MISSION STATEMENT

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

ON THE COVER: Julian Ortiz, volunteer, with Adrian Dibble, patient
PICTURED AT RIGHT: Al Collinge, volunteer
“Every individual matters. Every individual has a role to play. Every individual makes a difference.”

— JANE GOODALL
EXECUTIVE SUMMARY

Annually, Mayo Clinic Volunteer Programs (MCVP) leverages a team of compassionate volunteers to provide patients an unparalleled experience. This naturally complements the extraordinary medical care they receive. 2018 was no exception as our organization experienced an “Epic” year implementing a new electronic health record. As Mayo embarked on this historic endeavor, Office of Patient Experience (OPE) recognized volunteers could play a vital role ensuring the patients’ experience remained exceptional throughout the go-live period. Volunteers made a difference by connecting with patients in over 40 service areas. A select group of volunteers received specific training to help patients at kiosks, while others provided assistance and hospitality at refreshment stations. Collectively, volunteers served nearly 600 Epic-related shifts during the month of May. The impact for patients, visitors and staff was invaluable. Many patients commented that they appreciated the volunteers’ presence. One thankful patient remarked, “I can’t even come close to describing the whole atmosphere and compassion shown by ALL of the volunteers.”

Over the course of the year, we intentionally aligned our efforts with Mayo Clinic’s mission and values to provide positive experiences for our patients. This holistic approach with a focus on compassion and healing ensured the human element was infused into all of our services and offerings. While our assistance with the Epic go-live depicts one facet of how volunteers contributed, our 2018 annual report captures the countless ways volunteers made a difference throughout the year for patients, visitors and staff. Collectively, volunteers selflessly donated 134,458 hours (65 FTE) offering comfort, hope and healing to everyone they encountered. In addition to focusing on patients, volunteers also played a vital role in assisting Mayo Clinic staff with a myriad of institutional projects and special events. Whether it was helping during Heritage Days, assisting at flu clinics, giving hand massages during Nurses Week, or providing Caring Canine stress relief visits for Mayo Clinic staff and students, our volunteers altruistically gave back.

In 2018, we were able to impact countless lives because of the generous contributions of our volunteers and staff. While we have a lot to be proud of, we refuse to become complacent. As we move forward, our focus on the patients will drive how we engage with our service areas to deliver amenities. In addition, one of our strategic priorities is to be intentional and increase our collaboration with Office of Patient Experience. Aligning with OPE ensures our efforts are targeted to make the greatest impact for Mayo Clinic patients.

Jane Goodall is quoted as saying, “Every individual matters. Every individual has a role to play. Every individual makes a difference.” How each of our volunteers serves may differ across the campuses, but the premise is always the same. Each is here living out our Mayo Clinic values, making a difference. I want to extend a heartfelt “thank you” to all of our volunteers. MCVP is stronger than ever due to our volunteers uniting to donate time, resources, and talent in support of our important mission.

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

Front row: Mary Skifton, Elyse Davis, Elaine Goetsch, Gail Cook, Jennifer Anderson

Middle row: Ardis Denn, Mary Ruesink, Kimberly Van Rooy, Marie Aaberg, Amber Frank, Chris Rustad

Back row: Joy Armentrout, Ann Freund, Rebecca Hynes, Jodie Mayberry, Lisa Brink
OVERALL PROGRAM DATA

- 1,280 ADULTS
- 81 COLLEGE STUDENTS
- 207 YOUNG VOLUNTEERS
- 278 MAYO EMPLOYEES
- 57 COUPLES

- $3,708,351.64*
- 134,458 TOTAL SERVICE HOURS
- 1,290 NON-MAYO EMPLOYEES

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

Dave and Elaine Mendelin, volunteers
VOLUNTEER YEARS OF SERVICE

Mayo Clinic Volunteer Programs is fortunate to have dedicated volunteers who average six years of service.

- **1–4 YEARS**
  - 581 volunteers

- **5–9 YEARS**
  - 306 volunteers

- **< 1 YEAR**
  - 370 volunteers

- **10–19 YEARS**
  - 207 volunteers

- **20–29 YEARS**
  - 65 volunteers

- **30–49 YEARS**
  - 32 volunteers

- **50–64 YEARS**
  - 7 volunteers

- **5–9 YEARS**
  - 306 volunteers

Volunteers travel from 85 different communities to serve Mayo Clinic patients.

Average years of service = 6 years
MAYO CLINIC VOLUNTEER LEADERSHIP

Volunteer leaders are vital to Mayo Clinic Volunteer Programs’ success. In 2018, they graciously gave their time to train and mentor 370 new volunteers who joined our team. Their knowledge and expertise in each of their service areas is invaluable. In addition, volunteer leaders assist and serve on our hospital and outpatient councils. They truly model Mayo Clinic’s values of teamwork and excellence.

Thank you to our 2018 team leaders and council leadership.
YOUNG VOLUNTEERS

Mayo Clinic Volunteer Programs consistently attracts the best talent among students in the greater Rochester area. Each year, students ages 14 to 18 join as Young Volunteers. Individuals accepted into this highly competitive program receive an opportunity to gain volunteer experience, acquire exposure to the medical setting, and become immersed into Mayo Clinic values and culture. In addition, Young Volunteers receive opportunities to serve in leadership roles. Interestingly, this early exposure to Mayo Clinic has inspired many Young Volunteers to return as employees — both as medical professionals and in administrative roles.

Aligning with Mayo Clinic’s strategic plan to invest in talent and technology, MCVP annually awards and recognizes Young Volunteers who are pursuing higher educational degrees from accredited institutions.

