



VOLUNTEERS - GOING BEYOND ALL EXPECTATIONS - LEANING FORWARD



Dear Volunteers,

Once again the contributions of MGH volunteers have made a remarkable difference in the experience of our patients, families, and staff. In an institution this large, it is the extra attention to detail, the unexpected support or assistance, or the companionship of a friendly visit that colors the daily experience of us all. Thank you for all that you give and for all that you do.

This is a transition year for me as I begin a 3-day work schedule and share responsibilities for the department with Paul Bartush. Paul's enthusiasm and commitment to our volunteer programming will keep us strong in the years ahead.

This year I am extremely grateful to our extraordinary team in the Volunteer Department: Wayne Newell, Kathy Clair-Hayes, and Meghan Fitzgibbons. They bring energy and intelligence to their work, introducing new programming, adding monthly educational sessions, and re-energizing traditional services. The future is promising, and I am excited to continue to be a part of this wonderful service with you.

Pat Rowell, Co-Director



A note to MGH volunteers,

The MGH Volunteer Department celebrated many successes throughout the past year. Those successes were made possible by the immense energy that individuals such as you contribute. Along with your energy, you also bring your intelligence and compassion. Our institution is profoundly fortunate to benefit from the gifts that all of you share with us.

I am thankful for the opportunity to step into a new role as Co-Director of the Volunteer Department. I am honored and humbled to work alongside Pat Rowell and an amazing leadership team – Wayne Newell, Program Manager, Kathy Clair-Hayes, LICSW, Volunteer Coordinator and Meghan Fitzgibbons, Project Specialist. The talent, creativity, enthusiasm and good humor that each of them bring to their work makes our accomplishments that much more rewarding.

As a small department, we are able to achieve our goals and assist others in achieving theirs through the support of all of you. A very heartfelt "thank you" to each of you.

Paul Bartush, Co-Director

INNOVATION

Appointment Buddy Program – Collaborating for Patients and Families

Dr. Brian Tseng came to MassGeneral Hospital for Children to create the Multidisciplinary Pediatric Neuromuscular Disorder Clinic. Providing comprehensive care to these pediatric patients and their families is a challenge, due to the large number of specialists involved in their care. There was no one place where all the specialists could see patients. Instead, patients were going to be seen in three locations: the Yawkey Building, the Physician’s Office Building and 165 Cambridge St. The challenge was how to get the pediatric patients and their families to these three widespread locations in a way that was patient and family friendly, expedient and reliable. The solution came in the form of MGH Volunteers who specialize in supporting and transporting patients and their families all over the MGH campus.

Pediatric Neuromuscular Disorders Clinic

Neurology
Cardiology
Pulmonary
Endocrinology
Genetics
Nursing
Social Work
Orthotics
Physical Therapy
Occupational Therapy
Nutrition

Dr. Tseng knew his patient population. This clinic was going to see many different kinds of children and families. Some would need extra care and help in getting to appointments. Some would be in strollers, some in wheelchairs, and some with ventilators. All children and families would need a welcoming face and smile to meet and guide them on their way.

Dr. Tseng and his clinical staff educated the volunteer team about how to create successful interactions with muscular dystrophy patients and families. They also partnered with the volunteer team to schedule the patient and family escort appointments.

In December 2007 the volunteers met and escorted their first patients and parents in the Yawkey Lobby. Each week our Appointment Buddy Volunteers greet, escort, and help these patients and their families to three MGH locations. In the first six months, volunteers have helped over twenty five families and contributed over 130 hours.

The Appointment Buddy program is another example of the supportive role volunteers play in a patient’s care at MGH. Thanks to all who have made this program a success and helped families “find their way” at MGH.

