

Volunteer Newsletter

Summer 2021

Volunteer Program News

Welcome to This Inaugural Issue

The new quarterly *Volunteer Newsletter* will highlight volunteer program and Northwestern Medicine (NM) news. Volunteers are part of the NM family and at the heart of our mission of putting patients first in everything we do.

As of July 31, more than 1,000 volunteers have returned to service or joined as new volunteers. In this issue we recognize the efforts of volunteer mask ambassadors who help ensure a safe environment for all. We also acknowledge the volunteers who assisted at NM COVID-19 vaccine clinics earlier this year. Thank you to *all* of our volunteers. Plans are underway to bring back additional volunteers this fall. We look forward to seeing you soon.

Remember to Complete Your COVID-19 Attestation

Before each shift you must complete the COVID-19 symptom attestation. If your badge fails to register after swiping it on the keypad, please notify your volunteer manager. COVID-19 symptom screening also continues for NM employees, physicians, patients and visitors.

NM Hospitals Achieve Recognition

Seven NM hospitals received national, regional or state recognition in the *U.S. News & World Report* America's "Best Hospitals" rankings.

Northwestern Memorial Hospital has again earned Honor Roll status, being ranked No. 10 in the nation and No. 1 in the Chicago Metro Region and Illinois. This is the 10th consecutive year that NMH has been ranked as the top hospital in Illinois.

Northwestern Medicine Central DuPage Hospital ranked No. 10 in the Chicago Metro Region and No. 10 in Illinois. **Northwestern Medicine Delnor Hospital** ranked No. 17 in the Chicago Metro Region and No. 19 in Illinois. **Northwestern Medicine Lake Forest Hospital** ranked No. 13 in the Chicago Metro Region and No. 15 in Illinois.

Northwestern Medicine McHenry Hospital, Northwestern Medicine Huntley Hospital and Northwestern Medicine Woodstock Hospital ranked together at No. 14 in the Chicago Metro Region and No. 16 in Illinois. The hospitals jumped seven spots from their 2020 ranking of No. 23 in Illinois and five spots from their 2020 ranking of No. 19 in the Chicago Metro Region.



Volunteer Q&A

Maya Kota

Q. What have you learned from volunteering at Northwestern Memorial Hospital?

A. Every week is a new experience as a volunteer in the Emergency Department waiting room. The thing I value the most is being able to support and provide comfort to families and patients.

Q. How has volunteering changed your outlook on our community?

A. Volunteering at Northwestern Medicine has been one of the best experiences! All of the volunteers are so compassionate and welcoming; the community here is truly one of a kind. I will always cherish the experiences I gained as a volunteer.

NM Employees Share Why They Chose Vaccination

Protecting Family and Friends

Even those who have had COVID-19 are eagerly signing up to be vaccinated to protect others. “I decided to get the vaccine for my family and my health. I’ve seen family and friends fight COVID-19, unfortunately some losing the battle,” says Maribel Montelongo, a patient access specialist at Northwestern Medicine Kishwaukee Hospital. “If I can protect my health and my family by getting the vaccine, why not do it?”

Read more: [Why I Got Vaccinated | Northwestern Medicine](#)

Support for Mental Health in Black Communities

NM Extends the Reach of Trauma Helpline for Longtime Partner

Northwestern Medicine is committed to addressing the underlying causes of violence that persistently plague Chicago. Exposure to violence and subsequent trauma contribute to long-lasting physical and mental health issues.

In early 2020, as violence continued to increase in Bronzeville, the pandemic took a heavy toll. By April 2020, Black residents accounted for almost 70% of the deaths from COVID-19 in Chicago, although they only make up 30% of the population. The stay-at-home order and its economic impact significantly harmed the Bronzeville community.

It was the need to serve those impacted that led to the founding of Bright Star Community Outreach (BSCO), a community-based organization in Chicago’s Bronzeville neighborhood. BSCO is led by founder and CEO Pastor Chris Harris Sr., also the founder and senior pastor of Bright Star Church in Chicago. Harris grew up in Bronzeville and recognized the need for an organization like BSCO. The organization offers a variety of programs, including mental and behavioral health services through The Urban Resilience Network, which is funded in part by Northwestern Medicine.

Read more: [Support for Mental Health in Black Communities | Northwestern Medicine](#)



Volunteers by the Numbers

1,003 volunteers currently donate their time in service to their community through Northwestern Medicine.

343 mask ambassador volunteers donated **15,172** hours of service to support COVID-19 safety protocols in NM facilities since October 2020.

96 vaccination clinic volunteers donated **2,300** hours of service to assist NM patients in early 2021.

283 student volunteers, many with an interest in pursuing healthcare professions, devoted time this summer to supporting NM patients, visitors and employees.

Share this newsletter with friends and family, and encourage them to join the NM volunteer team in making an impact.

[Volunteer | Northwestern Medicine](#)

Take-Care Tips

Finish the Summer Strong

When you find yourself feeling dehydrated or suspect you might have heat exhaustion, you must act immediately to help your body function as it needs to and prevent dangerous heat-related conditions, such as heat stroke.

Read more: [How to Avoid Heat Stroke | Northwestern Medicine](#)