Recipients are greatly impacted when receiving handmade comfort items.

19,970 HANDMADE ITEMS PROVIDED COMPASSION AND HEALING
IDE COMPASSION AND HEALING
HOSPITAL GIFT SHOPS

The tagline ‘Shop for a Cause’ is more than words at Rochester Methodist Campus Gift Shop and Sisters Crossing Gift Shop at Saint Marys Campus. It holds meaning because profits generated at both hospital gift shops support programs and services for patients, visitors, and staff. In addition to the profits getting distributed in a manner that benefits patients, many times the items purchased at the gift shops bring comfort to patients as well.

7 staff
205 volunteers
20,292 volunteer hours

2017 GIFT SHOPS PROFITS
$448,334
A 4.4% INCREASE OVER 2016
2017 has been an impactful year. We appreciate the Saint Marys and Methodist council leadership for partnering with staff to support the following initiatives.
In fall of 2016, the Methodist Campus Volunteers Leadership Council was made aware of the Methodist Campus Chapel renovation project. After hearing an inspiring presentation and receiving a funding request, council members responded with a benevolent spirit by making and approving a motion to contribute $100,000. This significant contribution was made possible using profits from the Mayo Clinic Hospital Methodist Volunteer Gift Shop.

Welcoming to people of all faiths for worship, prayer, and meditation, the Methodist Chapel includes a private prayer area to accommodate people of the Muslim faith. Upgrades made to the chapel design as part of the renovation project were focused on meeting the needs of patients and visitors. This included improved wheelchair accessibility, padded chairs rather than pews, new altar furnishings, and upgraded electronic equipment, which enhances the video streaming capabilities of services to patients’ rooms. The project was complete and the newly renovated Methodist Chapel was dedicated with a special Blessing Ceremony on December 5, 2017.

L to R: Sister Tierney Trueman, Mary Ann Smith, Jim Hogg, Brian Lesher, Ken Ackerman, Mary Skifton, Chris Rustad, Marie Aaberg, Kimberly Van Rooy.
HEALING ADVENTURES CAMP

Healing Adventures is a free one-day camp for children who have experienced the death of an important person in their life. This camp is offered by Mayo Clinic Hospice and is made possible by the generous support, totaling $10,000, from Saint Marys and Methodist Hospital gift shops and volunteer councils.

The children participate in a myriad of offerings such as games, crafts, petting zoo, music therapy, nature walks, and other activities. The activities are presented to children to help them normalize their feelings and grief and understand that they are not alone. The various activities also teach healthy coping skills. Children are able to share feelings, stories, and things they miss about their loved one, while connecting with other kids who have had similar experiences.

“The contribution of your amazing group is tremendous support for our mission of helping children heal from life-changing losses.” – Theresa Elwood, MSN, RN, Hospice Program Manager
GIFT SHOP ANIMALS FOR PEDIATRIC PATIENTS AT RADIOLOGY

Several times a year, a Mayo Clinic patient, who simply identifies himself as Bob, purchases 30 stuffed animals from the Methodist Campus Hospital Gift Shop. When asked what he does with all these cute critters he stated, “I take them down to Radiology (Proton Beam Therapy and Desk R) and leave them with the staff. They pass them out to small children who are going through radiation treatment. I just feel so bad that these little children need to endure medical problems and if I can do anything to make them smile I will.”

Bob has experienced firsthand what it is like to be a patient and credits Mayo Clinic with saving his life. He seeks no recognition for his endeavors. Bob merely possesses a big heart and wants to do what he can to brighten someone’s day. In addition, he is grateful for an onsite hospital gift shop and knows that by purchasing items there, he is also supporting Mayo Clinic patients and programs.

Staff at Proton Beam Therapy with stuffed animals purchased from Methodist Campus Hospital Gift Shop
ANNUAL REPORT 2017

GIFT SHOP STUFFED ANIMAL INSPIRES PEDIATRIC PATIENT TO GIVE BACK

Two summers ago, Henry Brown began experiencing unexplained pain in his right arm. Doctors in his home state of New York and elsewhere were able to tell him that the pain, concentrated in his elbow, was reducing his range of motion. According to Henry’s mom, Leslie Brown, “We were told he might never play sports again. He’s a great athlete and so there was a real emotional component to all of this for him as well.”

