



Mayo Clinic Volunteer Programs

ANNUAL REPORT 2019

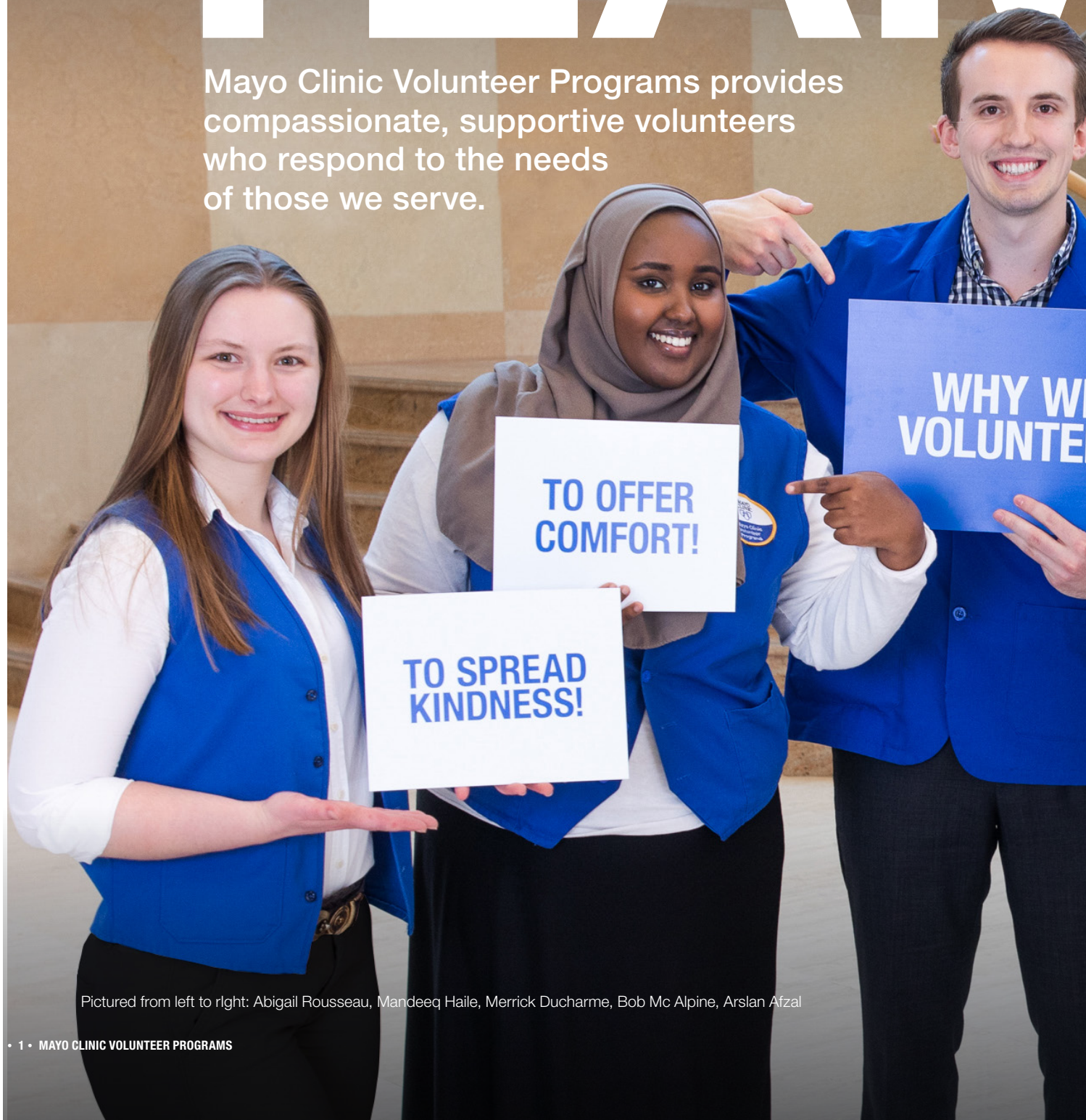
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SPREADING JOY!



TEAM

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



Pictured from left to right: Abigail Rousseau, Mandeeg Haile, Merrick Ducharme, Bob Mc Alpine, Arslan Afzal

ENJOY



"Joy is increased by spreading it to others."

— ROBERT MURRAY M'CHEYNE



SPREADING JOY!

Every day at Mayo Clinic, physicians, scientists, allied health staff and volunteers work together as a team to put the needs of our patients first. Individually and collectively, we are devoted to changing lives, advancing medicine, fostering hope and transforming health care delivery. The Mayo Clinic Volunteer Programs (MCVP) volunteers are an integral part of this team with a relentless commitment to Mayo Clinic's primary value, "The needs of the patient come first."

In 2019, 1,566 extraordinarily dedicated MCVP volunteers served 129,489 hours spreading joy, kindness and compassion to Mayo Clinic patients, visitors and staff. And while the monetary value of their service equates to \$3,645,115, the actual significance of their contributions is priceless. Volunteers are truly invaluable in helping to provide services and support across the Rochester campus.

I am pleased to present the 2019 Mayo Clinic Volunteer Programs Annual Report: Spreading Joy!