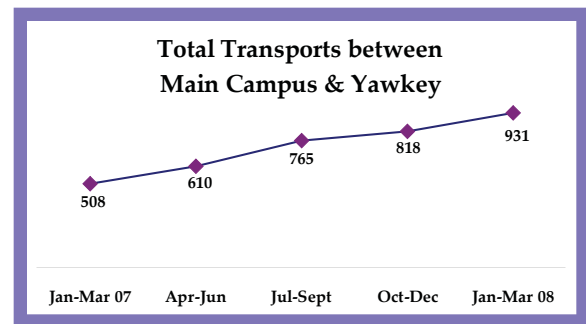
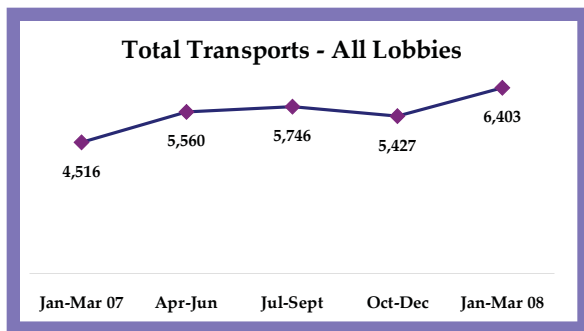


“I feel so lucky and privileged to be allowed to be part of the care and support of these patients. There are many moments when I am with them that are so poignant and fulfilling!”
Mary Ellen Collins, Volunteer

VOLUNTEERS ON THE MOVE

Volunteers Help Patients Navigate Changes at MGH

There have been many changes to MGH's campus over the past year. The demolition of the Vincent and Clinics buildings to make way for B3C (Building of the Third Century) has changed the way patients move throughout the main campus. Accordingly, we are receiving more requests to help outpatients navigate the MGH campus.



Re-Defining Volunteer Core Business

A refocusing of volunteer efforts to better attend to the needs of our patients and their families has created new volunteer opportunities. We had a fifty percent growth in volunteer roles that support MGH patients and families. Recently we have been piloting on-demand friendly visiting. This provides an opportunity for volunteers to visit with a patient before or after their regular volunteer shift. Since March 2008, more than twenty-six volunteers have contributed 106 hours of visits to MGH patients. Lastly, operational changes in the volunteer department staff offered us an opportunity to increase efficiencies and productivity.

Number of volunteers (2007)*

Adults	725
Students (College and Graduate)	465
Junior Volunteers (under 18)	55

Number of volunteers (2006)

Adults	601
Students	338
Junior Volunteers	74

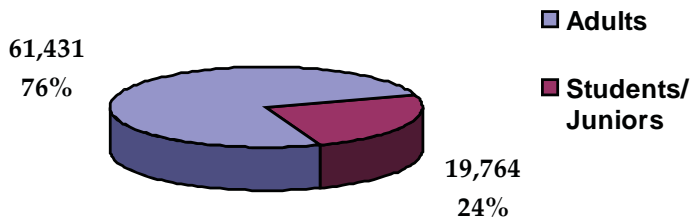
TOTAL NUMBER OF VOLUNTEERS: 1,245

1,013

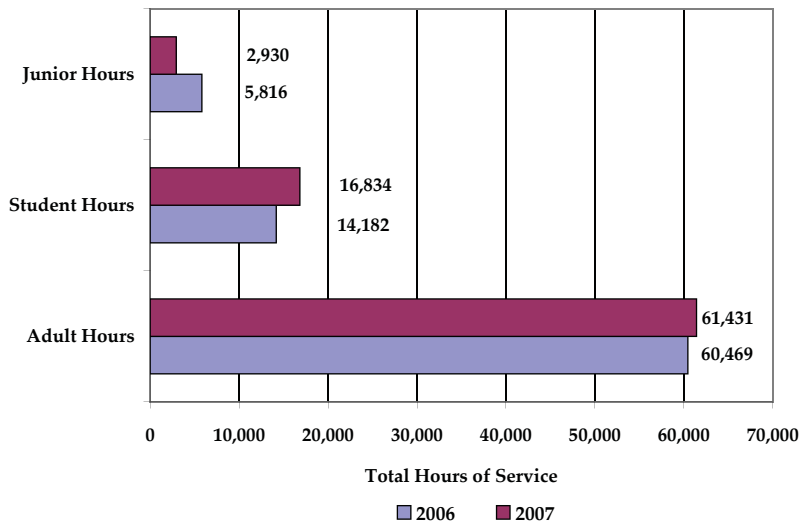
*We saw an increase of 23 % in the number of volunteers during 2007.

