

# Volunteer Newsletter

Spring 2022

## Volunteer Program News

This quarterly newsletter highlights volunteer programs and Northwestern Medicine news. April is Volunteer Recognition Month, a time we pay special tribute to those who give so generously to our patients, visitors and staff. To all of our Northwestern Medicine volunteers, thank you for commitment and service!

In early May, you will receive an email asking you to complete an online volunteer engagement survey. Please keep an eye out for this communication. Your feedback will be used to enhance the volunteer experience at Northwestern Medicine.

## A Message From Elizabeth Quinn

At Northwestern Medicine, our success depends on working together toward a common purpose: our *Patients First* mission. As valued volunteers, you are part of the team making patients' lives better, and we are grateful for your support.

Despite the challenges of the COVID-19 pandemic, volunteers at Northwestern Medicine gave more than 111,000 hours of service in 2021 in a variety of roles. During a time when patients and visitors likely had new questions and concerns, you warmly greeted them, addressed their needs and guided them to their destinations. You provided helping hands to the staff. Your care and compassion are extraordinary.

On behalf of Northwestern Medicine, thank you. Your service, commitment and trust help ensure that *Better* is everywhere at Northwestern Medicine.

*Elizabeth Quinn is senior vice president, Administration, responsible for advancing human resource strategy.*

## Get Better Podcast Now Available

[Khalilah L. Gates, MD](#), [Michelle L. Prickett, MD](#), and [Susan R. Russell, MD](#), are three pulmonologists at Northwestern Memorial Hospital who also happen to be best friends. They have developed a lasting bond through their medical training and experience treating some of the most critically ill patients in the ICU. As physicians, they consider themselves lifelong learners. That's why they're hosting [Get Better](#), a podcast to help the world learn more about health.

*Get Better* is now streaming wherever you get your podcasts, or you can listen via web browser at [nm.org/healthbeat](https://nm.org/healthbeat).



## Volunteer Spotlight: Charles Welch

*Mailroom and Pediatric Support  
Volunteer, Marianjoy  
Rehabilitation Hospital*

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

A. My experience gave me an opportunity to continue my rehabilitation in a workplace situation. It has shown me how a variety of combined individual efforts can impact a wide range of needs within a community.

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

A. I have improved my motor skills and enjoy social contact with a very helpful and friendly staff.

## Support for Nonprofit Clinic Speaks to the Heart of Northwestern Medicine

Northwestern Medicine is committed to improving health outcomes in communities with socioeconomic barriers to care, and carefully selects vendors and community partners that share that commitment.

Northwestern Medicine has partnered with Tri City Health Partnership in St. Charles, a nonprofit medical and dental clinic, for more than 20 years. The clinic serves residents and employees in central Kane County who are uninsured and make at or below 250% of the federal poverty level. That is just over \$30,000 a year for an individual. The average patient earns less than \$18,000 annually.

Kim Lamansky, Tri City Health executive director, says the clinic's patients never receive a bill, even when they are referred to Delnor Hospital for laboratory and medical imaging services. "The hospital makes sure that our patients get the care they need," she says. "Being able to use labs and imaging at Northwestern Medicine without fees has made a tremendous difference in patient outcomes."

Blending medical expertise with diverse local organizations is key to Northwestern Medicine's commitment to a healthier Chicagoland. "Our intentional work with long-term community partners like Tri City Health Partnership helps us drive change in the healthcare system," says Posh Charles, senior vice president, Administration. "Together, we make our services more accessible and more responsive to the needs of our community."

Residents in the Northwestern McGaw Family Medicine Residency at Delnor see patients at the Tri City Health clinic as part of their program. "They rotate in as part of their residency, and then they come back and volunteer," Lamansky says.

The clinic, which has a staff of just seven, serves patients with the support of more than 150 volunteer specialists, including many Northwestern Medicine physicians and nurses who give a few hours on their days off. In October, Tri City Health Partnership expanded into the building next door to the original clinic, doubling its clinical space. With the expansion, Lamansky says the clinic will be able to provide well over 3,000 visits a year.



**Susan Meschino and Nancy Wilen**  
Gift Shop Volunteers,  
Central DuPage Hospital



**Jack Ford**  
Care Cart Volunteer,  
Palos Hospital

### Did You Know...?

Northwestern Medicine is the shared strategic vision of Northwestern Memorial HealthCare and Northwestern University Feinberg School of Medicine to transform the future of health care.

Northwestern Medicine has 1.2 million patients in 102 countries and 50 states.

The MyNM® app supports more than 10,000 daily self-service actions such as scheduling appointments, requesting prescription refills and communicating with the care team.

In academic year 2020 – 2021, Feinberg School of Medicine received \$610 million in research funding and was No. 1 in NIH funding in Chicago and Illinois.

More than 286,000 individuals participated in 5,700+ clinical trials and research studies at Northwestern Medicine.

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Share this newsletter with others, and encourage them to join our volunteer team! Learn more:

[Volunteer | Northwestern Medicine](#)

### Take-Care Tips

#### Change Eating Habits to Fit Your Lifestyle

"There should be no foods excluded from a healthy diet, because a healthy diet is one that you can maintain for your entire life," says Northwestern Medicine Dietitian Audra Wilson. "With variety in your diet, you can get the most nutrients from your food."

Read more: [Debunked by a Dietitian: Fad Diets | Northwestern Medicine](#)