As a department, we strive to put our best foot forward every day to serve our patients in the most meaningful ways possible. In this year's report, we are highlighting many, though certainly not all, of MCVP's accomplishments and activities to advance our mission of providing compassionate, supportive volunteers who respond to the needs of those we serve.

I hope you enjoy reading this report and that it gives you further insight into the work that we do and the progress we have made in partnership with others during 2019. Our staff and volunteers are our greatest resource, and I'm proud to say we have a team committed to working together for the success of Mayo Clinic. This is all possible because of our unrelenting collaboration, and our compassionate commitment to the health and happiness of everyone we serve. As Denzel Washington stated, "At the end of the day it's not about what you have or even what you've accomplished... it's about who you've lifted up, who you've made better. It's about what you've given back."

Thank you Mayo Clinic volunteers for the myriad of ways you generously give back.

Kimberly Van Rooy M.A.

Kimberly Van Rooy, M.A.
Director, Mayo Clinic Volunteer Programs



MAYO CLINIC VOLUNTEER PROGRAMS STAFF

Front row: Chris Rustad, Kim Van Rooy, Becky Hynes, Gail Cook

Middle row: Elaine Goetsch, Mary Ruesink, Mary Skifton,
Jennifer Anderson, Ardis Denn, Elyse Davis, Marie Aaberg

Back row: Jodie Mayberry, Ann Freund, Lisa Brink, Joy
Armentrout, Amber Frank

1,566

Total Volunteers

129,489

Volunteer service hours

\$3,645,115

Value of volunteer time

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

1,256

Non-Mayo Clinic
Employee Volunteers

310

Mayo Employee
Volunteers

242

Young Volunteers

81

College Students

1,243

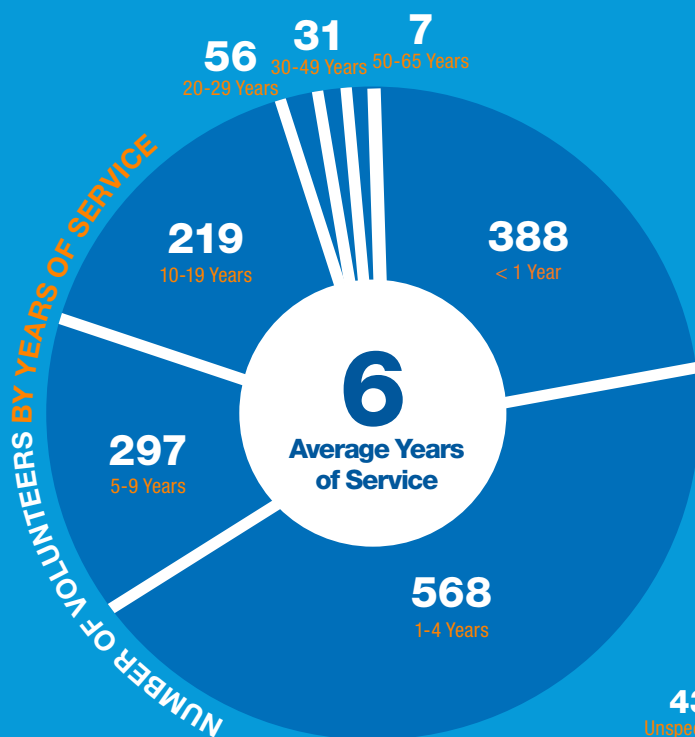
Adults



71

Couples volunteered

Charlie and Eileen Haugh



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



Volunteers travel from **84** different communities to serve Mayo Clinic patients.

INSTITUTIONAL SPECIAL PROJECTS AND EVENTS

Mayo Clinic Volunteer Programs (MCVP) is routinely contacted for volunteer assistance with departmental special projects and organizational events. In 2019, volunteers were instrumental in fulfilling over 60 institutional requests, thereby providing staff members additional time to focus on their primary job functions.

Volunteers fulfilled over **60** institutional requests



Keith and Carol Hartley assisting with Valentine's Day flower deliveries.



VOLUNTEER LEADERS

Volunteer leaders are essential to the success of Mayo Clinic Volunteer Programs. They are an integral part of the team. In 2019, team leaders generously shared their time, knowledge and expertise to collectively mentor and train nearly 400 new volunteers. In addition, volunteer leaders assist and serve on our hospital and outpatient councils. They truly model Mayo Clinic's values of teamwork and excellence.



Lora Burge, chaplain, providing patient with prayer shawl.

PRAYER SHAWLS PROMOTE HEALING

Volunteers demonstrate commitment to Mayo Clinic values in many ways. The value, Healing, encourages employees and volunteers to inspire hope and nurture the whole person. This includes physical, emotional and spiritual needs. A chaplain at Methodist Campus shared a heartwarming story about the significance of hand-knit prayer shawls, something she distributes frequently to patients or their family members. The prayer shawls, made by volunteers, provide much more than just warmth.

At some point during a long hospitalization at the Bone Marrow Transplant Unit, a patient who had experienced numerous complications received a prayer shawl from the chaplain. After a time, the patient was discharged, however, she returned for frequent outpatient appointments on the

unit. During one of those appointments, as she walked down the hall, she met the chaplain who had presented the prayer shawl and expressed profound gratitude. Remarking about its special significance, she felt that receiving it was the turning point in her stay and found significant meaning and strength by praying with it daily. The shawl provided a source of encouragement at a very vulnerable time. Her message to the chaplain, "Thank the volunteers who knit the shawls."