After coming to Mayo Clinic, Henry had a diagnosis as well as a treatment plan. And though his diagnosis — avascular necrosis — initially was a little frightening, Henry was also relieved. “It was great to finally have a diagnosis, because we’d already spent two years seeing so many other doctors,” he says. The surgery went great; however, during Henry’s recovery, “I really couldn’t lean over to one side because I was wearing this huge cast,” he shared. “So it was really uncomfortable to sleep.”

His mother made a trip to Sisters Crossing, the hospital gift shop at Saint Marys, and returned to Henry’s room with a stuffed teddy bear. “That bear was great to have because it helped me sleep better,” according to Henry. “I could lean on it and not be so uncomfortable.”

The bear became so important to Henry’s recovery that he decided he wanted to do something to help other young patients feel that same kind of comfort and support. So when he got back home, the industrious 13-year-old started a car detailing business — called Hugs from Henry — with a caring and compassionate twist. Twenty percent of his proceeds go toward purchasing teddy bears for other patients. “I made $600 last summer, and with that we were able to buy 25 teddy bears for patients at Mayo Clinic,” says Henry.

One teddy bear from Sisters Crossing, the hospital gift shop at Saint Marys, multiplied into 25 for other Mayo Clinic patients.
In October 2017, the Complex Intervention Unit (CIU), located on Joseph 7C, made its debut at Mayo Clinic Hospital - Saint Marys Campus. This ten-bed closed medical/surgical unit opened to meet the growing demands of adult patients at risk of harming themselves or others. It is specifically designed to care for these individuals, and staff has received additional training to meet their unique needs.

In the summer months leading up to its debut, volunteer leadership at Saint Marys was approached for assistance in this unit. Since it was a new concept, volunteers were approached to determine their interest in serving in this secure area. Thom Nustad and his canine companion, Gracie, were the first to assist on this floor. Thom commented, “Patients are naturally weary of adults entering a room, but when Gracie walks through the door, hearts begin to melt.”

To further assist the CIU patients, volunteers were consulted to develop handcrafted lap pads. While distraction aprons have proved to be effective in other areas of the hospital, safety requirements drove the decision to create a lap pad specifically modeled to serve this population. Joanne Kirby spearheaded a group of dedicated volunteer sewers to produce these special lap pads that keep patients busy. Mayo Clinic’s primary value, “The needs of the patient come first,” has truly been the driver for this volunteer sewing group. As they have witnessed the impact of their handicraft items on patients over the years, it has inspired them to think outside the box and explore new opportunities to expand their reach.
Surgical Messengers

Navigating the Rochester campus can be overwhelming to those who are unfamiliar with it. When factoring in the health situations patients and their families are facing while visiting Mayo Clinic, it makes it even more challenging. During these difficult times, volunteers offer compassionate support to patients and visitors. Surgical messengers are no exception.

Since 1985, surgical messengers have worked under the direction of nurse communicators. They provide assistance locating and guiding family members of surgical patients to consultations with surgeons on the Saint Marys Campus. Their impact goes much further, however. “Support to families is vital,” according to Louise Hansen, R.N., one of the nurse communicators to whom surgical messengers report to. When asked about the impact of the surgical messengers, she shared, “On the day of their loved one’s surgery, families are overwhelmed by the size of the buildings and moving location to location. They experience worry and anxiety. Volunteer surgical messengers assist not only by guiding them to their consultation, but by being available to spend a little extra time having conversation with them and listening as they express their challenges and concerns.”

With the vast landscape on the Saint Marys campus where surgical messengers are directed to locate family members, it’s not uncommon for the volunteers to walk over 10,000 steps during their shift. In addition, they assist 85 to 90 families per day in collaboration with the nurse communicators.

L to R: Soma Govindaraj, Kavitha Soma, Louise Hansen, R.N., and Lucas Campbell.
WORDS TO HEAL BY

Life is known to present many unexpected twists and turns. Brooke Bowman, a junior at Christ Our Rock Lutheran High School, in Hoyleton, Illinois, can attest to it. At the beginning of her sophomore year of high school, Brooke felt like everything was going her way. Not only was she a thriving 4.0 GPA student taking honors classes, but she also excelled on the basketball court. In fact, standing at 6’ 3”, Brooke’s abilities on the court had division I schools keeping an eye on her. It was later during her sophomore year, however, that life handed her an unexpected turn. She started experiencing extreme fatigue and fainting spells. She no longer had energy to attend school and was not strong enough to play basketball.