VOLUNTEER STATISTICS 2006-2007

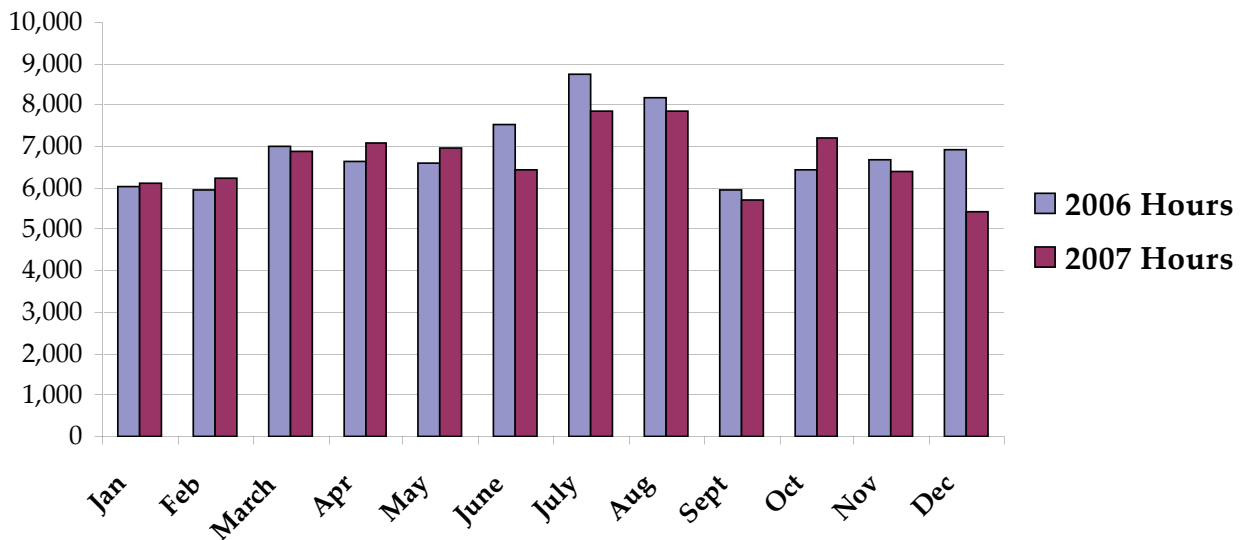
2007 Total Volunteer Hours = 81,195



Total Annual Volunteer Hours by Type
2006 - 2007



Total Monthly Volunteer Hours
2006 - 2007



MGH VOLUNTEERS

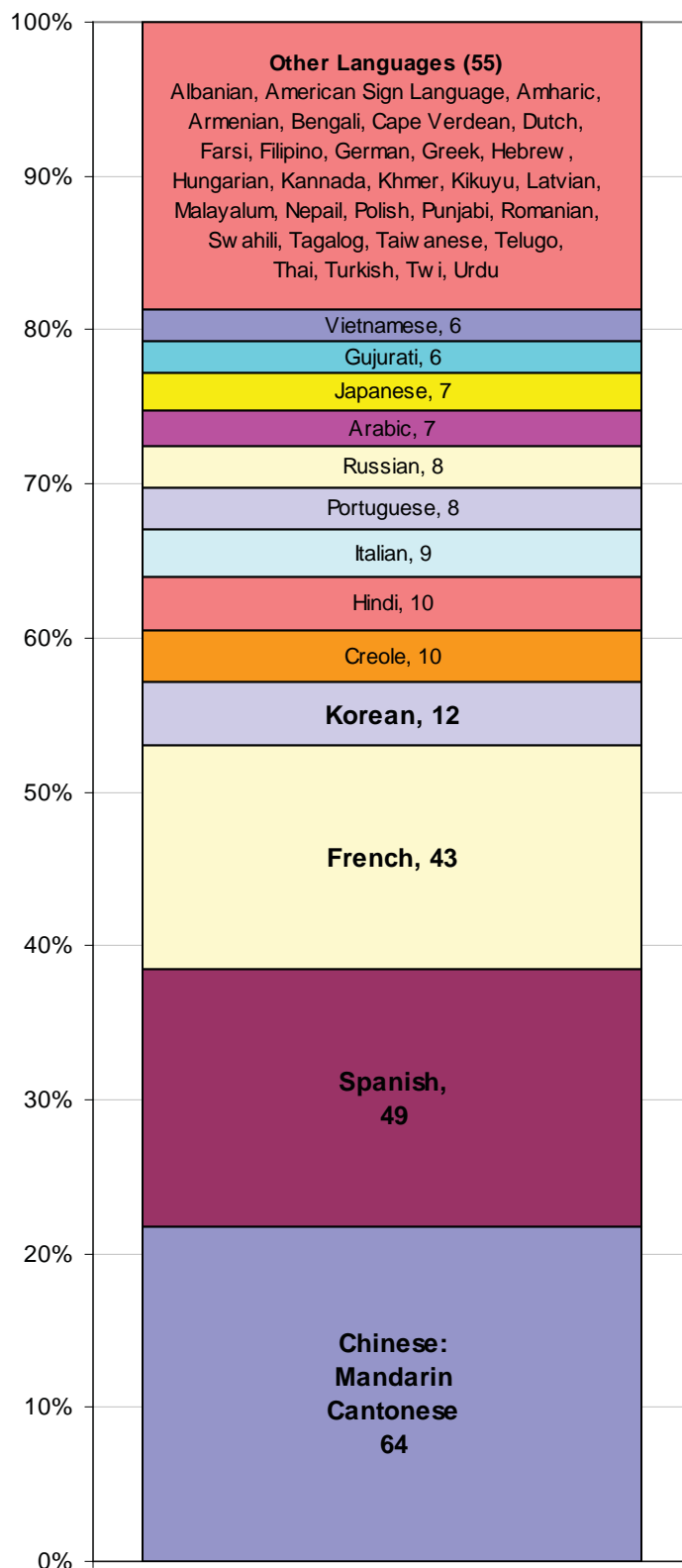
A Diverse Group

There are many reasons why people volunteer at MGH. Some have been patients or had family members treated at MGH and wish to give back to the community. Others are people interested in pursuing a career in health care. Many of our volunteers are our neighbors living in the area. A number of volunteers are college or graduate students from over twelve local colleges. Many volunteers are working adults that want to participate in doing something “meaningful.” Some of our volunteers are health professionals from other countries. They are here to study English and are interested in learning about the American health care system. This past year we had medical professionals from France, Iraq, and Taiwan. MGH volunteers have lived in over 75 countries and speak over 48 languages!

Thanks to each of you for sharing your language, culture and diversity with us. We are a stronger volunteer community when we share our gifts and talents.

* Percentages are based on total number of volunteers who speak a language other than English (n=294).

Volunteer Languages*



VOLUNTEER TEAM



Wayne Newell has over thirty one years of service at MGH in various supervisory capacities on all inpatient units ; Surgical ICU's Materials Management and the Emergency Department. Since 2007, he has worked in the Volunteer Department! Wayne has been married to Karen for 30 years and is a proud father to Emily and Rebecca. The best part of Wayne's job is talking to all the wonderful engaging volunteers.