Annually volunteers knit and crochet many items to be distributed in the hospital setting. In 2019, Methodist Campus and Saint Marys Campus volunteers made 278 prayer shawls, which offered comfort, hope and healing for Mayo Clinic patients.

CREATING JOY

Handicraft volunteers create handmade items for patients and visitors. In 2019, nearly 39,000 hours were dedicated to this remarkable service resulting in 17,596 unique items. Recipients are greatly impacted when receiving these comfort items.

479

Baby Blankets/
Quilts

2,910

Knit Baby Hats

178

Distraction Aprons/
Lap Pads

5

Walker Caddies

38,900
Hours

28

Quilted CD Holders

3,839

Surgical Children's Caps

119

Pediatrics Teaching
Doll Gowns

775

Toe Cozies

147

Charity Baby Hats

661

Jewelry





596

Chemo Caps

371

Hand Cozies

28

First Newborn
Caps

278

Prayer Shawls

50

Pediatrics Pillow
Cases

462

Bereavement Items

17,596

Unique items

6,570

Stuffed Animals

100

Beads of
Courage Bags

”

“It (the surgical cap) made me feel happy because it had a happy face. I knew it would keep me safe.”

- LUKE CARLIN, MAYO CLINIC PEDIATRIC PATIENT

SHOP FOR A CAUSE

When you shop at the hospital gift shops, you are making a difference. 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.

200

Gift Shop
Volunteers

\$366,828

Total Funding

\$440,839

2019 Gift Shop Profits

16,065

Volunteer Hours

8

Gift Shop Staff

TOTAL FUNDING





CARE (COLLABORATING AND RESPONDING EMPATHICALLY) BAGS

Last fall, a young mother was in the hospital passing away. With little time to spare, family members, including her 20-month old toddler, rushed to be at her side. Upon arrival, Palliative Medicine asked how they could be supportive. The response was simple—could they help find something to entertain the young child? They left home in a frenzy, without packing any toys, and as a result the toddler attempted to amuse himself with the medical equipment in his mother's room.

To address the family's request, the Palliative Medicine team immediately connected with staff at Methodist Campus Volunteer Gift Shop. In less than ten minutes, gift shop staff

assembled a collection of items. A roaring dinosaur, blanket, stuffed animal and several other items, were placed in a special bag for the child. In this time of great sadness, these items would offer something comforting to the child, and allow the remaining family members to focus their attention on some very difficult conversations.

Recognizing how invaluable this simple yet compassionate act was for the patient and her family, Mayo Clinic Volunteer Programs (MCVP) leadership met with Palliative Medicine to explore ongoing support for situations like this. If one small bag of comfort items made a big difference, could ready-made comfort bags support other families in need? In



response to Palliative Medicine confirming the need, MCVP proceeded with a CARE (Collaborating and Responding Empathically) Bag pilot with funding support from the Methodist Campus Volunteer Leadership Council.

Not long after the pilot was initiated, another request was received. This time, a pre-assembled CARE Bag was readily available for Palliative Medicine to respond. Because MCVP, Methodist Campus Volunteer Leadership Council, Methodist Campus Volunteer Gift Shop and Palliative Medicine collaborated and responded empathically, Palliative Medicine provided something unexpected to fulfill an unmet need for a Mayo Clinic patient.

In this time of great sadness, these items would offer something comforting to the child, and allow the remaining family members to focus their attention on some very difficult conversations.

CARING CANINES

Across the Mayo Clinic Rochester campus, in partnership with Integrative Medicine and Health, Mayo Clinic volunteers and their Caring Canines therapy dogs provide comfort, joy and support for Mayo Clinic patients, visitors and staff. In 2019, there were 34 teams who served over 1,600 hours.

6,884

Hospital Room Visits

120

In-patient Group Visits

324

Outpatient Waiting Room
Jacobson and Cancer
Education Center

173

Staff and Student
Wellness Events





Front row: John Fraley (Bert and Ernie), Jean Rynda (Maisie), Melinda Tullis (Oscar), Cindi Schwanke (Jax) and Jim Voegeli (Maggie)

Back row: Lynn Caflisch (Luke), Lindsey Wallace (Rye), Dean Wordelman (Ollie), Barbara Gamez (Ava), Nancy Johnson (Annie) and Heather Patch (Cooper).