Brooke and her family were concerned and immediately started seeking answers. When they were not able to find answers locally, her parents decided to turn to Mayo Clinic. In March 2017, Brooke had her first visit at Mayo Clinic. “It was scary coming here the first time. But, I remember when I was on Mayo 16 there was a volunteer in a wizard hat. He offered me a book from the book cart, and it brought normalcy to one of the most challenging times in my life.” This was particularly meaningful to Brooke since she has always had a passion for reading. In fact, she was reading chapter books by the time she was in kindergarten!

Beyond receiving the book from the book cart, Brooke noted how much she enjoyed seeing the excitement on the faces of the younger children. She observed them running up to the

L to R: Therese Anderson, Brooke Bowman, and David Anderson
volunteers to pick out a book. These heartwarming interactions her family observed between the volunteers and the children were fun and created a relaxing environment for everyone.

In addition to the volunteers on Mayo 16, Brooke’s family recalls volunteers in the subway. They helped them navigate to their appointments. This was particularly helpful since the campus is so large, and they were in unfamiliar territory.

The Bowman’s first visit to Mayo Clinic involved two weeks of appointments. Brooke had approximately five appointments per day during that initial visit. Since that time, in total, her family has spent about two months, off and on, at Mayo Clinic. During this time, they diagnosed Brooke with rheumatology issues and hereditary hemochromatosis. The combination is likely what produced the fatigue and other symptoms she was experiencing.

Treatment is now the focus. Brooke continues to visit Mayo Clinic for treatment, and the book cart is still a source of comfort. “I enjoy getting to pick out a book when I come for my appointments,” says Brooke. The impact of the books has been immense. In fact, Brooke was so inspired that she went home and organized a book drive to give back and support the service. She started with a four-page proposal document outlining her plans to present to her school’s leadership. It quickly turned into a community effort. Brooke’s elementary school and two high schools participated in the book drive. Area 4-H groups gathered books. Various businesses, including her dad’s workplace, also donated to the cause. To keep everyone updated on the book drive progress, Brooke created a Facebook page “Words to heal by.”

The book drive started in late September and ended right before Thanksgiving. Brooke’s goal was to collect 500 books. She well exceeded that goal; she collected 5,000 books! “The community came together to support Brooke and this cause,” according to her mother. Brooke’s dad commented, “It was a great opportunity for people, especially the kids, to learn about paying it forward.” The total collection is impressive, especially considering Hoyleton, Illinois, has a population of just over 500 people. Brooke and her family delivered 20 boxes of books during a recent visit to Mayo Clinic. Local businesses covered costs to ship the remainder of the books.

As for what the future holds, Brooke intends to organize another book drive next year. “We are already thinking about the next book drive,” says Brooke. And as far as long-term goals, Brooke aspires to become an orthopedic surgeon. Considering her journey and ability to thrive despite adversity, there is no stopping her.

“It [the book cart] brought normalcy to one of the most challenging times in my life.”

– Brooke Bowman

5,000
BOOKS DONATED
**MAKING AN IMPACT – PATIENT TO VOLUNTEER**

As a native of southeastern Minnesota, Keith Kautz has been familiar with Mayo Clinic for as long as he can remember. He shares, “I was in and out of Mayo Clinic many times with my parents.” At that time, however, he didn’t anticipate how much the organization would have an impact on his life.

In 2011, Keith was diagnosed with SAPHOS syndrome at Mayo Clinic. Shortly thereafter, he received numerous treatments and underwent surgery. During his treatments at Infusion Therapy, he vividly remembers the caring volunteers stopping by to offer their support with treats and conversation. He recalls one volunteer, in particular, whom he connected with more than the others. Keith says, “I remember the volunteer telling me that I would make a good volunteer.” Keith didn’t give it much thought since he didn’t feel that he had time and it was something that was completely out of his comfort zone.