2018 MAYO CLINIC YOUNG VOLUNTEERS SCHOLARSHIP RECIPIENTS

Front row: Carli Bentz, Julia Welp, Joey Bierbaum, Molly McDevitt, Emily Nichols, Manjari Majumdar

Back row: Gaurav Behera, Kevin Meng-Lin, Preethi Kaliappan, Anab Mohamed, Brendan Chen, Steven Huang, Richard Huang
INSTITUTIONAL SPECIAL PROJECTS AND EVENTS

Throughout the year, volunteers are instrumental in assisting with a variety of departmental special projects and organizational events. Realizing that burnout is increasingly prevalent in the health care setting, in 2018, MCVP leveraged volunteers to help with over 85 institutional requests, thereby providing staff members additional time to focus on their primary job functions.

PROJECTS
- Assemble and distribute table tents for various departments
- Assemble aromatherapy packets weekly
- Assemble binders for traumatic brain injury patients
- Assemble Come and See bags
- Assemble packets and stuff envelopes for various departments weekly
- Assist with Chaplaincy volunteer annual training
- Assist with photo shoot for education materials
- Bundle and label magazines weekly
- Collect transplant patient satisfaction surveys
- Deliver and mail magazines weekly
- Deliver brochures to various racks daily
- Deliver handicraft items to various areas weekly
- Distribute books for Development
- Fold 10,000 patient belonging bags
- Label and distribute bulletin board mailings
- Participate in distribution of gladiolas to hospital patients at Saint Marys
- Post wellness elevator signs monthly
- Provide special art tours
- Refill patient appointment cards

SPECIAL EVENTS
- Annual Cancer Survivor Celebration
- Cardiovascular special event
- Caring Hands for special events
- Celebration of Life Memorial Service
- Community Leadership Luncheon
- Emeritus Holiday Reception
- Epic Go-Live – 600 shifts
- Flu Clinics – 175 shifts
- Heritage Classic
- Heritage Days
- Heritage Exhibits Dedication Event
- Holiday Reception
- Mayo Clinic Development Campaign Celebration
- Mayo Holistic Health and Well-being Conference
- Heritage Film filming
- Heritage Film showings
- Humanities in Medicine events
- Ice Cream Social
- Mayo Clinic Documentary Viewing Party
- Music is Good Medicine event assistance
- NICU/ISCN family reunion
- Pediatric Inpatient Halloween Parade
- Peregrine Falcon Display Assistance
- Rochester Business Leader Luncheon
- Shops at Gonda After-Hours Event
- Social Work Annual Symposium
- Summer III Nursing Program
- Valentine’s Day and Administrative Professionals’ Day flower delivery
- Wear Red Day

85+ INSTITUTIONAL REQUESTS FULFILLED
MAKING A DIFFERENCE DURING EPIC GO-LIVE

It is safe to say that 2018 was an “Epic” year. After years of partnering with Epic to build an integrated electronic health record and revenue cycle management system, Mayo Clinic was ready to execute its largest project in history. As the May go-live date neared in Rochester, Office of Patient Experience and Connected Care approached Mayo Clinic Volunteer Programs seeking volunteer assistance. As with the rollout of any new technology, some delays and longer lines were anticipated. To ensure a seamless transition, many volunteers received training to assist at Epic check-in kiosks, provided line management and served patients at refreshment stations. In total, volunteers covered 600 Epic-related shifts, in addition to their regularly-scheduled shifts.

To best serve our patients, refreshment stations were strategically positioned at high-traffic areas across the Rochester campus. Volunteers and staff offered patients and visitors bottled water, granola bars, fresh fruit and cookies while thanking them for entrusting Mayo Clinic with their care. Office of Patient Experience, Human Resources Activities Program, Morrison Healthcare and Volunteer Programs helped to make the refreshment stations possible. “We knew that patients would experience hardships, and we wanted to let them know that we were there for them and available to help out with any questions they had,” Darrin Christopherson, Office of Patient Experience, says. “And we had some snacks on hand to make their wait times a little more bearable.”

Volunteers offered assistance at eight of the check-in kiosks on the Rochester campus during the transition period. These locations included high-volume patient areas, such as Hilton Desk C, Outpatient Chemotherapy, SL West, and Ophthalmology. One patient commented, “I checked in using the kiosk for my orthopedic appointment this week and appreciated the volunteer standing by to help me with my questions. I thought ‘That’s it? Well, that was easy.”

This is another prime example of collaboration across departments to put the needs of the patient first. Volunteers and staff made a positive impact while living out the value of teamwork. Furthermore, the Mayo Clinic value of excellence was showcased as the team focused on creating the best possible experience for patients and visitors to Mayo Clinic.
**HANDICRAFTS**

Handicraft volunteers create items for patients and visitors. In 2018, over 30,754 hours were dedicated to this remarkable service. Recipients are greatly impacted when receiving handmade comfort items.

