

## Volunteer Program News

This newsletter highlights volunteer program and Northwestern Medicine news.

## Volunteer Engagement Survey Results

In May, 408 volunteers completed the volunteer engagement survey for a 37.8% response rate. When asked how likely they are to recommend Northwestern Medicine as a great place to volunteer on a scale of 0 to 10, 89% of respondents rated Northwestern Medicine very favorably with a score of 9 or 10. Volunteers left 180 responses to a question asking how the volunteer experience could be improved. We appreciate the insights, and we will use the feedback to enhance the volunteer experience.

## A Better Response for Liver Transplants

Patients with hepatitis C virus (HCV) infection who received an antiviral medication around the time they underwent a liver transplant saw a high rate of sustained virologic response, according to a Northwestern Medicine phase II clinical trial. This finding suggests that the therapy might help prevent reinfection in those patients.

While direct-acting antiviral agents have been shown to effectively treat recurrent HCV infections, this is the first study to investigate how a medication might prevent reinfection at the time of liver transplantation.

Read more: [A Better Response for Liver Transplants](#)

## Better Mental Health With Magnetic Stimulation Therapy

Transcranial magnetic stimulation (TMS) is a noninvasive treatment that uses electromagnetic pulses to stimulate areas of the brain that are underactive in people with depression. The pulses are used on the left frontal lobe, which is the region most consistently affected in people with major depressive disorder.

After a few weeks of daily treatment, many patients find their depression is easier to manage, even without medication. TMS therapy is available by prescription only, and it is administered under the supervision of a psychiatrist.

Read more: [Better Mental Health With Magnetic Stimulation Therapy](#)



## Volunteer Spotlight: Sheila Gut

*Cancer Center Support and  
Center for Breast Health  
Volunteer, Delnor Hospital*

**Q. What has your volunteer experience taught you?**

A. It has taught me to make an effort to listen to others and be sensitive to what each person may be going through during their visit; respect and embrace the different backgrounds and experiences both patients and staff bring to the table.

**Q. How has volunteering impacted you personally?**

A. It has made me realize that even what seems to be a small contribution can truly end up having a huge impact on others.

## Northwestern Medicine Announces Bronzeville Location

Northwestern Medicine is planning for a 120,000-square-foot advanced outpatient care center on the 4800 block of South Cottage Grove Avenue. U.S. Sen. Dick Durbin, City of Chicago Mayor Lori Lightfoot and 4th Ward Alderman Sophia King joined Northwestern Medicine leadership and local community members to announce the planned development at a press conference on June 2. Subject to regulatory approval, construction could begin in summer 2023 with a scheduled opening in summer 2025.

“For more than 20 years, Northwestern Medicine has partnered with Bronzeville community organizations to enhance the health and wellness of residents. Every day, more than 1,000 patients from Bronzeville and its surrounding communities receive care from Northwestern Medicine,” says Dean M. Harrison, chief executive officer, Northwestern Memorial HealthCare. “This new advanced outpatient care center will provide patients with access to world-class care without having to leave their community.”

The facility will reflect the culture of the neighborhood and will provide patients with numerous offerings, including:

- An Immediate Care Center
- Primary and specialty care by Northwestern Medicine physicians
- Pharmacy services
- Diagnostic services, including mammograms and lab tests
- A cancer center with chemotherapy services
- Resources and programming for individual and community health
- Opportunities for local retailers

The center is expected to serve more than 50,000 patients and family members from Bronzeville and nearby communities every year.

Read more: [Northwestern Medicine Announces Bronzeville Location](#)



**Lyzette Avelar**  
Immediate Care Unit  
Volunteer, Huntley Hospital



**Zion Roberts**  
Immediate Care Unit  
Volunteer, Huntley Hospital

## Committed to Access

Northwestern Medicine delivers world-class, culturally competent care regardless of ability to pay, race, age, gender, sexuality or any other social factor, in the communities where our patients live and work.

In 2021, Northwestern Medicine opened **6** new ambulatory care sites, with **5** more sites planned.

Northwestern Medicine provides care in **95%** of Chicago ZIP codes.

More than **800** babies were delivered at Prentice Women’s Hospital in 2021 to patients from Federally Qualified Health Center partners.

In 2021, **1,750** patients were assisted through the Northwestern Medicine Transitional Care Clinic, a **45%** increase from 2020. The clinic helps patients who are at high risk of poor outcomes navigate the health system.

Share this newsletter with friends and family, and encourage them to join our volunteer team. Learn more:

[Volunteer | Northwestern Medicine](#)

## Take-Care Tips

### Women Who Lift

As weightlifting becomes more popular, more women are taking to the weight racks. And, that’s great news. Here, Northwestern Medicine experts debunk some misconceptions that might be deterring some from starting strength training.

Read more: [Women Who Lift | Northwestern Medicine](#)