

# Volunteer Services

## 2023 Impact of Giving

Our mission is to improve the health and well-being of patients, families and communities through partnerships and philanthropy.

### Volunteers are vital to our mission of improving the health and well-being of our patients, families and community.

Our volunteers enhance the patient and family experience by helping thousands of people across Park Nicollet clinics, specialty centers and Methodist Hospital.

As part of Park Nicollet Foundation, Volunteer Services provides opportunities for a diverse force of individuals to put their skills to work by giving back to the community.

**80,621**

hours of support provided by **659 volunteers**

**\$2.6M**

Value of support provided by volunteers

### Discharge escort volunteers

Discharge Escorts leveraged new technology, *EPIC Rover*, to improve the efficiency of the patient discharge process. Using mobile devices, hospital staff can now connect with a discharge volunteer who is anywhere in the hospital. Both patients and staff report the streamlined process avoids delays and is a success.

**"Having service hours for college was my first incentive for volunteering,"** shared Saran Kaba. **"But I am really enjoying volunteering and look forward to my shift this week. I've made good friends here at Methodist Hospital and volunteering has broadened my horizons."**



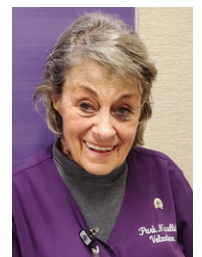
Saran Kaba

Thank you to the 61 returning and new volunteers, who covered shifts seven days per week.

Discharge Escorts contributed 1,732 service hours, assisted with 2,742 discharges and made 895 deliveries to nursing units.

### 2023 Earl Dresser Quality of Volunteer Service Award: Geri Siefert

Geri Seifert may have retired as an emergency center nurse, but that doesn't mean she's done comforting trauma patients and making sure they are getting everything they need.



Geri Siefert

Geri's dedication to helping people during their scariest moments is why she is the recipient of the 2023 Earl Dresser Quality of Volunteer Service Award.

Each year staff and volunteers are invited to nominate an outstanding volunteer for Park Nicollet Foundation's Earl Dresser Quality of Volunteer Service Award. The award honors a volunteer who greatly affects our mission of improving health and wellbeing in partnership with our members, patients and community; someone who goes well beyond the call of duty to help patients, families or staff in our organization; a volunteer who demonstrates and lives our values of compassion, excellence, and integrity. Geri Seifert does all of that.

One emergency center nurse said, "One thing I think we can all agree on is this: Geri is loved and admired by all who know her. For years she's been a familiar and friendly face for staff, patients, visitors and all the volunteers she trains." "When Geri's around, we always have enough pillows, blankets and wheelchairs," said another nurse. "She checks in on patients and has trained in almost all of our emergency center volunteers in the past year. She is an amazing volunteer and we are so lucky to have her."

Thanks to her years of working as a nurse, Geri knows the comfort a warm blanket and reassuring words can provide. "Making sure that every patient feels valued and is treated with dignity and respect is so important," she says.

Since joining as a volunteer in 2012, Geri has provided kindness and comfort, giving 1,727 hours of service in the emergency center at Methodist Hospital.

**"I am overwhelmed by this award,"** Geri says. **"But it takes a whole village and I want to thank everyone for all the support you have shown me. I am humbled by it."**

## Volunteer Services

Thank you to all of our dedicated, generous and compassionate volunteers and partners who give hope, care, and inspiration to thousands of people in our community!

### Patient and family experience

#### Department Aides

**10,977**

hours of support provided by **147 Park Nicollet Methodist Hospital and clinics Department Aides** given to patient, staff and visitors providing service, compassion and the personal touch to enhance the patient experience.

#### Caring Canine teams

**542**

hours of love and comfort provided by **15 Caring Canine teams** to Methodist Hospital and Park Nicollet health-care teams.



Sue Holman & Joy

#### Methodist Hospital Hospice

**2,362**

hours of compassionate support provided by **58 Methodist Hospital Hospice volunteers** to more than **474 Park Nicollet Methodist Hospital Hospice patients** across our community, in their homes or at residential care facilities.

#### Concierge support

**4,228**

hours of support provide by **21 Concierge volunteers** offering warm welcomes and patient support at Park Nicollet clinics and specialty centers.

#### Music Therapy interns

**7,900**

hours of service provided by **10 Music Therapy interns** to promote healing and provide comfort.

### Innovation—New ways of volunteering

#### Virtual meetings

Methodist Family Partnership Council and the Volunteer Services Advisory Committee continued monthly virtual meetings with **56 volunteers** giving **247 hours**.

### Community partnership

#### A new partnership

In 2023 Volunteer Services began a partnership with **East Side Neighborhood Services**. Anna Thompson, was our first volunteer with the Senior Community Employment Program and as a volunteer provided **767 hours** of warm smiles and a gracious welcome to patients and visitors to the Park Nicollet Clinic and Specialty Center St Louis Park.



Anna Thompson

Our community stepped up with generous and creative in-kind donations to support patients, families and our health-care teams.

#### Crafting comfort items

**7,298**

handcrafted items provided care and comfort to patients and families. **78 volunteers** handcrafted hats, quilts, bags and blankets.

#### Lactation clinics

**430**

hours of education and support by **11 volunteers** at Park Nicollet Clinics and Specialty Centers, and at Methodist Hospital, helping to reduce disparities in breastfeeding rates and support those who choose to breastfeed.

#### Doulas support

**380**

hours of support by **4 doulas** provided at Methodist Hospital and 4 Park Nicollet specialty centers and clinics.

#### Project specialists

**1,138 hours** of services by **27 Project Specialist volunteers** throughout Park Nicollet, helping with projects supporting staff and patients, including escorting visitors, delivering treats, and creating packets



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