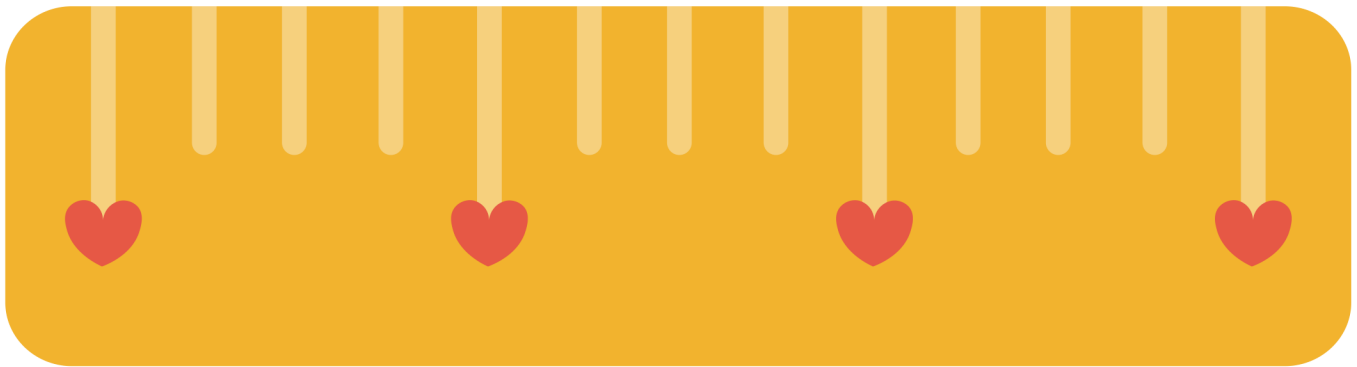


# Measuring Volunteer Impact: *Numbers and Narratives*



**University Hospitals**  
Portage Medical Center

**VOLUNTEER SERVICES**

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**2023 ANNUAL REPORT**

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# GRATITUDE FROM THE TEAM

To our wonderful Volunteers,  
The Executive Team at UH Portage Medical Center wants to honor your efforts and express our gratitude for everything you do. Each of you are valuable members of our hospital family and community.

To every volunteer – whichever role you have filled, thank you! Your smiles are the first thing our patients at UH Portage MC see as they walk through our doors. You provide a warm and welcoming distraction when families stop into the gift shop. You support our staff in all locations of the hospital and beyond by providing an extra component of care and compassion to patients and their families.

Our volunteers serve our community best because you are our community. You strengthen our organization's mission to enhance the health of the people we serve. Your assistance in providing patient and family-centered, high-quality care is part of what makes UH Portage MC unique. We appreciate the breadth of our volunteer team; some are students making time for us between part-time jobs, homework, and sports, while many donate precious time in retirement, after decades of long days and fulfilling employment.

Each of you made the choice to be a part of our hospital family and I want you to know how much we appreciate you.

My deepest thanks and warmest regards for all you do,  
Bill Benoit  
Chief Operating Officer, South Market  
University Hospitals



Every day for the past sixteen years we've had the privilege of coming to work and being inspired, educated, humbled, motivated, and even entertained by people who *CARE*. Our volunteers *care* about serving others, *care* about using their talents for good, *care* about learning, and *care* about supporting their community and its resources.

Yes, we may be biased, but we believe the men, women, teens, and dogs (!) who volunteer at UH Portage Medical Center are the epitome of how volunteering can truly make a difference. We felt the void during the COVID shut-down and 2023 presented us with challenges to rebuild and rethink how we fulfill our department's mission to enhance patient/visitor experiences through community engagement.

To our volunteers...**thank you** for your commitment, your compassion, and your pursuit to make a difference by serving. You are the heart and soul of our community, and we are endlessly grateful for everything you do. With deepest appreciation and admiration,