<table>
<thead>
<tr>
<th>Item Description</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stuffed animals</td>
<td>5,299</td>
</tr>
<tr>
<td>Newborn caps</td>
<td>1,533</td>
</tr>
<tr>
<td>Jewelry</td>
<td>1,393</td>
</tr>
<tr>
<td>Toe cozies</td>
<td>693</td>
</tr>
<tr>
<td>Pediatric teaching gowns</td>
<td>208</td>
</tr>
<tr>
<td>Baby blankets</td>
<td>325</td>
</tr>
<tr>
<td>Chemotherapy caps</td>
<td>58</td>
</tr>
<tr>
<td>Bereavement items</td>
<td>399</td>
</tr>
<tr>
<td>Knit chemo caps</td>
<td>331</td>
</tr>
<tr>
<td>Hand cozies</td>
<td>305</td>
</tr>
<tr>
<td>Charity baby hats</td>
<td>140</td>
</tr>
<tr>
<td>Distraction aprons</td>
<td>129</td>
</tr>
<tr>
<td>Lap pads</td>
<td>102</td>
</tr>
<tr>
<td>Baby quilts</td>
<td>21</td>
</tr>
<tr>
<td>Prayer shawls</td>
<td>228</td>
</tr>
<tr>
<td>Distraction aprons</td>
<td>129</td>
</tr>
<tr>
<td>Pillowcases</td>
<td>53</td>
</tr>
<tr>
<td>Infant knit caps</td>
<td>29</td>
</tr>
<tr>
<td>Ped quilted memory envelopes</td>
<td>4</td>
</tr>
<tr>
<td>Beads of courage bags</td>
<td>96</td>
</tr>
<tr>
<td>Baby hats</td>
<td>140</td>
</tr>
<tr>
<td>Lap pads</td>
<td>102</td>
</tr>
<tr>
<td>Distraction aprons</td>
<td>129</td>
</tr>
<tr>
<td>Ped quilted photo holders</td>
<td>12</td>
</tr>
<tr>
<td>Baby quilts</td>
<td>21</td>
</tr>
</tbody>
</table>

In 2018, volunteers created 3,560 pediatric surgical caps to help ease our littlest patients. One grateful mom told us “She LOVED the Elsa and Anna ‘survival’ cap!!!”
Handmade items provide compassion and healing.
SHOP FOR A CAUSE

Did you know the hospital gift shop profits at Saint Marys Campus and Methodist Campus are distributed in a myriad of ways to support patients and initiatives at Mayo Clinic? Throughout the year, numerous institutional requests are funded with the profits from the gift shops. In addition, the Good Samaritan Fund and Poverello Foundation at Mayo Clinic in Rochester receive ongoing contributions to assist patients with various expenses. Furthermore, nursing scholarships and Young Volunteers scholarships are made possible using the gift shop proceeds. This is why the tagline “Shop for a Cause” is so fitting and the essence of how we operate.

Shop for a cause

196 volunteers

18,167 volunteer hours

$346,948

2018 GIFT SHOPS PROFITS

$451,634

APPROVED FUNDING

7 staff
HOSPITAL GIFT SHOPS SUPPORT MAYO CLINIC’S PRIMARY VALUE

Hospitals can be intimidating. The mere thought of being in a hospital can elicit stress and anxiety. Oftentimes, patients report feeling scared and a sense of uncertainty as they are confronted with a battery of tests and procedures. They may also receive unexpected news and difficult diagnoses. As a result, there is an emotional toll for patients, families and hospital employees who are compassionately caring for them. To alleviate the aforementioned stressors, patients, caregivers and staff frequently seek out places of refuge. Fortunately, our hospitals have locations that are guaranteed to provide a much-needed respite for everyone—one option is the hospital gift shops.

What sets the hospital gift shops apart from other retail establishments? The Saint Marys Campus and Methodist Campus gift shops are not your typical retail environment. Customers are greeted by warm, helpful volunteers and staff. The welcoming atmosphere provides a sanctuary for patrons to recharge and escape their current stressors. Furthermore, the products on the shelves are unique treasures that are intentionally selected with the customer in mind.

Gift shop volunteers truly make a difference. During their shifts, they have a genuine interest in connecting with patients, visitors and staff. They keep the shelves filled with product and receive phone orders. One customer called wanting a Repaired in Rochester t-shirt for her father who had been a patient. She was not from Rochester and was hoping to have it mailed. The gift shop team quickly responded to fulfill her request. The woman was overcome by gratitude stating, “Thank you so much! This is going to be an extra special gift for my dad. I say this with a tear in my eye that this Christmas is going to be extra special, because we didn’t think we were going to be able to celebrate it with him.”

This is just one example of how our hospital gift shops are special. The healing environment would not be possible without our volunteers and their commitment to serve. In every respect, they promote a much-needed healing culture and support Mayo Clinic’s primary value “the needs of the patient come first.”

MCVP volunteers Parmita Das, Mohammed Oleiwi, Marilyn Lee, and Luke Sztajnkrycer
CARING HANDS
In 2018, Caring Hands continued to be a highly sought after volunteer service. In total, over 9,000 hand massages were given in the inpatient and outpatient practice. Honoring the Mayo Clinic value of excellence, a team of dedicated volunteers helped to create a new Caring Hands annual competency training. The primary goal for this training was to reinforce best practices and ensure ongoing compliance with The Joint Commission. It was also an opportunity for volunteers across the campus groups to connect and partake in this new continuing educational opportunity. Pictured below are several of the Caring Hands volunteers who participated in the training.

REIKI AND HEALING TOUCH
In partnership with Integrative Medicine, Healing Touch and Reiki volunteers offer a comforting touch and presence to patients in the inpatient and outpatient settings. Their integrative approaches to health and wellness help patients feel less stressed and anxious. In 2018, volunteers provided 198 Reiki and Healing Touch sessions in the hospital setting and 96 sessions in the Cancer Education Center.