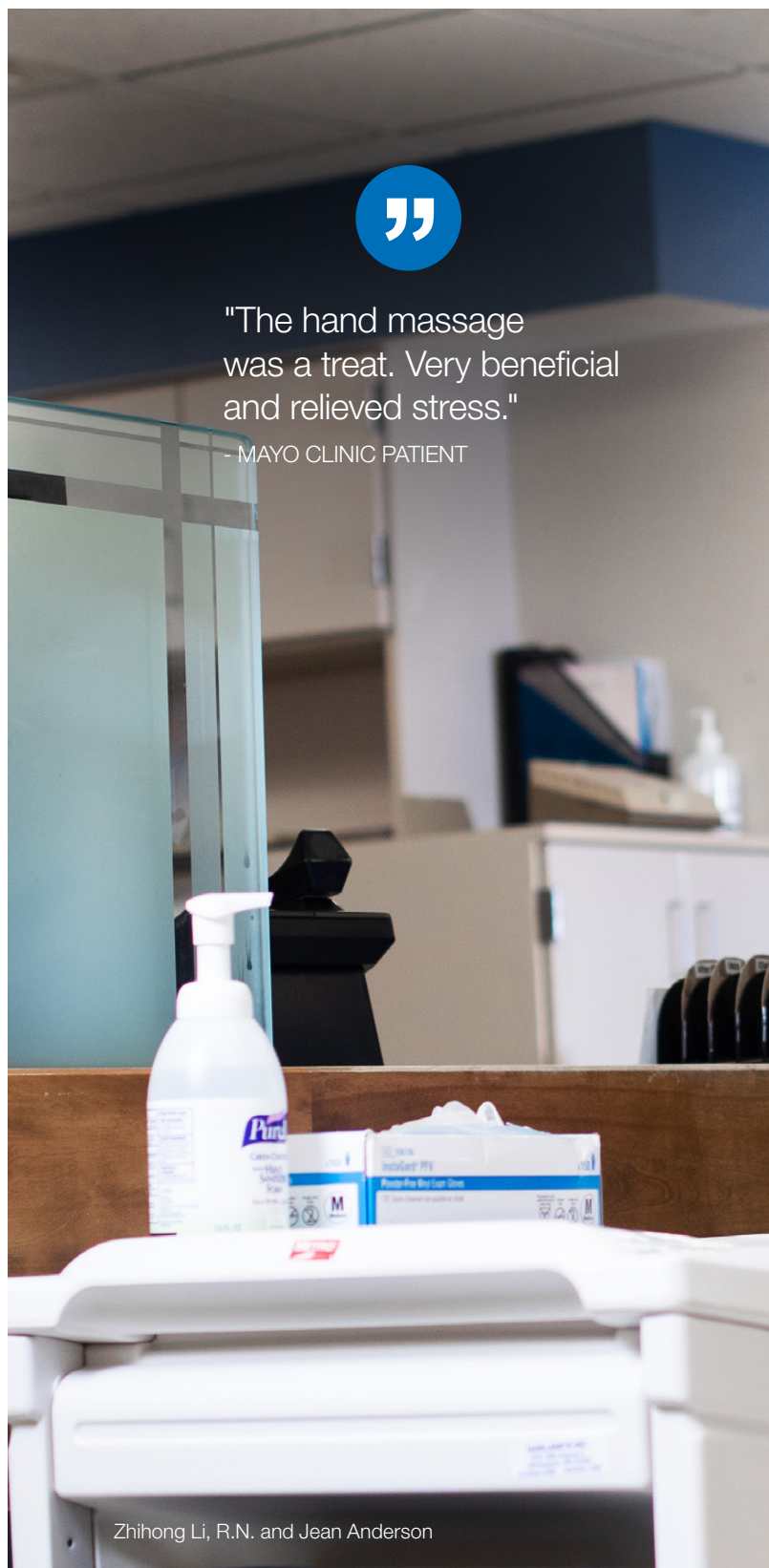
CARING HANDS RESEARCH STUDY

In 2019, Mayo Clinic Volunteer Programs had an excellent opportunity to collaborate on a Caring Hands research study. Eight volunteers on the Methodist Campus provided hand massages to patients in same-day (outpatient) surgery, Eisenberg Building, units 5-3 and 6-3. Zhihong Li, R.N., a student in Mayo Clinic School of Health Sciences, Doctor of Nurse Anesthesia Practice Program, led the research study entitled, "Benefits of Hand Massage on Anxiety in Preoperative Outpatient: a Quas-Experiential Study with Pre- and Post-Tests." It's not unusual for surgical patients to experience anxiety prior to surgery. According to Li, the main objective of the study was to evaluate whether a 15-minute non-therapeutic hand massage provided by the Caring Hands massage volunteers would reduce anxiety levels, and decrease physiological parameters among preoperative surgical patients.

Recruitment for the study began in mid-March 2019 and was completed by mid-May 2019. 138 surgical outpatients were recruited preoperatively with 31 patients in the control group and 107 patients in the intervention group. Patients in the control group had their anxiety levels and physiological parameters measured before and after they had a 15-minute resting period. Patients in the intervention group had their anxiety levels and physiological parameters measured before and after they had a 15-minute non-therapeutic hand massage. In addition, they were surveyed for satisfaction.

Li's conclusion after analyzing data, "This research study shows that administering a 15-minute non-therapeutic hand massage, to outpatients awaiting same-day surgical procedures, can generate a number of positive effects, including lowered anxiety levels, improved relaxation, feelings of calmness and happiness and enhanced clinical/hospital satisfaction while simultaneously decreasing a patient's physiological parameters." The study also concluded that it is feasible that Caring Hands massages can be added to the preoperative routine of patients at these units without disrupting the work flow.