Sandy Haskell, MAOL, CVA, CAVS  
Manager

Stephanie Montgomery, MA, CVA, CAVS  
Coordinator

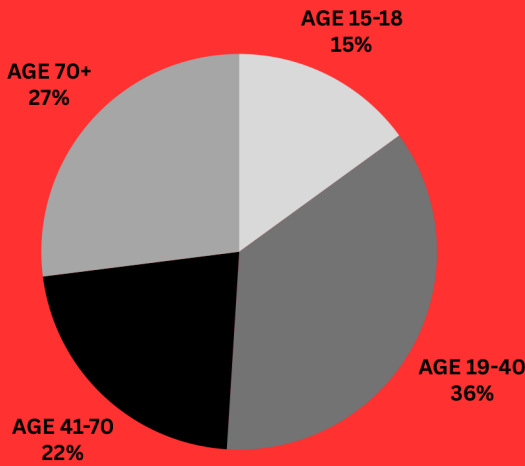
# VOLUNTEER SERVICES BY THE NUMBERS

wellness  
for hospital  
auxiliary  
volunteer  
spiritual  
wags  
care  
interns

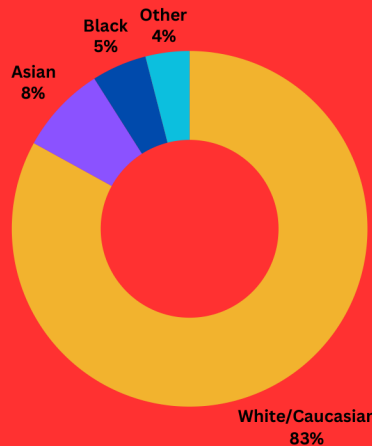
**2023**

<b>VOLUNTEERS WITH SERVICE</b>	<b>318</b>
<b>RECORDED HOURS</b>	<b>32,095</b>
<b>RECORDED SHIFTS</b>	<b>8,449</b>
<b>SERVICE \$ VALUE*</b>	<b>\$936,211.15</b>
<b>SERVICE FTE EQUIVALENT</b>	<b>17.6</b>

\*INDEPENDENT SECTOR VALUE OF VOLUNTEER TIME REPORT, APRIL 19, 2023; OHIO VALUE: \$29.17/HOUR



## OUR VOLUNTEERS



## STATS

### TOP 7 SERVICE AREAS BY HOURS

TRANSPORT/ESCORT	5,204
MAIN LOBBY INFO DESK	3,870
SURGICAL WAITING ROOM	2,794
ER COMFORT ROUNDER	1,843
RADIOLOGY PATIENT ASST	1,747
SEIDMAN CANCER CENTER	1,521
GIFT SHOP	1,431

### TOP 7 RECORDED # OF SHIFTS

TRANSPORT/ESCORT	1,263
MAIN LOBBY	848
WAGS FOR WELLNESS	570
SURGICAL WAITING ROOM	542
ER COMFORT ROUNDER	453
RADIOLOGY PATIENT ASST	415
SEIDMAN CANCER CENTER	400

### # OF RECORDED PATIENT/ PUBLIC ASSISTANCE INTERACTIONS

TRANSPORT/VAYS	14,862	KENT HEALTH CENTER LOBBY	1,850	WAGS FOR WELLNESS	2,305
ENDOSCOPY	1,529	ER COMFORT ROUNDER	10,847	PASTORAL CARE ORDERS	287
MAIN LOBBY DESK	30,624	PMAB LOBBY	1,374		
VETERANS VISITATION	482	SURGICAL WAITING	8,446		



# HARMONY ACROSS GENERATIONS

Little did Kathy Fieger and Kenzie Shaffer know when they started volunteering together that despite their age difference, they had a common interest. Kathy (Main Lobby Reception Desk) discovered that Kenzie (VAYS and Transport), a junior at Field High School, loved classic rock/R&B from the 60s and 70s.

Surprised that a teenager even had a turntable to play actual records, Kathy decided to give Kenzie her entire collection of 45 records that she'd had since her teens. Kenzie was overwhelmed with Kathy's generosity and enjoys listening to the records on her turntable. Beyond music, they found common ground in their sense of humor and camaraderie while volunteering together.

Their friendship exemplifies how volunteering transcends generational gaps, much like the universal language of music. As Kenzie aptly put it, "It's like a family outside my own family!"



**KATHY FIEGER AND KENZIE SHAFFER**

## HOSPITAL VOLUNTEERS



Volunteers assigned to tasks inside the hospital and health centers may answer the public information line, escort patients to their appointment, discharge a patient in a wheelchair, round in the ER and nursing floors, welcome visitors with directions, track surgery schedules, perform office clerical tasks, or assist staff behind the scenes. These narratives are examples of how their service makes an impact beyond their volunteer role descriptions.