VOLUNTEER HAND MASSAGES BY CAMPUS:

<table>
<thead>
<tr>
<th>Campus</th>
<th>Hand Massages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Methodist Campus</td>
<td>1,655</td>
</tr>
<tr>
<td>Mayo Clinic Campus</td>
<td>3,678</td>
</tr>
<tr>
<td>Saint Marys Campus</td>
<td>3,960</td>
</tr>
<tr>
<td>Total</td>
<td>9,303</td>
</tr>
</tbody>
</table>

SESSIONS IN THE:

<table>
<thead>
<tr>
<th>Setting</th>
<th>Hospital Setting</th>
<th>Outpatient Setting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mayo Clinic</td>
<td>198</td>
<td>96</td>
</tr>
<tr>
<td>Saint Marys</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
PAWS AND EFFECT (CARING CANINES)

It’s no secret dogs are social creatures that respond to people sensitively and read human emotions. They are professional comforters. This is why dogs have had a special standing in the medical world. They have been trained to see for the blind, hear for the deaf, and provide medical alert assistance for individuals with a variety of conditions. With that being noted, it’s clear why Integrative Medicine and Mayo Clinic Volunteer Programs created a Caring Canines service to promote healing and bring joy to our patients. Interactions with a therapy dog have been found to decrease blood pressure and heart rate. Furthermore, there is evidence that human-animal interaction alleviates the stress response. Recognizing this “paws-and-effect” response, Caring Canines volunteers are deployed to the inpatient and outpatient settings on the Rochester campus to promote healing for patients, visitors and staff.

In addition to visiting patients, Caring Canines volunteers participated in two research studies during 2018. For one study, Mayo Clinic partnered with Purina evaluating the impact of therapy dogs as an addition to Mayo Clinic’s Fibromyalgia outpatient treatment program. Over 27 therapy dog teams participated in the study, and 229 fibromyalgia patients were visited. This is the first study of its kind; not only was the impact on patients observed, but also the dogs’ welfare was assessed. The Mayo Clinic research team worked with Oasis Diagnostics to create a “dog-friendly” saliva collection device for collecting salivary cortisol and oxytocin not only on the patients, but the dogs as well. In order to participate in the study, the volunteer therapy dog handlers completed additional mandatory training over the span of five months to ensure their dogs could complete all tasks required during the visits. The outcomes of this study are still being analyzed.

A second study explored if therapy dog visits could alleviate nursing burnout and increase work satisfaction in an outpatient setting. It also observed at what frequency therapy dog visits benefited nurses most. The study results support the hypothesis that therapy dog visits can help alleviate stress, frustration, feeling drained, and the overwhelming sensation that can come from working in the nursing field. Furthermore, they significantly increased the feeling of happiness. In addition, a therapy dog visit once a week was able to significantly reduce self-reported responses of
depression and improve emotional wellbeing. Consequently, the control group receiving no therapy dog visits had the least amount of improvement in the nursing units' visual analog scale.

Through our research, we have learned that the Caring Canines service is a value-add for patients, visitors and staff. The benefits not only impact satisfaction, but extend to an individual’s overall well-being. None of this would be possible without the dedicated team of volunteers—a highly-trained team of canine handlers—who so graciously give of their time each week. Caring Canine volunteers truly have a heart of service. Because of the volunteers’ support, Mayo Clinic Volunteer Programs and Integrative Medicine continue to collaborate and explore opportunities to make difference for patients, visitors and staff.
Terry Tuohy, volunteer, facilitating “Art in 10 Minutes”
USING ART TO HEAL

The primary mission of Mayo Clinic is excellence in patient care—yet its founders recognized that caring for the whole patient extends beyond treating physical ailments. Since its inception, Mayo has used art to address the “spiritual aspects” of medical care. To honor this belief that art and science play a role in the healing process, “Art in 10 Minutes” sessions are offered every Tuesday in the Stephen and Barbara Slaggie Family Cancer Education Center. These sessions, which are a collaborative effort for Mayo Clinic Volunteer Programs and the Stephen and Barbara Slaggie Family Cancer Education Center, were initiated in 2016.

It is not unusual to see a group of five to seven people, of various ages, gathered around a table participating in “Art in 10 Minutes.” Patients and visitors create fun and simple art projects, which offer a reprieve from the stress and anxiety that oftentimes accompanies medical appointments. Funding from Methodist Campus Volunteer Gift Shop covered the cost of supplies for this healing offering in 2018. Since their inception, the art sessions have been facilitated by Terry Tuohy, a Mayo Clinic Volunteer Programs volunteer. She leads in a manner that engages the group in a natural conversation. While connecting with patients and caregivers, her creativity, empathy and caring personality shines through.

Beyond the art that is produced during the sessions, the networking and camaraderie that emerges among participants is heartwarming. Many times the patients and caregivers make connections that develop into friendships as well as small, unofficial support groups. Janine Kokal, patient educator from the cancer center, recalls a grateful patient who came into the center to thank staff and volunteers for her experience with the art session. “She noted that prior to the art session she could feel her heart racing and was very nervous about her upcoming appointments; however, at the conclusion of the session she felt better and settled her blood pressure down to 120/70!”

Another patient was at Mayo Clinic for five weeks undergoing treatment, which can be challenging and exhausting. During one session, however, this patient interacted with a six-year old girl who was the child of a patient. The bubbly girl lightened the mood and brought a smile to the patient’s face.
From the Civil War to the present, during peace time and combat, from the battlefield to the Home Front, Mayo Clinic has a deep dedication to members of the United States Armed Forces and their families. According to Matt Dacy, Director of Heritage Hall, “Mayo Clinic’s commitment to the military encompasses each shield of our mission – patient care, research and education. It is grounded in our culture of teamwork and our primary value that the needs of the patient come first.” Significant military milestones at Mayo Clinic include overseas medical units during World War I and World War II, development of the G-Suit and other aviation innovations and care for wounded service members.

During 2018, aligning with Mayo Clinic’s commitment to the members of the U.S. Armed Forces and their families, Mayo Clinic Volunteer Programs (MCVP) partnered with the Veterans Mayo Employee Resource Group (MERG), Palliative Medicine and Mayo Clinic Hospice to explore and plan two recognition offerings. These offerings are for patients who have prior U.S. Armed Forces service or are actively serving. The pilot stage for the first MCVP veteran offering started in November 2018 with Palliative Medicine patients. When staff in Palliative Medicine identifies patients who are active or retired military members nearing end of life, MCVP quickly deploys volunteers, who are also active or retired military members, to carry out the military recognition. During the ceremony, volunteers honor the military member by reading a thank you letter on behalf of Mayo Clinic, presenting a flag and commemorative coin, and visiting with the patient and their family.

