



Department of
Volunteer Services

ANNUAL REPORT

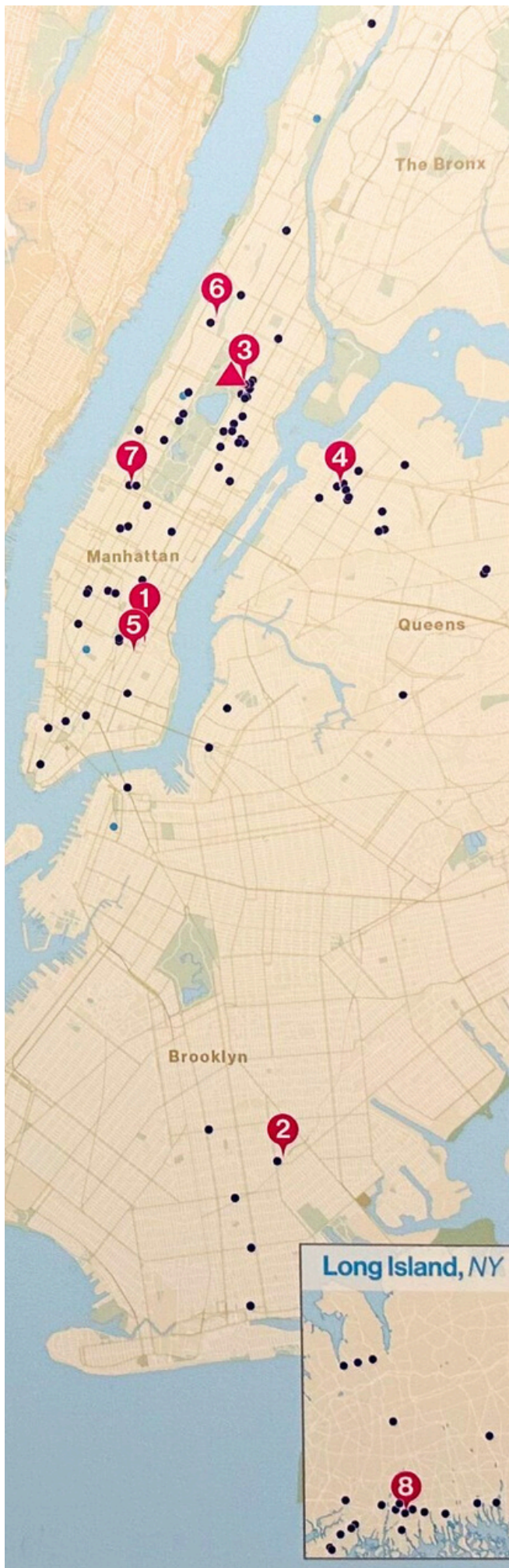
2024



Serving the
The Mount Sinai Hospital
and **Icahn School of Medicine at Mount Sinai**

OUR MISSION

The Mount Sinai Health System (MSHS) Departments of Volunteer Services (DVS) are committed to assisting its patients, families, and staff in enhancing patient experience, education, support of innovative research, dissemination of knowledge, good health of the community, and an environment conducive to equity, creativity, career development, and personal growth.



- ▲ Icahn School of Medicine at Mount Sinai
- 1 Mount Sinai Beth Israel
- 2 Mount Sinai Brooklyn
- 3 The Mount Sinai Hospital
- 4 Mount Sinai Queens
- 5 New York Eye and Ear Infirmary of Mount Sinai
- 6 Mount Sinai Morningside
- 7 Mount Sinai West
- 8 Mount Sinai South Nassau

MESSAGE FROM LEADERSHIP

We are delighted to share our Department of Volunteer Services 2024 Annual Report. Even we were surprised by the unprecedented number of Volunteers, Student Interns, and Observers cleared by our office, and service hours they contributed.

With COVID now behind us, Volunteer Services is back, stronger than ever before! Back to the excitement of new volunteers, brimming with creativity, energy, and eagerness to visit with patients. Back to a very active office filled with volunteers picking up ID badges and meal vouchers, and blue volunteer jackets visible from the Icahn Building to Hess, and from Klingenstein to the Guggenheim Pavilion. There is a renewed passion for medicine, science, and service, from the laboratories to music in the Atrium welcoming patients, staff, and visitors alike.

We couldn't be prouder of the rich diversity of our volunteer corps from 21 states, speaking 67 languages, and spanning 71 years. There are multiple new initiatives to engage high school students in healthcare, with the goal of inspiring them to pursue careers in nursing and related professions. And one day, potentially joining the Mount Sinai workforce.