The results of this study validated the significance of this invaluable volunteer service. All of the participants stated that the Caring Hands massage helped to enhance their overall clinical experiences and would recommend the Caring Hands massage to another patient. This research study has been submitted to a medical journal, "Explore: The Journal of Science and Healing." In addition, Li has been invited to present her research study findings at the National Pain Management Nursing Conference in July 2020. These are wonderful opportunities to share the positive impact our volunteers have on the patient experience at Mayo Clinic.



"The hand massage was a treat. Very beneficial and relieved stress."

- MAYO CLINIC PATIENT

Zhihong Li, R.N. and Jean Anderson



CARING HANDS IN THE EMERGENCY DEPARTMENT

Every Monday night, Paul Ray wheels his Caring Hands massage cart around the waiting room of the Emergency Department (ED) at Mayo Clinic Hospital — Rochester, Saint Marys Campus, offering to give hand massages to those waiting for emergency medical care. He doesn't have to dig deep for a sales pitch. He just tells his own story.

In August of 2019, Paul was at home and began experiencing violent abdominal pain that came out of nowhere. At the ED, imaging tests showed a total blockage in his small intestine requiring corrective surgery. "I hadn't been in a hospital for a long time," he says. "I was anxious." His anxiety would only increase once a surgical team placed him on an operating table. "I remember an OR nurse saying, 'Mr. Ray, you're breathing too fast. Your blood pressure and pulse are elevated. We need you to take some deep breaths to try and calm down.'"

That's when Paul felt someone begin to massage his hands. "I only heard his voice. I never saw him," Paul says. "He starts massaging my hands for a few minutes and the nurse says, 'OK, one more deep breath and your blood pressure should be back down to normal.'"

That deep breath is the last thing Paul remembers about his surgery. "I woke up in my recovery room — it was that smooth," he says. "I remember thinking, 'This is the way surgery is supposed to work.'"

When Paul asked a member of his care team about the hand massage he'd received in the operating room, they said it was inspired by Caring Hands, a volunteer service that's benefited patients like Paul since 2006. So when he recovered from his surgery, Paul decided he wanted to join the program. "During my volunteer interview, I requested Caring Hands in the ED because of what happened to me there," he says. "The value of that service, I can pass that on to others."

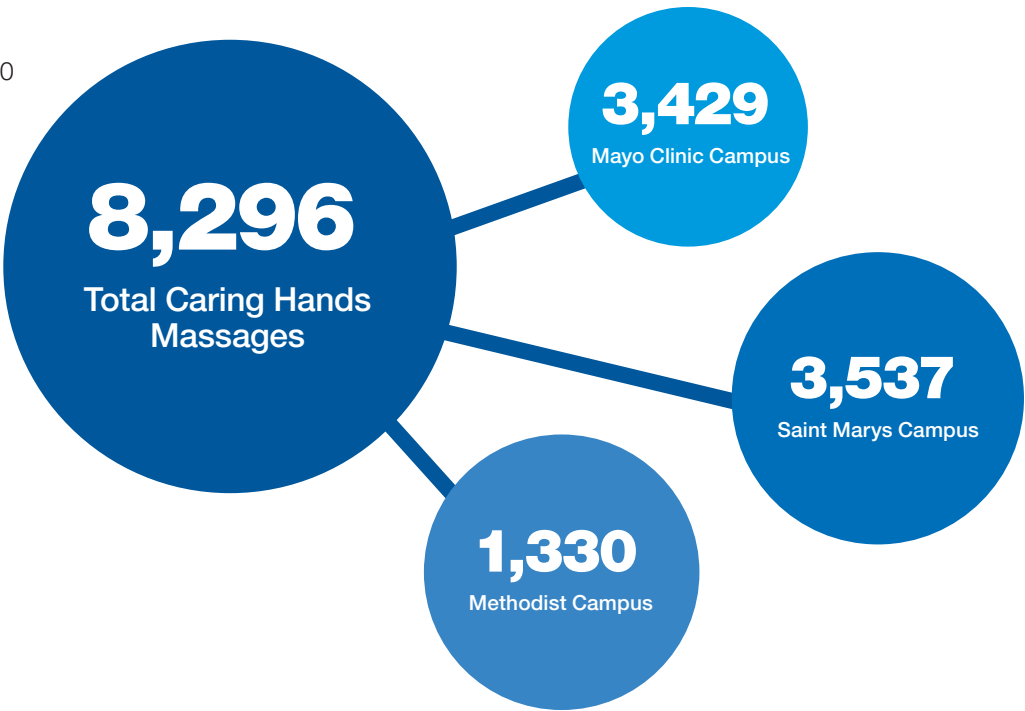
And for the past year, he has. "Everything I need is on my little four-wheel cart," Paul says. "It's easy for me to park the cart where everybody can see it in the waiting room, and then I just start walking down the aisles explaining who I am and why I'm there."

Patients who opt in to the 15-minute hand massages are often also in need of someone to talk to. "Many patients will proceed to tell me their life stories and why they're in the ED," he says. "I'll start listening and to some extent I'll feel their pain. Some of the stories I hear are amazing and some are of course heartbreaking, but they're all told by really nice people." Really nice people who just need a pair of Caring Hands to hold.

- The original version of this article published in Mayo Clinic's *In the Loop*.