Ken Aalderks, a volunteer who participates in this service states that the ceremonies are “a heartfelt tribute, to recognize veterans for their service as their days and hours come to an end while they are patients at Mayo. I recognize the sacrifices that were made and have chosen to participate in the Veterans Recognition Program as a way of saying thank you, from one veteran to another.”

The second volunteer offering will include a pilot in 2019 to honor hospitalized active or prior service military members who are not at end of life. Volunteers will visit patients and present them with a complimentary pin. Tee It Up for the Troops, a local organization, has provided funding to assist with the pilot. In addition, funds were provided by Facilities Care Group. The goal for this service is to recognize and thank our patients who selflessly served our country. It supports Mayo Clinic’s deep appreciation and commitment to the U.S. military members. Also, it aligns with Mayo Clinic’s values of respect, teamwork and healing where a multi-disciplinary team joins forces to put the needs of the patients first.

Tee It Up for the Troops provided funding to assist with the veterans offering:
Kelley Adelsman, Kimberly Van Rooy, Lynn Clarey, Jim Kelly, Brynn Howard and Carin Jorgensen
The following individuals are MCVP volunteers who also served our country:

**Front row:** Art Maley, Chuck Martindale, Lynn Stolp, Patricia Graham, Tom Hoag, Jeff Setterlund

**Back row:** Joe Stancl, Tom Paska, Jeff Thompson, Karl Pasch, Dave Dunn, Larry Laber, Frederick Sorensen, Wayne Peterson
SUPPORT OUR STAFF (SOS) – CARING FOR MAYO CLINIC CAREGIVERS

There are times when work units across the Mayo Clinic Rochester campus are presented with high-stress or emotionally-taxing situations. An area could be experiencing a sense of grief after the death of a patient or trying to meet tight timelines. Although the specific circumstances may be unique from one work unit to another, it is not uncommon for staff in a medical facility to feeling burnout or encountering situations that may take an emotional or physical toll.

To address these types of situations, Mayo Clinic Volunteer Programs (MCVP), Chaplaincy, Integrative Medicine, Worksite Wellness, Employee Assistance Program, and Humanities in Medicine have partnered to develop a supportive offering to assist staff — Support Our Staff (SOS). This collaborative effort entails deploying resources that offer work units a way to destress and recharge. Recognizing that it can be difficult for frontline caregivers to leave their work units, the SOS team brings mobile resources to the area in need. Ultimately, this helps Mayo Clinic staff continue providing the best care possible to our patients.

An SOS event can involve various components including, but not limited to, Caring Hands massages, Caring Canines, Chaplain Services, aromatherapy, healing art activity, music, and dark chocolates. In addition to MCVP providing volunteer support, profits from our two hospital gift shops have been allocated to help cover the cost of supplies for the SOS events.

An excellent example of MCVP responding to an SOS event was in October 2018. Nurse Manager, Karen Warfield, submitted a request for assistance. According to Warfield, in her unit, “Many of the patients are the same age as the staff which can elevate the level of stress involved. In addition, many of the patients are long term and staff becomes attached to them.” To help alleviate the stress that area was experiencing, MCVP staff responded by deploying volunteers to offer 26 hand massages on Eisenberg 10-3. “The hand massages provided staff with stress reduction during a very stressful time of multiple sick patients and deaths on the unit” Warfield commented, “The volunteers were very kind and empathetic.”

Based on the positive feedback and the success of this offering, the SOS team continues to refine its processes to best serve staff across the Rochester campus. This is a prime example of departments collaborating in times of need and living out our Mayo Clinic value of teamwork.
NO ONE DIES ALONE (NODA)

From the outside, it looks like they’re simply sitting by the bedside of patients who are often unresponsive. But if you stick around a while, you’ll realize that their purpose for being there is noble and clear: to make sure those patients have someone by their side when they leave this world. “It’s honestly been one of the most humbling and rewarding things I’ve ever done in my life,” Lynn Stolp, volunteer, tells us of her involvement in Mayo Clinic’s No One Dies Alone program. “It’s an honor to sit with people and bear witness to them passing out of this life.”

Stolp, a training and development analyst in Practice Operations at Mayo Clinic’s Rochester campus, tells us she volunteered for the program after the death of a family member. “He chose to die at home, and so our family was with him until he took his last breath,” she says. “I just started thinking about all of the people who don’t have that—those who have no family or who have outlived their families and are just lying there in the hospital alone.” So when she heard about the No One Dies Alone program, she thought, “I want to do that for other people.”

Since 2015, she has been there, oftentimes at a moment’s notice, to sit at the bedside of a dying patient. Stolp reflects on one unique situation with a patient which she’ll always remember. “I sat with her for four or five days, which is unusual because we’re usually called in within 36 to 72 hours of a patient’s anticipated death,” she says. “But this particular woman, the first time I sat with her she was conscious, and so she talked to me about her family. We just sat and chatted, and it was almost like talking with my own mother.”

It wasn’t until after the woman passed, though, that Stolp would learn why she was at Mayo Clinic alone. “I found out she did have family who were taking care of her until they no longer could,” Stolp says. The family had experienced a crisis just before they were planning to leave for Rochester to be with her. After the woman’s passing, her daughter reached out to Stolp to thank her for taking their place and to learn more about her mother’s final moments of life. Stolp says, “She was so grateful there were people at Mayo Clinic who treated her mother exactly like she would have, had she been able to have been at her bedside.”