Heartfelt thanks to all of our outstanding volunteers. You enhance patient experience, support visitors and staff, and contribute to scientific inquiry. Each of you embodies the values of *One Mount Sinai*: Safety, Equity, Agility, Creativity, Empathy, and Teamwork. Our Volunteer Services staff are professional, supportive, and welcoming. We couldn't do this work without you or the hundreds of Sinai staff who host and supervise Volunteers, Student Interns, and Observers.

We look forward to a bright and productive 2025, building upon this past year's successes.

The Mount Sinai Hospital and the Icahn School of Medicine at Mount Sinai couldn't be prouder or more grateful to all our '24 volunteers.



DANA KUEFNER, LMSW, CAVS

Director, Department of Volunteer Services
Mount Sinai Hospital

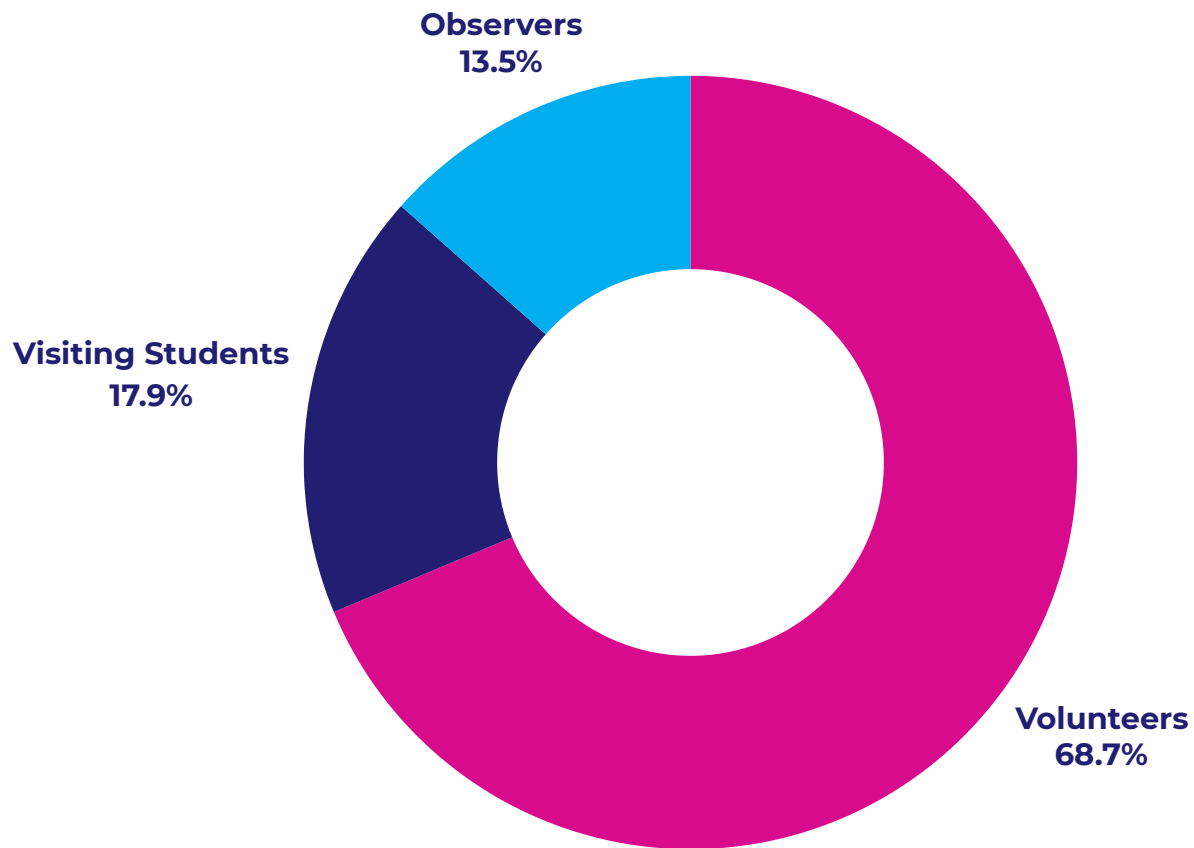


SHARI SIRKIN KAPLAN, LCSW

Senior Director, Volunteer Services
Mount Sinai Health System

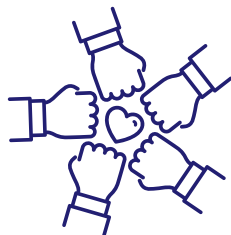
DVS CATEGORIES

From volunteers who choose to give their time and energy, to visiting students and observers who seek educational experiences, the Department of Volunteer Services (**DVS**) is the entryway to the wonderful world of Mount Sinai!