CARING HANDS MESSAGES

In 2019, Caring Hands volunteers provided over 8,000 hand massages to patients, visitors and staff across the Rochester campus.





Paul Ray, volunteer, providing Caring Hands massage.

SUPPORTING PATIENTS AT END OF LIFE

No One Dies Alone (NODA)

On occasion, patients are alone and nearing end of life at Saint Marys Campus or Methodist Campus. In these situations, Mayo Clinic Volunteer Programs deploys compassionate NODA volunteers to offer comfort and honor the lives of our patients during the end-of-life process.

19

Vigils Initiated

72

Volunteers
Responded

226

Volunteer Hours

Veterans Recognition

Volunteers honor patients who are active, retired or veteran U.S. Armed Forces members nearing end-of-life 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.

Recognitions
Initiated

18

Volunteers
Responded

7

Volunteer
Hours

28



REIKI AND HEALING TOUCH

In partnership with Integrative Medicine and Health, Reiki and Healing Touch 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 2019, volunteers provided 84 Reiki and Healing Touch sessions in the hospital setting and 147 in the Stephen and Barbara Slaggie Family Cancer Education Center.

84

Reiki and Healing Touch sessions
in the hospital setting

147

Reiki and Healing Touch sessions in the Stephen and
Barbara Slaggie Family Cancer Education Center



THE HEALING NATURE OF ART



64
SOS Events

SUPPORT OUR STAFF (SOS)

Healthcare professionals are exposed to high stress and emotionally-taxing situations. Recognizing the significant impact this can have on employees, Mayo Clinic Volunteer Programs continued its partnership with Chaplain Services, Integrative Medicine and Health, Worksite Wellness, Dan Abraham Healthy Living Center, Employee Assistance Program and Department of Nursing to expand the reach of Support Our Staff (SOS) at Mayo Clinic. SOS events provide staff with planned or spontaneous well-being interventions. The goal is to offer a brief respite for staff by deploying a variety of Mayo Clinic resources to the unit. There were 64 interventions in 2019 across the Rochester campus. To initiate an SOS, unit leadership contacts Chaplain Services. A quiet space is identified and reserved for employees to destress. To reinforce that staff are appreciated, SOS

care packages are distributed and include mindfulness resources, self-care items and snacks. Funding of these items is supported by the Methodist and Saint Marys volunteer councils utilizing hospital gift shop profits. Additionally, Mayo Clinic Volunteer Programs enlists Caring Canines volunteers and Caring Hands volunteers to offer their services. This is especially beneficial when an area has experienced a particularly difficult time. In 2019, the SOS team collaborated with Humanities in Medicine on creating a well-being coloring book, "The Healing Nature of Art" which has also been incorporated into the suite of offerings for SOS events. Although the interventions may be small expressions of gratitude, they have a positive and meaningful impact on staff.

YOUNG VOLUNTEERS: INVESTING IN OUR FUTURE

It is not uncommon for Mayo Clinic Young Volunteers to pursue degrees in the medical field. To support the quest for higher education, Mayo Clinic Volunteer Programs (MCVP) provides scholarship opportunities to high school seniors. In 2019, Abhishek Chandra, a former scholarship recipient, delivered an inspiring keynote presentation to the Young Volunteers. In his message, he shared how his volunteer experience shaped his viewpoint around the importance and impact of service. He noted, “The Mayo Clinic Young Volunteer Program has given me more than just experience in the world of caregiving. It was essential in forging my path towards medicine.”

As a Reach Out and Read volunteer, Abhishek provided a valuable service reading to children in a pediatric waiting area. Offering comfort to pediatric patients before and after their appointments was very gratifying to him. He remarked, “I felt that I was doing something helpful in the larger world of caregiving.”

Abhishek also served as a surgical messenger. In this role, he delivered messages to families and guided them to their surgical consultations. “Leading families from that conversation back to their rooms is an experience that no one can truly prepare you for,” Abhishek noted. “I can appreciate through my volunteer experience the necessity of the smallest gesture, of the smallest kindness, because I have seen that for someone in need, it is the furthest thing from small.”

Now as a first year medical school student, Abhishek reflected further on the value of his experiences as a volunteer. “There is no shortage of people, motivational posters and quotes that can tell you to be compassionate. However, there are only a few things that you can do that will show you the power of kindness. This the Young Volunteer Program did for me.” He advises volunteers not to lose sight of what they are doing for others. “Realize that you have such limited time with other people and in those brief moments you do have, you can brighten someone’s day.”



“I can appreciate through my volunteer experience the necessity of the smallest gesture, of the smallest kindness, because I have seen that for someone in need, it is the furthest thing from small.”



Abhishek Chandra, a former scholarship recipient



2019 YOUNG VOLUNTEERS SCHOLARSHIP RECIPIENTS

Each year, Mayo Clinic Volunteer Programs awards and recognizes Young Volunteers who are pursuing higher educational degrees from accredited institutions. The funds for Mayo Clinic Young Volunteer and Young Volunteer Team Leader Scholarships are supported by the hospital gift shops, Methodist Campus Volunteer Council and Saint Marys Campus Volunteer Council.