**VOLUNTEERS DEBBIE KISS AND CYNDI MURDOCK  
WITH EPIC SUPPORT TEAM MEMBER**

## LEARN EPIC? NO PROBLEM!

When University Hospitals made the transition to the new electronic medical record system, Epic, it meant that 27 Main Lobby Reception Desk volunteers had to adapt to an entirely new way of accessing patient information. Despite the additional time commitment required to attend training sessions and complete tedious e-learning modules, they rose to the challenge.

The volunteers embraced the change wholeheartedly and as "Go Live" week approached, they were fully trained and prepared to provide patient information using the new computer program. Their dedication and resilience exemplify the spirit of "Portage Proud."



# MOTHER-DAUGHTER VOLUNTEER JOURNEY

Nikki and Sydney Gallagher have a close mother/daughter bond, sharing a love of running (Sydney is on the KSU track team), biking, and the outdoors. So it wasn't surprising when Sydney's experiences as a hospital volunteer attracted her mom to consider joining her.

Following the passing of her mother, whom she had cared for over several years, Nikki felt a calling to extend her support to others in need.

Encouraged by Sydney's stories of volunteering as a transporter and on the nursing unit, Nikki decided to heed her daughter's advice and embark on her own volunteering journey.

For Sydney, it's been fun sharing experiences and mutual volunteer friends with her mom. She was also excited when they were able to volunteer together over the summer. She added, "I plan to pursue a career as a physician assistant, so I love that my mom is exposed to what my future environment in healthcare will be like."

For Nikki, volunteering alongside her daughter has been enriching. She reflected, "As Sydney's mom, I'll always see her as my little girl. It's been incredibly fulfilling to witness her navigate diverse people and situations, observing her growth and nurturing nature through these experiences."



NIKKI AND SYDNEY GALLAGHER

## RAPID RESPONSE COMPASSION

After dedicating four years and over 700 hours to volunteering as a transporter, Russell Fritz believed he had seen it all when it came to patient experiences.

However, one day while transporting a patient to a routine appointment, he sensed something amiss. The woman appeared to struggle breathing, and didn't look well. Trusting his instincts, Russell gently suggested diverting to the Emergency Department first, given her alarming symptoms.

Weeks later, a familiar face greeted Russell in Cardiac Rehab. The patient, now visibly healthier, showered him with gratitude, recounting the moment he intervened. Diagnosed with congestive heart failure during her ED visit and needing immediate surgery, she emphasized, "You saved my life!" In humble response, Russell reflected, "I didn't save her, the ED saved her. I just recognized in time that she needed help".



RUSSELL FRITZ



# VOLUNTEERING SPIRITUAL NOURISHMENT

Under the guidance of Chaplain Glen Johnson, two additional volunteers joined the team in 2023 to enhance support for the spiritual well-being of patients and staff. Both volunteer pastoral care associate chaplains and eucharistic ministers received educational inservice training. Additionally, the chaplain held monthly Prayer and Reflection sessions, open to both staff and the public.



**BILL WISNIEWSKI**  
OFFICE COORDINATOR, **TOM NICHOLS**



**CHAPLAIN GLEN JOHNSON**

2023	
NUMBER OF VOLUNTEERS	13
NUMBER OF SHIFTS	425
HOURS RECORDED	949
PASTORAL CARE ORDERS	287



**MARLENE WETSSTEIN**  
**CHRIS GERMAK**

# VOLUNTEERS PAWS-ITIVELY SHINE ON TV

The Wags for Wellness therapy dog teams gained the TV spotlight on Christmas Eve when Cleveland's WKYC-TV News covered their annual visitation activity. This heartwarming event involves distributing fleece blankets handmade by the group to patients spending the holidays in the hospital. Also exciting this year was the unveiling of the new picture wall outside the cafeteria, adorned with pictures of the dogs.

Throughout the year, the group actively participates in hospital events, such as Santa Day, and celebrates National Animal Therapy Day in April by providing treats and visits in the hospital lobby.



**MAUREEN KEMMERLE AND SCOUT GETTING READY FOR THE TV CAMERAS**



**CHRISTMAS EVE GATHERING**



**LINDA RUSSELL, LUANN ROGERS, PAM FRANK**



# CELEBRATING VOLUNTEERS

After two years of drive-by events due to the COVID pandemic, the annual Volunteer Celebration Event resumed in person for volunteers and their guests to enjoy dinner and a movie at the Ravenna 7 Movies.