Kathy Clair-Hayes, LICSW received joint masters degrees in social work and pastoral ministry from Boston College in 1995. She worked as a MGH oncology social worker for twelve years. During that time she created the Take Good Care Packs, a program that helps parents talk with children about illness. Through that program, Kathy worked with many different volunteers. She loved hearing volunteer stories: why people volunteer, what they learned from the experience and how sharing oneself changes people for the better. In September 2007 she came to work with the Volunteer Department as the volunteer coordinator. Kathy met her husband, Chris, during a post-college volunteer year in the Jesuit Volunteer Corps (JVC) where she was a children's advocate for a battered women's shelter in Juneau, Alaska. Kathy and Chris have two children, Declan and Maggie.



Meghan Fitzgibbons: Meghan grew up in Chesapeake, Virginia where most of her family resides today. Meghan received her degree in Psychology from the University of Virginia in 2006. After college she joined AmeriCorps National Civilian Community Corps. Through this program, Meghan had the opportunity to travel throughout the southeast teaching in schools, gutting hurricane-ravaged homes, and rebuilding communities. She moved to Boston in August 2007 and has been the Project Specialist in the Volunteer Department since September. For Meghan, the best part of working in the Volunteer Department is having the privilege of interacting with all of the compassionate, dedicated volunteers on a daily basis.

A DAY IN THE LIFE OF MGH VOLUNTEERS





MASSACHUSETTS
GENERAL HOSPITAL

VOLUNTEER DEPARTMENT

Suite 015 Gray/Bigelow Basement

Phone: 617-726-8540

Fax: 617-726-4434

Email: mghvolunteer@partners.org

Web: www.massgeneral.org/volunteers

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