242 Young Volunteers in 2019



Front row: Helen Jin-Lee, Ingrid Wilder, Jessica Mai, Tam Nguyen, Anjali Goradia, Aleeza Rehman, Benjamin Romanauski, Sue Simha

Back row: Luke Sztajnkrzyer, William Yang, Sarah Germer, Ambrose Dukek, Safa Sheikhibrahim, Adam Cowl, Kaushik Kancharla, Jerod Hofbauer, Hunayn Anwar, Michelle Mai, Hannah Rud. *Not pictured:* Alice Geng

BLOOD DONATION (“A GIVE-AND-GET”) PILOT



Jeff Setterlund



According to Dr. Justin Kreuter, a physician who works at Mayo Clinic Blood Donor Program, "We've got world experts in trauma care, we've got fantastic ambulance crews and emergency responders, and here at the clinic we have all the fancy gadgets and gizmos for providing medical care, but if they don't have blood to give the patient, it's all for not." Recognizing the critical mission of Mayo Clinic Blood Donor Center, MCVP volunteers have been supporting the center's efforts since 2000. A strong partnership has been forged between MCVP and Mayo Clinic Blood Donor Program. In 2019, the nature of this partnership was expanded with a creative new "give-and-get" pilot.

The MCVP Blood Donation Service pilot started on October 15 and continued through November 30. Volunteers were invited to donate ("give") whole blood, double reds, plasma and platelets. During their blood donation appointment, Blood Donation Program staff signed a form to validate the type of donation a volunteer provided. Afterwards, volunteers turned in the form to MCVP staff, who recorded volunteer time ("get") the donation. This "give-and-get" arrangement became a win-win-win scenario – volunteers receive service hours, the Blood Donor Program collects valuable donations and lives are saved. During the pilot nearly 30 volunteers collectively donated 32 times for a total of 45 hours. Based on the success of the program, the pilot has transitioned into a permanent service opportunity. There is an ongoing need for volunteer donors since blood cannot be manufactured. As usual, volunteers eagerly rose to the challenge of putting the needs of the patient first.

VOLUNTEERING AT MAYO CLINIC A FAMILY AFFAIR



Lynn Olson and Siri Olson



"There was a volunteer who pointed me in the correct direction. Very nice!" – A GRATEFUL PATIENT

It is not uncommon for family members to volunteer together at Mayo Clinic. While many of these family members share DNA, more importantly, they share a common desire to live out Mayo Clinic's mission "the needs of the patient come first."

Lynn Olson recalls how she felt when she found out her granddaughter Siri Olson had made the cut to become one of Mayo Clinic's Young Volunteers in 2019. "I thought that was awesome because I knew she'd be so excited." For Siri, there was one more perk to coming onboard as a Mayo volunteer: the unique opportunity to be shown the ropes by her grandmother. Lynn has been donning the blue volunteer jacket since 2015 after retiring from a 31-year career at Mayo Clinic.

After training Siri for the wayfinding service, Lynn noted,

"It was just such a cool experience and such a great opportunity for Siri to do the same kind of work I enjoy doing myself. I was so honored and so proud to be able to train her and to have her be mature and caring enough to want to become a volunteer and help share Mayo Clinic's values by helping other people." Siri has found not only patients who need help finding their way, but also an appreciation for what's brought them to Mayo. "Some of the things patients are going through are really hard to imagine," Siri says. "Knowing that we as volunteers can do something to help them through that makes you feel good." It makes her grandmother feel good, too. "I'm just so proud of her for doing this," Lynn says. "I think it's just awesome."

- The original version of this article published in Mayo Clinic's *In the Loop*.

VETERAN VISITS

A spirit of patriotism and service to country has long been demonstrated at Mayo Clinic. It began with Dr. William Worrall Mayo and Drs. William J. and Charles H. Mayo answering the call to serve in the military at various times throughout our nation's history. A reminder of their commitment to patriotism rings out daily through the carillon bells. In 1928, the Rochester Carillon, a gift from Drs. William J. and Charles H. Mayo, was installed in the Plummer Building tower. The largest of the original 23 bells bears the dedication inscription "To the American Soldier." Since being installed, an honored tradition at Mayo Clinic has been followed. Every carillon recital has begun with the bells ringing out the melody for "America" a beloved patriotic song.

In 2019, Mayo Clinic Volunteer Programs (MCVP) partnered with the Veterans Mayo Employee Resource Group (MERG), Palliative Medicine and Mayo Clinic Hospice to develop a Veteran Visit offering. As part of this offering, hospitality cart volunteers would honor

Mayo Clinic patients who are veterans or actively serving in the United States Armed Forces.

Several units were selected at Mayo Clinic Hospital – Methodist and Saint Marys Campuses for the roll out of the Veteran Visit pilot. Volunteers visited with patients offering brief remarks of recognition and gratitude for their service. Additionally, they presented a Mayo-branded commemorative flag pin, a thank you card and a patriotic sign to display in their room. Mayo Clinic patients greatly appreciated being recognized and honored in this way, and volunteers were deeply touched by the stories of service shared during the visits.

From June to December 2019, 173 veteran visits were completed. Teamwork among the volunteers, staff and the planning committee was critical to the success of the pilot. The committee continues to meet, review data and explore opportunities to expand this impactful volunteer service to additional units.