# INNOVATIVE IMPACT ROLES

**Musical Arts   Veterans Visitation   Reiki   Neck Pillow Sewers**

*"The Veterans Visitation Program allows me to share valuable information veterans often aren't aware of. The response has been amazing; they are genuinely touched that someone takes the time to acknowledge them. The stories I hear and camaraderie shared are truly inspiring to me".*

**Gary Muckensturm**

*"The positive comments we hear back from staff encourages us to continue making neck pillows. It's a great way to stay busy and constructive at home while volunteering for a good cause."*

**Becky Cranston and Becky Gorczyca**

*"People seem to enjoy the live music. Instead of staying home and playing for myself, I get to share music with others and challenge my playing skills."*

**Steve Stork**

*"Being a Reiki volunteer is very rewarding. Reiki always fills me with love and gratitude and I'm humbled that something so simple can make a difference."*

**Norma Bice**

2023	
MUSICAL ARTS SHIFTS	39
VETERANS VISITED	470
REIKI SESSIONS	430
NECK PILLOWS SEWN	150



**BECKY GORCZYCA, BECKY CRANSTON  
PILLOW SEWERS**



**RAY REEDY  
VETERANS VISITATION**

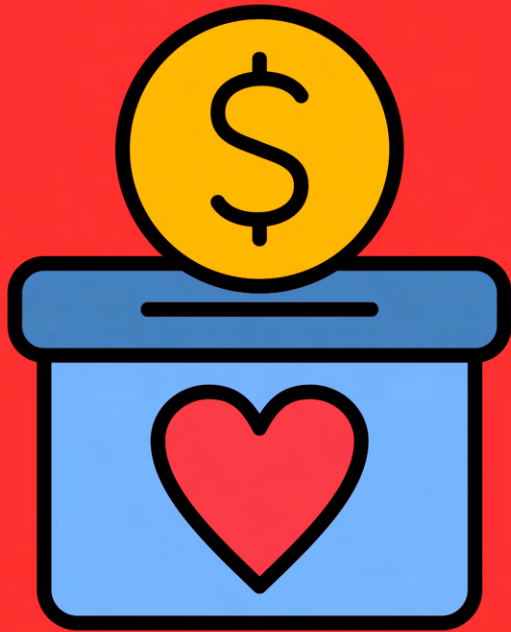


**PAUL MOSKUN  
MUSICAL ARTS**



**VICKI OSBORNE  
REIKI**





**2023**

<b>MEMBERSHIP</b>	<b>38</b>
<b>FUNDRAISING SALES</b>	<b>\$8,562</b>
<b>CELEBRATION OF LIGHTS</b>	<b>\$10,967</b>
<b>STYLE SHOW EVENT</b>	<b>\$19,749</b>
<b>MEDICAL GUARDIAN</b>	<b>\$6,759</b>
<b>GIFT SHOP</b>	<b>\$13,570</b>
<b>H.S. SCHOLARSHIPS AWARDED</b>	<b>\$2,000</b>
<b>PLEDGE PAYMENT TO HOSPITAL</b>	<b>\$50,000</b>

## CELEBRATING 80 YEARS IN STYLE

Since 1943, the Auxiliary of UH Portage Medical Center has been dedicated to enhancing services for Portage County’s only hospital. As a separate non-profit organization, the Auxiliary has contributed over three million dollars and performed thousands of service hours to positively impact the hospital and patient experience. They are currently working to fulfill a \$500,000 pledge for cardiovascular equipment and facility upgrades.

The Auxiliary celebrated 80 years of service with a favorite fundraising tradition – the annual Fashion Show - featuring hospital and community leaders modeling women’s and men’s fashions from area retailers. The crowd of 150+ in attendance also enjoyed bidding on unique gift baskets and a chance on a 50/50 raffle.





**From Employee Survey:**

*"Overall I think the items and selection are wonderful! I love having such an amazing gift shop inside the hospital! When you're busy with work you can pick up a nice gift without having to go to another store which has saved me many times! Great job ladies, I think you're all wonderful! "*



**STAFF**  
EVELYN FRANKS,  
JENNY TURNER  
SHIRLEY HART

University Hospitals  
Portage Medical Center | The Auxiliary  
Of Portage Medical Center

2023 CUSTOMER COUNT  
**20.880**

**2023 SALES**  
**\$478,789.00**

**FAVORITE SWEET TREATS!**

THANK YOU  
for shopping  
LOCAL



**CARMEN CARTER**

# ENGAGING COMMUNITY

University Hospitals  
Portage Medical Center

The Auxiliary of  
UH Portage Medical Center

**36th Annual  
Celebration of Lights**

The Auxiliary of UH Portage Medical Center invites you to remember/recognize others this holiday season by supporting their annual community tradition.