2490

Participants Newly Onboarded in 2024



Fun Fact:

Our volunteer age range spans from 15 to 86!

SCOPE



3,599

ACTIVE VOLUNTEERS, VISITING
STUDENTS, AND OBSERVERS

136,581

VOLUNTEER HOURS
REPORTED

\$5.09 Million

SERVICES IN KIND

Based on the Independent Sector's 2024 value of a volunteer hour in New York.

70

FULL TIME
EQUIVALENTS

Overall a

41%

increase
in volume
compared
to 2023

CARE VOLUNTEERS



CARE AND RESPECT FOR EVERYONE

In 2024, **228** CARE Volunteers provided non-clinical comfort care to thousands of Mount Sinai Hospital patients on 20+ Nursing Units and in the Emergency Department.

- **27,132** Patient Visits
- **4,921** Activity Packets Distributed
- **4,001** Eye masks Distributed

18%
Increase in
volunteers
compared to
2023



Hear from a CARE Volunteer!

"I've had the privilege of touching the lives of over 60 patients, and in turn, they have undoubtedly left an indelible mark on mine. It's been a journey of learning, growth, and profound gratitude, a blessing that continues to enrich my life daily."

- Jessica Boateng, **CARE Inpatient**

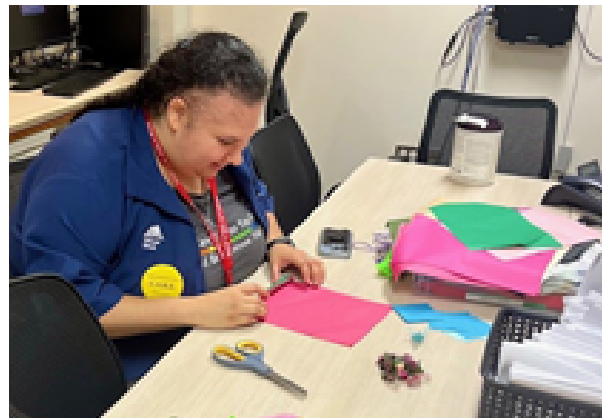
PET ASSISTED THERAPY (PAT)

Patient & Family Visits: **313** Staff Visits: **759**



ART FOR HEALING

Volunteer Visit Hours: **785**



MUSIC FOR HEALING

Atrium & Bedside Performances: **280**



"... music binds us together - people from different walks and at different places of their lives... and that provides a touch of joy, comfort, healing..."

-Birgit Mazerath, **Music for Healing**

CARE HIGHLIGHTS

In-Person & Virtual Trainings

- Launched In-Person Trainings including ED & Nursing Unit Tours
- Initiated Donning & Doffing Training - expand patient outreach
- Three CARE Virtual Trainings - Spring, Summer, Fall/Winter

Partnerships

Enhanced Internal Partnerships

The Cullman Institute of Patient Experience

CARE ED volunteers patient rounding/issue escalation to Patient Experience team.

Staff Wellness visits with our Pet-Assisted-Therapy teams

Internal Medicine, Palliative Care, Psychiatric Consultation, Radiology, Rehabilitation, Social Services, Surgery.

New Community Partnerships

Manhattan School of Music

The New School/Mannes School of Music

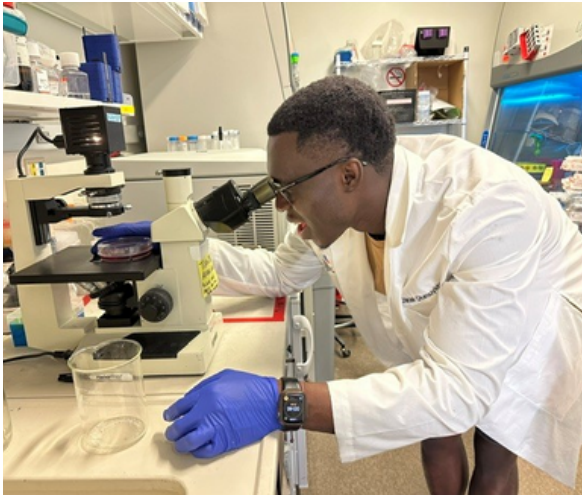
Outreach & Recruitment

- Two Hunter College Pre-Health Presentations to 400 Students

PATIENT TESTIMONIAL

“One year ago, this week, I walked the hallways above listening to this beautiful piano play as I healed from a complicated cancer surgery. I am back for my one year check-up & when I saw the piano, I was compelled to walk over and say thank you! Those weeks a year ago were brightened by you!”