“‘It’s honestly been one of the most humbling and rewarding things I’ve ever done in my life.’”

– Lynn Stolp

Mayo Clinic Volunteer Programs’ team of compassionate NODA volunteers places the needs of the patient first by being there for their final moments of life when family or friends cannot.

Credit: In the Loop originally published this story.
ANNIKA BECK

As a high school student, Annika Beck served as a Mayo Clinic Young Volunteer for four years. In her initial assignment, Beck guided a cart through patient care units offering gift shop items to patients and their families. Later, she served as a surgical messenger under the direction supervision of nurse communicators. In this role, she located and directed family members of patients to consultations with surgeons. The skills and confidence she gained through these roles, everything from entering patient rooms, meeting patients and families, and initiating conversations, has been valuable in her professional career.

In September 2017, Annika joined Mayo Clinic as a Post-Baccalaureate Research Assistant in the Biomedical Ethics Research Program. In her role, she interviews patients, helps design surveys, analyzes data, assists summer interns, writes papers, consents participants for research studies, and ensures HIPAA compliance. When asked how her Young Volunteer experience helped her transition into her professional career at Mayo Clinic, she explains, “I gained knowledge of the institution, including its structure and culture, which others didn’t have. In addition, experiencing patient care was particularly helpful.” She continues to thrive at Mayo Clinic. In fact, in October 2018, she presented, “Hear My Voice: Risk and Benefit in Laryngeal Transplants” at the American Association for Bioethics and Humanities Annual Meeting, in Anaheim, California.

Although Annika is now a Mayo Clinic employee, volunteering remains an integral part of her life. She notes, “During my life, what I participate in, I feel called to do.” Most recently that involves serving Mayo Clinic patients as a volunteer for No One Dies Alone (NODA). “Building on my Young Volunteer experiences, interacting with nursing staff and consultants gives me the comfort to speak up for patients during NODA vigils.” This gift for advocacy has Beck planning to attend law school in the fall, perhaps to study health care law.

“Building on my Young Volunteer experiences, interacting with nursing staff and consultants gives me the comfort to speak up for patients during NODA vigils.”

– Annika Beck
WOULD YOU LIKE A BOOK?

“Would you like a book?” This may seem like a simple question; however, as a Mayo Clinic employee and a parent of a pediatric patient, Nick Dibble understands why it is important to the mission of Mayo Clinic.

Recently while visiting Mayo 16, Nick recalls a little girl, barely two years old, walking around in a white dress. She wore a mask over her face and was adorned with IV tubes. Furthermore, it was evident from the absence of hair that this sweet child had been undergoing chemotherapy. She was accompanied by her grandmother, dad, and a wagon overflowing with coats, bags, clothes, and toys, a distinct sign they planned to attend appointments all day long. The family showed signs of exhaustion. Seeing them reminded Nick of his ten-year old son, Adrian, sitting in his wheelchair next to him. It resurfaced a harrowing sense of worry and despair reflecting back on their long medical journey.

A little more than ten years ago, Nick’s excitement about the upcoming birth of his twin boys quickly turned to worry as he was informed of critical complications with the pregnancy. Born prematurely at 26 weeks, Adrian was two pounds nine ounces, and his brother Blaise weighed just over a pound. After three emotional months at Saint Marys neonatal intensive care unit (NICU), Adrian was released to go home. Despite amazing care and lifesaving efforts from Mayo Clinic physicians, nurses, and supporting staff, Blaise passed away the day after Christmas. During their time in the NICU and resulting appointments supporting his son, Adrian, Nick recalls countless caring, positive interactions with Mayo Clinic volunteers.

Fast forward to the day Nick and Adrian noticed the little girl in a white dress on Mayo 16. As Nick was reflecting on the parallels between the little girl and his son, a volunteer walked into the lobby pushing a cart.
filled with books. The cheerful volunteer approached the little girl and asked, “Would you like a book?” She looked at her dad, nodded her head and selected a book. Over the next ten minutes, her dad read to her like they were the only people on the floor. The little girl wasn’t in a hospital, didn’t have IV tubes, and wasn’t undergoing treatment. She was simply a two-year-old girl, wearing a white princess dress, reading a book with her father.

Nino Varsimashvili is quoted as saying, “Sometimes, little things make a big difference.” Little things like compassionate gestures or simple questions such as “Would you like a book?” can provide comfort, reassurance, and normalcy during challenging times. Mayo Clinic volunteers epitomize the little things through their acts of kindness. They contribute to the emotional and spiritual care of our patients, visitors, and staff in the way that the Mayo brothers and the Sisters of Assisi always intended.

BOOK DONATIONS FOR Mayo 16

Generous book donations make it possible for children to receive a complimentary “magical” book when visiting Outpatient Pediatrics on Mayo 16. Many departments across the Rochester campus organize book drives to support this valuable service. In October 2018, Well-Being Champions Martha Hagenbrock and Teri Shones — both in General Internal Medicine — and Maureen Wegner, Office of Women’s Health, organized a book collection. Over a 10-day period, 847 books were collected! Several external donations were received, as well. In November, the freshman class at Byron High School made a significant contribution by collecting books as part of its Days of Giving event, and in December, Mankato Toys for Tots and Dodge County Sheriff’s Department partnered to donate nearly 3,000 books!

“Books are a uniquely portable magic.”