**Wednesday, December 6, 2023**  
UH Portage Medical Arts Building - Rm 150

6:30pm  
Handbell Music of the Season  
Cuyahoga Valley Christian Academy Royal Ringers

7:00pm  
Reflection Ceremony  
Followed by candle processional walk and reception with refreshments in hospital main lobby

**Recognition Opportunities**

\$100-\$200 Personalized outdoor metal tree  
\$60 Keepsake Angel personalized ornament  
\$5 "Light a Light" on the hospital grounds

Recognitions displayed in the hospital outer lobby Dec. 6 - Jan. 2, 2024 and in the Remembrance Booklet.

To ensure recognition/s,  
please return form no later than NOVEMBER 2.

*Celebration of Lights is the Auxiliary's largest fundraising event, directly supporting patient care and service improvements at UH Portage Medical Center.*

**THANK YOU FOR YOUR SUPPORT**

Celebration of Light Committee: Angie Reedy, Jeanne Tondiglia, Kathy Pangallo, Co-Chairs; Roberta Held, Jodi Kornbau, Nancy Harris, Judy Scott





# SERVICE WITH PURPOSE

*“The impact of the Auxiliary’s purchase has greatly improved the quality of our echocardiogram studies. The machines have advanced technology/modalities that we were not capable of performing before. Before the gracious donation we experienced equipment malfunctions leading to canceled/rescheduled tests. Their generosity is greatly appreciated.”*

Amy Ostrosky, Nurse Manager  
Nick Reynolds, Assistant Nurse Manager  
Amy Jordan, Lead Cardiac Sonographer  
Cardiology Services



**NEW ECHOCARDIOGRAM MACHINE PURCHASED IN 2023 WITH AUXILIARY FUNDING**



*“After I fell at home, I knew I needed to do something to make sure I could get help quickly if it ever happened again.*

*Through volunteering, I was aware the Auxiliary offered a fall alert service. I love the watch style option and its ability to detect falls anywhere I travel. It’s definitely made me feel more secure.”*

*Becky McCardel, Main Lobby Desk Volunteer*

**MEDICAL GUARDIAN COORDINATORS ALLEN AND SALLY KELLY WITH BECKY MCCARDEL**



**ANNUAL FALL CRAFT SHOW**



**PAT WILCOX  
HOSPITALITY CART**



# ENGAGING TOMORROW'S CHANGEMAKERS

The **Junior Auxiliary** summer program offers high school students opportunities to participate in short-term philanthropy activities while earning service hours. In addition to learning about the Auxiliary and its mission, students worked together to raise funds for UH Portage's Food For Life program.



## 2023 Activities:

- Car Wash Fundraiser at Health and Safety Day
- Sunshine Cupcake Sales
- Carriage House Creamery Ice Cream Event

10 students participated  
Funds Raised: \$814.00



BIOMED ACADEMY HIGH SCHOOL  
SENIOR APEX PROJECT STUDENTS

In the fall, we extended a warm welcome to five high school students from the BioMed Academy as they embarked on their year-long **APEX Senior Projects**. Collaborating with Patient Experience and various other departments, these students rotate through volunteer assignments to meet their requirement of over 240 hours. At the conclusion of the school year, they deliver formal presentations sharing their experiences.

*"I really enjoyed my experience volunteering at University Hospitals as it helped me solidify my decision to go into nursing after high school."* Lauren Coates

*"My favorite experience throughout my time at UH has been getting to really view and understand how to function in a professional medical setting and applying that to my future scholastic ventures."* Preston Bello

## SUMMER VOLUNTEER PROGRAM

The ten week summer volunteer program provides healthcare volunteer experience for high school and college students who are limited to volunteering only during their summer school breaks. Student volunteers were also offered an observational experience of their choice and opportunities to participate in "Lunch and Learn" events with a UH Portage physician assistant and orthopedic surgeon.