About a year later, the volunteer’s words started to resonate with him, and he made a decision to volunteer at Mayo Clinic. He wanted to give back to the organization and its patients and visitors. Since this was his first volunteer experience, he recollects feeling nervous to interview and attend orientation. Furthermore, his first day in the role was a little overwhelming, since he was not accustomed to volunteering. Fortunately, the other volunteers and staff were supportive. They made Keith feel welcomed at Mayo Clinic and helped him want to be there.

Having been a patient at Infusion Therapy, Keith chose the area as his volunteer assignment. His personal experiences instilled an innate ability to connect with and understand what patients are going through. “I can see both sides of the fence.” He recalls one specific exchange he had with a patient who had just been diagnosed with cancer and was told would need to undergo chemotherapy on Gonda 10. The individual was scared and overwhelmed. Keith visited with the patient and the caregiver. Sensing they needed additional support, he offered to walk them to Gonda 10 to alleviate some of their uncertainty and fear, and they took him up on his offer.

Keith’s dedication to providing the best service possible for patients and caregivers at Infusion Therapy was immediately recognized by volunteer staff. Not long after bringing forward suggestions to improve the volunteer service at Infusion Therapy, he was asked to become a team leader in the service area. Since that point, he has served in a volunteer leadership role five times at Infusion Therapy. In this role, he enjoys helping new volunteers who are coming onboard in his service area. He also appreciates the connections he has made with staff and fellow volunteers.

Keith Kautz

Keith is one of many volunteers who have successfully transitioned from the role of a patient to a volunteer. His passion to serve and comfort others made it difficult to temporarily step away from his volunteer activities to address some personal medical challenges. He was excited to resume volunteering because “putting on the blue jacket means something.” Volunteers, in their blue vests and jackets, support patients and visitors across the Mayo Clinic Rochester campus. Their impact on the overall patient experience is immense; and, every once in a while, they may be inspiring someone to become the next volunteer.
Diane is a vibrant woman who loves life and strives to embrace everything it has to offer. She has a dynamic personality, positive outlook, commanding presence, and welcoming smile. She enjoys being active and appreciates the empowering sensation of a daily run while experiencing sunshine, fresh air, and sense of being alive. Never shying away from a challenge or adventure, she has completed full and half marathons. It takes a disciplined warrior to run a marathon but despite being a warrior, Diane recently learned she has cancer. In her professional life as a registered nurse and lawyer, Diane has extensive experience confronting complex situations. This experience coupled with personality traits like tenacity and grit have helped her confront a stage IV cancer diagnosis.

As a patient at Mayo Clinic, the treatment and care Diane received in the oncology and radiation oncology departments have exceeded her expectations. She was particularly impressed with the precision and meticulous attention to detail exhibited by those involved with her Proton radiation treatment. Diane described her doctor as a “stellar woman” who helped her through her cancer diagnosis. She was also extremely grateful for everyone who assisted with her treatments and medical care.

In addition to her medical team, the staff and volunteers at Mayo Clinic Store – Flower of Hope helped Diane manage her hair loss and the emotional trauma associated with it. She expressed that with hair loss comes a decreased sense of identity. The store’s estheticians were professional in helping with wig selection and supportive with medical issues related to her cancer treatment. They were patient, kind and compassionate “angels” bringing a sense of calm during an unsettling time. Diane is greatly appreciative for everything they did to help her reclaim some normalcy in her life.

Another uplifting element for Diane during her diagnosis and treatment was her interactions with the volunteers serving throughout Mayo Clinic. It was common for her to hear volunteers conversing with patients on their way to tests and appointments, and she was comforted by their caring support. Diane also received a “significant boost to emotional health” after an interaction with a Caring Canine. Her time with a Caring Canine was soothing and reminded her of her dog at home. Diane noted the patience and helpfulness of volunteers providing directional assistance. These compassionate individuals answer questions and walk with patients as they navigate to their appointments.

While the stress of illness can be overwhelming, Mayo Clinic volunteers provide empathy and caring words so patients, like Diane do not feel alone, which helps equip them for what is coming next. The simple act of a smile and a kind word is invaluable to Mayo Clinic patients. Volunteers have the ability to significantly impact the overall patient experience.
INTEGRATIVE MEDICINE AND HEALTH AND MAYO CLINIC VOLUNTEER PROGRAMS

The use of integrative approaches to health and wellness continues to grow within care settings across the United States. Today, many Americans, including more than 30 percent of adults and 12 percent of children, utilize health care approaches outside of mainstream medicine. MCVP is proud to partner with Integrative Medicine and Health to offer patients and visitors services that extend beyond traditional medicine. This includes Caring Hands, Caring Canines, and Reiki and Healing Touch.