—Stephen King

Teri Shones, RaeAnne Boldt, Elizabeth Baller, Lawrence Mindela, Lillian Kitange, Maureen Wegner and Ann Bremer
MAYO CLINIC EMPLOYEE, JULIAN ORTIZ, FINDS VALUE IN VOLUNTEERING

From the minute you meet Julian Ortiz, you are immediately drawn in by his positive energy, caring spirit and welcoming smile. It is not surprising that he is giving back to our organization as a volunteer. Giving back has always been important to Julian. In fact, he has an extraordinary track record for volunteering his time and talents to make a positive impact in his community. Prior to moving to Rochester, the New Jersey native participated in over 100 volunteer projects. He was drawn to these opportunities which connected him with people of all ages while giving back to causes that he could relate to from his own life experiences.

Two years ago, Julian moved to Rochester after working remotely as an Information Technology (IT) contractor for Mayo Clinic. He was offered a permanent position with our organization and decided to relocate to Minnesota. As a part of the network engineering group at Mayo, he supports the sending of data between different computer systems. While his role supports Mayo Clinic’s mission of putting the needs of patients first, Julian felt compelled to give back to patients in a more direct manner and to better relate to the experience of the staff he supports in his role.

In 2017, Julian became a Mayo Clinic volunteer. His first volunteer assignment was in Infusion Therapy offering refreshments and conversation to patients undergoing treatments on Eisenberg 8. Based on positive experiences in Infusion Therapy, Julian inquired about volunteering in an additional area each week. He ultimately selected a shift in the outpatient pediatrics area on Mayo 16. Pediatrics volunteers encourage children to select a book from a book cart and interact with them in the waiting area. Since appointments can be a source of anxiety for children, the books offer a distraction and provide a sense of normalcy during what can be a stressful time. With volunteer assignments in Infusion Therapy and Pediatrics, Julian is once again connecting with people of all ages.

Julian feels there are many benefits to volunteering. He shares that it helps keep one grounded and offers perspective. “As someone at Mayo in IT who sits behind a computer a lot of the day, it is a good way to immerse myself in the medical environment by interacting with patients and staff.” Furthermore, the staff in the service areas expresses great appreciation for the volunteers. In fact, he recalls staff at Infusion Therapy recently giving volunteers fresh strawberry jam to show appreciation. “Ultimately, I enjoy helping out and interacting with the patients and staff I come across during my volunteer shift. It is a nice way to start the day! It is also a great feeling to know that you are helping out.” In both of his assignments, he is able to serve patients and live out the Mayo Clinic value of compassion.

“Ultimately, I enjoy helping out and interacting with the patients and staff I come across during my volunteer shift.”

– Julian Ortiz
LIVING OUT THE MAYO CLINIC VALUES

Every other month, two girls from the Church of God in Christ, Mennonite, leave their families and the comfort of their homes to embark on a six-month volunteer rotation at Mayo Clinic in Rochester, Minnesota. They arrive from a variety of locations in the United States, Canada, and Brazil. Their participation in our volunteer program is part of the volunteer service for Church of God in Christ, Mennonite. The church places an emphasis on a time of voluntary service for youth. It is seen to promote personal growth, maturity, and leadership abilities. Also, it is considered an important message for peace and service to the nation.

The longstanding and invaluable partnership between Mayo Clinic Volunteer Programs and Church of God in Christ, Mennonite, was initiated in Rochester nearly 20 years ago. As part of this collaboration, six Mennonite volunteers are in Rochester year round. The volunteers arrive in sets of two and stay for six months. They come at an average age of 20.

Anyone who visits Mayo Clinic’s Rochester campus is likely to cross paths with one of our Mennonite volunteers as they serve at all three campuses—Saint Marys Campus, Methodist Campus and the outpatient Mayo Clinic campus. Areas they serve include the patient and visitor cafeteria, Caring Hands, welcome desks, Radiation, Infusion Therapy, hospital gift shops, library and pediatrics. In addition to their volunteer service at Mayo Clinic, they volunteer at Ronald McDonald House, Hope Lodge, Gift of Life, and the Mennonite Guest House.

Although they may only be in Rochester for six months, they make a significant and meaningful impact during this time. They contribute a significant amount of time serving patients and visitors at Mayo Clinic. In fact, they collectively average over 4,000 hours of service every year. While here, they live out the Mayo Clinic values and leave a lasting impression on everyone they cross paths with during their stay. The girls, in return, state they feel deeply blessed by the people they meet and work with.

Mikayla Wedel and Allison Reimer, volunteers participating in the Mennonite program.
Humble. Intelligent. Driven. These are a just few attributes that describe Michelle Mai, a senior at Century High School. Remarkably, as a high school student, she has served over 150 hours in the Mayo Clinic Young Volunteers program. This is in addition to her many other extra-curricular activities, which include piano, dance team, swim/diving team, STEM society, Century Honors Society, Century UNICEF, and the Rochester Chamber Music Board of Directors.

Born and raised in Rochester, with parents working at Mayo Clinic, Michelle shares that she has always been drawn to pursue a career in medicine and help people. “There are so many issues that we see in this world that need solving, and they need curious and inventive minds to go about solving them.” In 2015, Michelle joined the Young Volunteers program to acquire experience in the medical environment. During her tenure as a Young Volunteer, she has served at the Blood Donor Center, Flower of Hope and Infusion Therapy Center. Furthermore, she has served as a team leader. She shares that she has enjoyed many aspects of volunteering; however, “the interactions with patients are what I enjoy most.” She recalls one memorable patient at the Infusion Therapy Center who shared wisdom that he had gathered over the years and talked about his family. “The connections you can make with patients are very meaningful.”