RESEARCH



1,011

Staff requests approved

1,108

Volunteer applications approved

86%

Of applicants served as Research volunteers

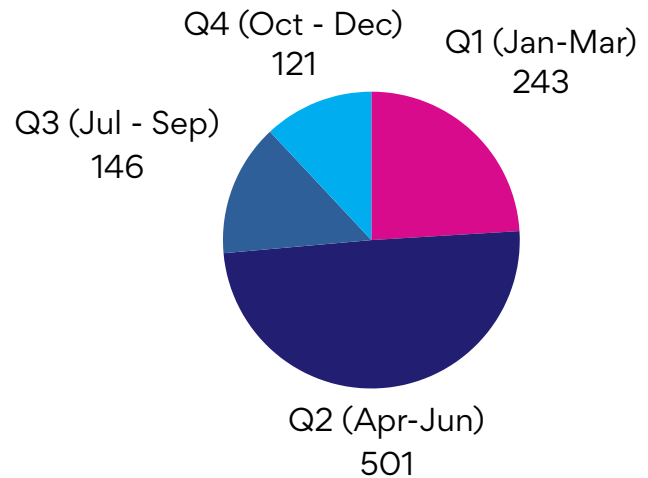
14%

Of applicants served as Visiting Research Students

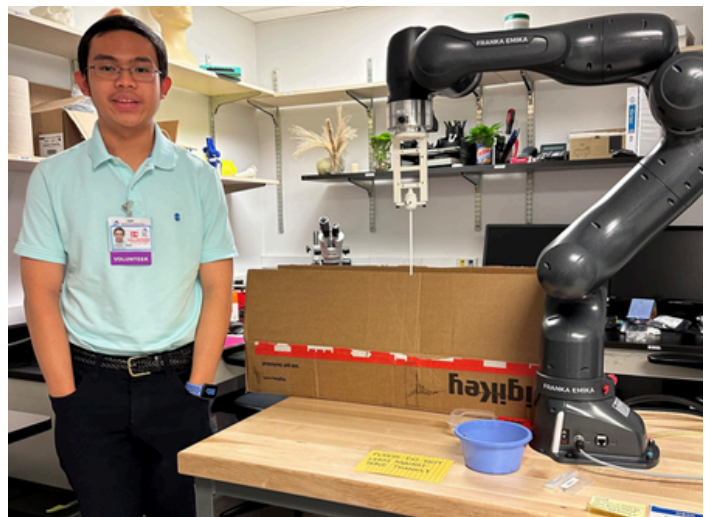
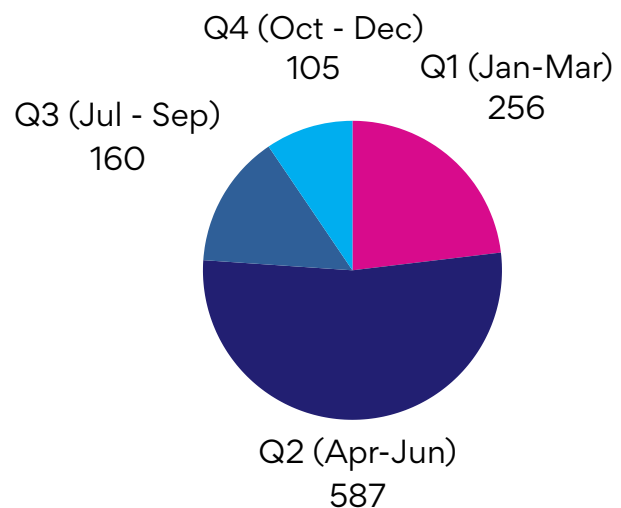
83