“Our partnership with the Mayo Clinic Volunteer Programs is deep, strategic and reaches thousands of patients every year.”

– Brent Bauer, M.D., Director of Research, Integrative Medicine Program

REIKI AND HEALING TOUCH

Healing Touch and Reiki are methods of providing a comforting touch and presence to patients. These methods have a calming effect and patients feeling less stressed and anxious after a session. In 2017, volunteers provided 217 Reiki and Healing Touch sessions in the hospital setting and impacted 95 patients at Cancer Education Center.

217 REIKI AND HEALING TOUCH SESSIONS
95 CANCER EDUCATION CENTER SESSIONS
### CARING CANINES

Across the Mayo Clinic Rochester campus, in partnership with Integrative Medicine, Mayo Clinic volunteers and their Caring Canines therapy dogs provide compassion and support to patients socially, physically, and mentally.

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
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<tbody>
<tr>
<td>Total Teams</td>
<td>30</td>
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<tr>
<td>Hospital Room Visits</td>
<td>1,680</td>
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<tr>
<td>Employee and Student Stress Relief Visits</td>
<td>82</td>
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<tr>
<td>Outpatient Visits</td>
<td>22</td>
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<tr>
<td>Generose Group Therapy Sessions</td>
<td>336</td>
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<tr>
<td>Children Hospital Visits</td>
<td>172</td>
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<tr>
<td>Cancer Education Center Visits</td>
<td>116</td>
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CARING HANDS

In 2017, Caring Hands volunteers provided 8,824 hand massages on the Rochester campus to patients, visitors, students, and staff. Volunteers offer hand massages to patients and visitors in 31 areas on the Rochester campus.

<table>
<thead>
<tr>
<th>MAYO CLINIC CAMPUS</th>
<th>METHODIST CAMPUS</th>
<th>SAINT MARYS CAMPUS</th>
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<tbody>
<tr>
<td>+ Infusion Therapy</td>
<td>+ Postpartum</td>
<td>+ Surgical AM Admit/ Waiting Room</td>
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<tr>
<td>+ Radiation</td>
<td>+ Level 2 Nursery</td>
<td>+ Medical Neurology</td>
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<td>+ Dialysis</td>
<td>+ Oncology</td>
<td>+ Post Anesthesia Care Unit</td>
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<td>+ Dermatology</td>
<td>+ Colon and Rectal Surgery</td>
<td>+ Cardiovascular</td>
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<td>+ Chemotherapy</td>
<td>+ Hematology/Bone Marrow Transplant</td>
<td>+ Emergency Department Waiting Room</td>
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<td>+ Cancer Education Center</td>
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<td>+ Proton Beam Therapy</td>
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NO ONE DIES ALONE (NODA)

NODA volunteers provide a compassionate presence for patients at Saint Marys Campus and Methodist Campus hospitals who are in the last 48 to 72 hours of life and are without family or friends present to comfort them.

- 22 VIGILS
- 173 HOURS SERVED
- 22 PATIENTS DID NOT DIE ALONE
COMMENTS FROM PATIENT EXPERIENCE

Throughout the year, Office of Patient Experience receives feedback from Mayo Clinic patients regarding their positive interactions with volunteers on the Rochester campus. Included is a sampling of comments received showcasing the value of the volunteers’ presence.

“Every volunteer has been ultra-helpful. Mayo by far exceeds every hospital/clinic I’ve ever come across.”

“Volunteers at Mayo Clinic make a huge difference. I am grateful for their service.”

“My experience at Mayo has been positive. During this extremely stressful and confusing diagnosis of cancer it’s nice to have friendly faces. The volunteers are wonderful. I had a hand massage during waiting. I recommend it fully. Thank you!”

“The volunteers are very professional and caring and sweet.”

“I must say the blue coat volunteers are the most friendly and helpful people around. Congratulations on your fine institution.”

“There is no place like the Mayo. Beautifully decorated. Friendly volunteers — very helpful.”