Most recently, Michelle earned accolades for her science fair project — a rapid strep test kit. Her interest in medicine and experience as a Young Volunteer inspired her to dabble in a medical research project for the science fair. Michelle shares, “This kit was specifically created for people who are underserved in medical areas — who don’t have access to medicine.” Her goal was to create something that is more affordable and accessible. Ultimately, her project earned awards locally and at the state science fair, and she was a finalist at internationals. In December 2018, *The Journal of Emerging Investigators* published an article she wrote relating to her project. She is now exploring ways to move her product forward and looking at a potential opportunity through the Mayo Clinic.

Although she has not yet determined which college she will attend upon graduation, she would like to pursue a combined program that will enable her to earn her undergrad and transition to medical school. She affirms that her time as a Young Volunteer has cemented her passion and interest in the medical field. Undoubtedly, she has a bright future ahead of her.

“The interactions with patients are what I enjoy most.”
– Michelle Mai
Dr. Rozalina McCoy personally experiences how volunteers impact patient care

Dr. Rozalina McCoy balances a thriving medical career along with her responsibilities as a wife and mother of two. Professionally, she is an endocrinologist and primary care physician working in the Division of Community Internal Medicine at Mayo Clinic. She is also a dedicated researcher and associate professor of medicine at Mayo Clinic College of Medicine. In addition to her personal and professional accomplishments, what people may not realize is that she is also a cancer survivor.

In 2017, Dr. McCoy experienced a sudden and unexpected role reversal. She found herself in the position of a patient, rather than the medical professional. It all began when she started experiencing severe and debilitating fatigue. Being an active and healthy person, this was unusual for her; however, she attributed it to balancing the demands of a career and two small children. Ultimately, sensing that something was very amiss, she underwent testing which led to a shocking diagnosis of advanced Hodgkin lymphoma. This news ignited a sense of fear and uncertainty, coupled with determination to tackle the disease head-on.

Undergoing cancer treatment can be grueling. When reflecting on her chemotherapy sessions, Dr. McCoy shares that at times she felt “alone, lost and confused.” Being a physician-patient brings with it blessings and challenges, but she felt as though straddling the two worlds isolated her from both. She also missed the personal connections with others that were the most gratifying part of her practice as a primary care physician.

She was not able to see patients during chemotherapy treatment due to high risk of infection and other cancer-related symptoms. She recalls how during one of her treatments, a Caring Hands volunteer stopped by to offer a complimentary hand massage. “I didn’t know what to expect,” she notes, “but as she started giving me a massage, I no longer felt alone. The volunteer started telling me about her family and history, and she wanted to know about me as a person.” This small gesture was something that Dr. McCoy appreciated most. The focus of the interaction was between two individuals and a sense of normalcy rather than just on who she was or what she was going through medically. It also made it safe and OK for Dr. McCoy to think about herself, for a change.

Although the chemotherapy regimen was painful, and there were days filled with worry or unwelcome news, the hand massage was calming and comforting. Dr. McCoy described it as a very positive experience, which helped her through her cancer journey. She also recollects reassuring and positive interactions with many other volunteers who visited her during her treatments. While these interactions may seem small on the surface, they made a big difference. Mayo Clinic volunteers provided McCoy with a sense of healing and compassion which was invaluable to her.
COMMENTS FROM PATIENT EXPERIENCE

Throughout the year, Office of Patient Experience receives feedback from Mayo Clinic patients and visitors regarding their interactions with volunteers on the Rochester campus. Included is a sampling of comments received in 2018 reinforcing the value of the volunteers’ presence.

Volunteers always treat us with compassion, dignity and respect.

Volunteers were very helpful and courteous.

The volunteers are caring, compassionate, quick and eager to help those in need.

Everyone I encountered, from volunteers to specialists, were polite, respectful, caring, helpful and attentive.

Thankful for volunteers who directed us to the correct location.

The volunteers who helped at the elevators were appreciated.

A volunteer found us as soon as we entered the building and told us where to go. Very helpful and kind.

It was nice having a helpful volunteer at the kiosk to explain it to me.

I always found the volunteers exceedingly polite and informative.

Your VOLUNTEERS are great and helpful.

Have nothing but good feelings in all encounters with volunteers at Mayo.

I sincerely appreciate ALL that has been done for my wife and I during this process that was forced upon us. I truly have nothing but positive and glowing remarks to give to the cafeteria volunteers we have crossed paths with over the last 4 years. Thank you!

Thank you. The snack counter and volunteers adds so much good will to the department.

Mayo has amazing professional staff and volunteers!

I can’t even come close to describing the whole atmosphere and compassion shown by ALL of the volunteers.

Overall service was outstanding. They even have volunteers in walkways for help.

I was very impressed with how well your system is organized and how easy it is to access everything... the volunteer desks are also incredible... they give very concise directions which makes it so easy.

The entirety of my 12-day visit was a very positive experience. The volunteers demonstrated an excitement about helping me that I have rarely experienced here in Idaho.

So many people, including staff, patients and volunteers, reached out to help with directions, etc., astounding!

Volunteers great help for the elevator area to hold doors. People helping with directional to all hallways/buildings.

Had an excellent experience at the clinic and really appreciated the ‘army’ of volunteers that were available to answer questions and point us in the right direction.
At one point I was unsure of a place to go to and a volunteer walked me to the location with such care and friendliness. I was delighted with him and his help.

You should be very, very proud of all your volunteers they are very helpful and need a pat on the back!

I so appreciated that volunteers help you find where you need to be. AWESOME!

I appreciate the loving care provided by the volunteers throughout the complex.

Loved the hand massage from volunteer helped to forget about everything going on.

Your volunteers are super!

EVERY SINGLE volunteer made each day warm and welcoming.

Volunteers were helpful when they realized we needed directions.

The volunteers who stopped with artwork, books and hand massage were all lovely.

It amazes me how kind and compassionate your volunteers all are. They help lower my stress level immensely, thank you!