Vinay Beeram, volunteer, receiving veteran visit list from Dale Clark, R.N. case manager and Carla Knudsen, health unit coordinator



"Acknowledging veterans by the volunteers was a nice touch"

– A GRATEFUL PATIENT

ART IN 10 MINUTES PILOT



Jackie Butler with pediatric patient



It is common to hear volunteers say they get more than they give each time they come in to serve. Oftentimes, this involves a mutual feeling of joy. Jackie Butler, one MCVP volunteer shared, “I volunteer because bringing joy to children and their families while they are often facing some of the most difficult challenges in their lives is my passion, and it is a true privilege. I think being able to provide an opportunity for kids to still ‘be kids’ while they face these challenges is so rewarding.”

In 2019, Jackie was one of several MCVP volunteers who piloted the Art in 10 Minutes service on Mayo 16, Outpatient Pediatrics. This pilot was a collaborative effort between MCVP and Child Life. The volunteers facilitated small, simple and age-appropriate art and craft activities in the lobby on Mayo 16. Children can oftentimes feel stressed and anxious when they have medical appointments. Offering art and craft activities in the lobby while they wait to get called back for their appointments provides a much-needed outlet and distraction.



There was a Mayo volunteer doing arts and crafts with the kids on the day of our visit. My daughter really loved that!

– A GRATEFUL PARENT OF A MAYO 16 PATIENT

During the pilot, a survey was conducted and the results were overwhelmingly positive. One parent shared, “We loved having a focused activity in the waiting room! Fun for the kiddos and less stress for mom!” Another grateful parent noted Art in 10 Minutes “keeps the kid’s mind off the reason we are here. Great improvement.”

After the pilot phase, Art in 10 Minutes transitioned into a permanent service offering on Mayo 16 to supplement and complement the other valuable volunteer services already offered in Outpatient Pediatrics.

PATIENT EXPERIENCE COMMENTS

Office of Patient Experience routinely receives feedback from grateful Mayo Clinic patients and visitors. Oftentimes, their comments mention how volunteers have made a positive impact on their experience at Mayo Clinic. The following is a sampling of comments received in 2019 which reflect the many ways volunteers show compassion and spread joy while interacting with patients and visitors

Amazing volunteers who directed traffic flow.

Plenty of volunteers in blue vests that were helpful and friendly.

All staff and volunteers were very helpful - impressed.

I like how the volunteers are very nice and understanding.

The staff and volunteers were readily available and very helpful. The Mayo Clinic is a very well organized and efficient medical facility.

A volunteer gave me a hand massage during my infusion. Nice touch!

If we ever appeared like we were looking for something, we were nicely approached by a volunteer asking to help us. We were never overwhelmed or lost as we always had support readily available.

Volunteers and staff everywhere on the premises were outstanding!

Volunteer comforted my wife while she was waiting for me in surgery and gave her a hand massage.

Super volunteers and cafeteria workers.

Loved it that a volunteer came and asked about changing the picture on my wall. Loved the cow picture!

The volunteers are top notch!

The volunteer by the elevator wearing the blue vest is caring.

Every person we came in contact with at Mayo could not have been nicer, especially all the volunteers

Volunteers were all so kind courteous and helpful!

I feel all volunteers are so helpful and friendly.

Every volunteer that I encountered in my five-day visit was thorough, friendly and eager to help! I was so impressed!

The blocks and books in the room were very helpful for siblings. All of my children loved the visit and goodies from the volunteer who visited the room.

I describe Mayo as the Disneyworld of Medicine! The demeanor of everyone from the shuttle drivers, volunteers, receptionists, cafeteria employees and medical providers was exceptional! They would always ask if there was anything else they could do for me.

When the doctor gave me the news of my diagnosis, a staff person realized I was upset and asked a volunteer to offer a hand massage. That was very caring and helpful to me.

The volunteers are loving and caring. Everyone is so kind.

If the world would follow the example that is portrayed by the physicians, staff and volunteers that I have had the privilege to meet then we could have a second heaven here on earth.

Volunteers were very helpful when asked. A very positive experience.

Volunteer at the front lobby was excellent with keeping me and my wife informed while waiting to be roomed.

The volunteers were great offering help without having to even ask for help. Just a confused look prompted them to speak to us.

It's just outstanding from the volunteers, to the desk people to the physicians outstanding! It's warm, welcoming and excellent care.

Very happy with the degree of professionalism not only of the medical staff but also the volunteers who sit at the welcome desks.

The Mayo Clinic is top notch. For such a large complex you don't feel lost in the shuffle. All employees from volunteers to nurses and doctors are friendly and concerned for your well-being.

Thank you for providing such wonderful care. The doctors, staff and volunteers were friendly and provided me with exceptional care. I will definitely recommend Mayo to everyone!

Volunteers were critical for us with directional support. Very easy to get around.

I enjoyed the opportunity to be able to take art tours provided by the volunteers.

Our overall experience with Mayo was superb. All staff and volunteers were exceptionally friendly and helpful.

Everyone at Mayo Clinic has always been very helpful and caring from the volunteers, to the staff, to the doctors. Thank you and God bless to everyone at Mayo.

Mayo was everything and more that I had heard about. Everyone, including all the volunteers, was so helpful to tell us what direction to go.