2023	
# OF SUMMER VOLUNTEERS	46
SUMMER HOURS	2,011
# OF REPRESENTED HIGH SCHOOLS	14
# OF REPRESENTED COLLEGES	7



# ENGAGING TOMORROW'S CHANGEMAKERS

<b>2023</b>	
<b>REQUESTED OBSERVATIONAL EXPERIENCES</b>	<b>102</b>
<b>MOST REQUESTED OBSERVATIONS</b>	
• <b>PHYSICIAN</b>	
• <b>PHYSICIAN ASSISTANT</b>	
• <b>PHYSICAL THERAPY</b>	
<b>INTERNS ONBOARDED</b>	<b>11</b>
<b>RECORDED INTERNSHIP HRS</b>	<b>1,400</b>

At UH Portage, Volunteer Services serves as the central hub for coordinating all observational experiences, catering to teens, college students, and adults alike.

Additionally, we manage numerous college internship requests. Our responsibilities include collecting essential paperwork and health documents, facilitating placements, and onboarding interns.

We are committed to ensuring that all participants have a positive and productive experience during their time with us.

Patient Experience Coordinator Kim Negley understood the invaluable contributions of nursing unit volunteers to ease staff workload and assist with patient care. Recognizing that volunteers could feel intimidated by the environment and staff, Kim collaborated with Volunteer Services to implement a training orientation for new nursing unit volunteers.

Kim works closely with nursing managers to identify a mentor for each volunteer, ensuring personalized guidance and support. On their first day, Kim personally introduces volunteers to the staff, provides a tour of the unit, and clarifies responsibilities. She addresses any questions or concerns, ensuring volunteers feel comfortable and equipped to begin their roles.

Expressing her commitment, Kim emphasizes, "I want them to feel like part of the team and understand how their contributions help staff have more time to meet patient needs."

Nursing unit volunteer Trent Jones admitted feeling nervous on his first day but credits Kim's orientation for alleviating his apprehension. "Kim guided me through the floor, familiarizing me with everything and outlining my duties. She briefed me on potential patient scenarios and offered constant encouragement saying how great I was going to do!" For Kim, the ultimate reward lies in witnessing volunteers like Trent positively impact patient care and make a difference on the units.



**KIM NEGLEY AND TRENT JONES**



**SOUTHEAST MIDDLE SCHOOL  
CAREER DAY IN  
CENTRAL STERILE**



**NEOMED PHARMACY  
STUDENTS ASSISTING AT  
MEDICATION TAKE-BACK  
EVENT**



# IN THEIR OWN WORDS..... MAKING A DIFFERENCE

*"A woman came to Radiology to find her husband who was scheduled for a procedure in the Professional Building. I walked her there and explained the different hospital buildings and where to park."*

*"Installing a Medical Guardian fall alert device to help a discharged patient avoid falling at home."*

*"Tucker and I stopped to visit 2 little boys in a waiting room who just learned their grandmother passed away. The boys hugged Tucker and we all cried together. I'm glad we were there."*

*"A mother came to the desk in tears wanting information about her son in Recovery Works. After calling staff, the mother waited patiently and called me by name to thank me for helping her."*

*"A woman was dropped off by PARTA two hours early for her appointment. I brought her to the cafeteria and checked on her several times before making sure she got to her appointment".*

*"Escorted a woman to Radiology and she told me I was the nicest person she met today."*

*"After giving Communion, the patient cried with joy for what I had done."*

*"Transported a man to Orthopedics and he began to talk about himself. When I returned later to bring him back to the lobby, he thanked me for listening."*

*"I help patients at Kent Health Center with their walkers on rugs to avoid trips and falls."*

*"Escorting visitors instead of just giving directions."*

*"Responding to a request to come to the ER to comfort and pray for family and friends of a KSU student who passed away suddenly."*

*"At the end of my SWR shift, an elderly woman was still waiting for her husband to return to his room from surgery; the waiting room was empty except for the two of us. She asked if I would stay with her. I stayed and we talked."*

*"People regularly stop and thank me for playing music on the piano."*



**COME JOIN US!**



**University Hospitals**  
Portage Medical Center

**VOLUNTEER SERVICES**  
6847 N. CHESTNUT STREET  
RAVENNA, OH 44266

**330-297-2591**



**[HTTPS://WWW.UHHOSPITALS.ORG/LOCATIONS/UH-PORTAGE-MEDICAL-CENTER/ABOUT/VOLUNTEER-SERVICES](https://www.uhhospitals.org/locations/uh-portage-medical-center/about/volunteer-services)**