Departments and Divisions throughout the Icahn School of Medicine at Mount Sinai

RESEARCH REQUESTS APPROVED

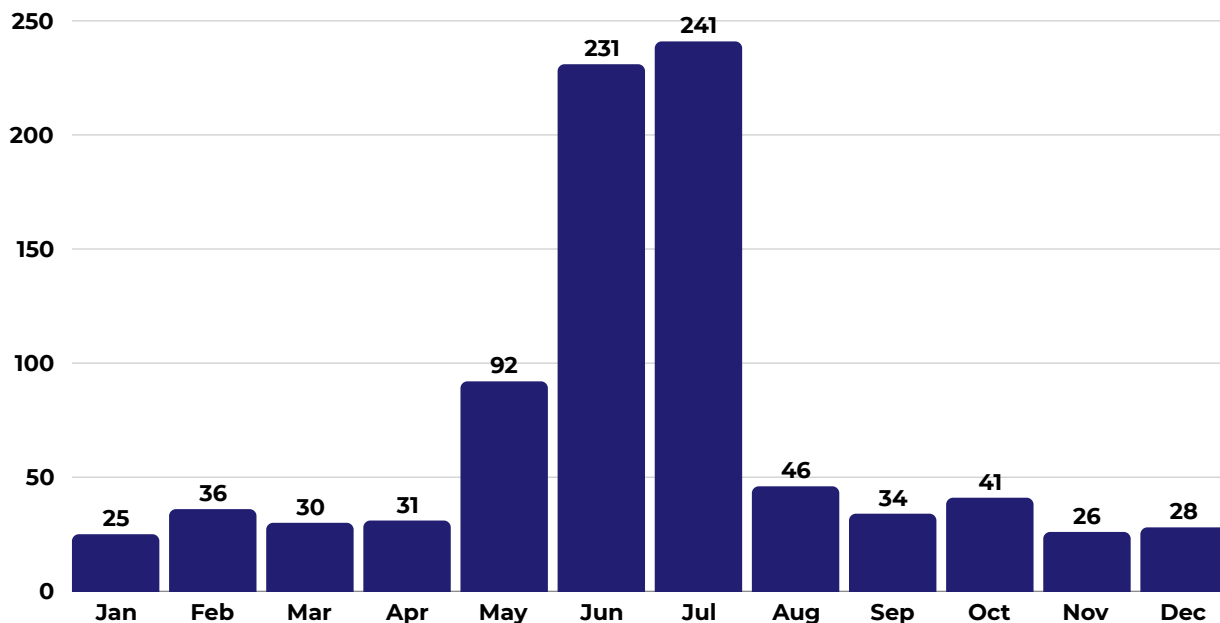


RESEARCH APPLICATIONS APPROVED

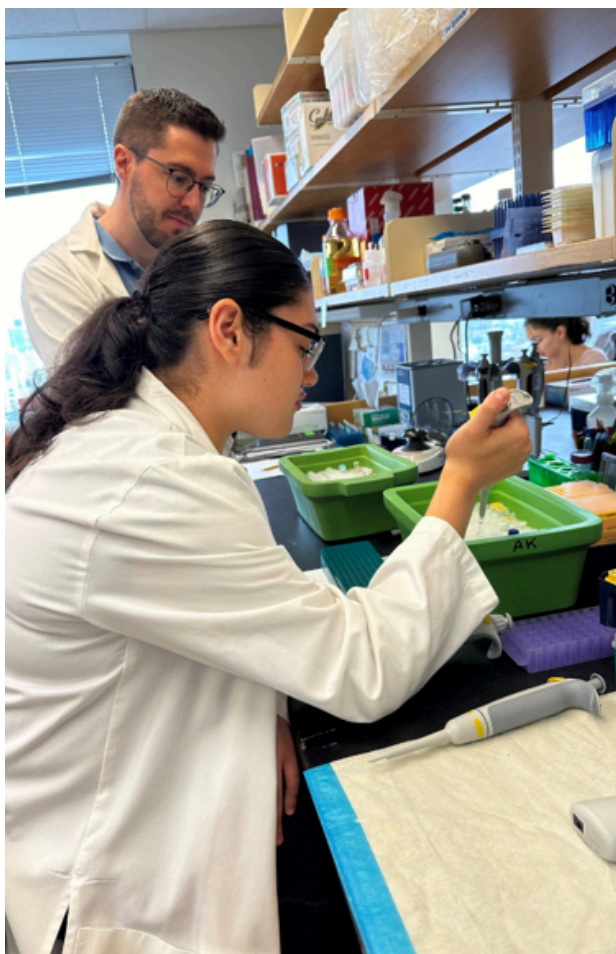


NEWLY ACTIVATED RESEARCH VOLUNTEERS BY MONTH

Many of our research volunteers join labs for a summer educational experience, with **66%** starting their volunteer service in May, June, and July.



1,288 RESEARCH VOLUNTEERS CONTRIBUTED TO PROJECTS IN 2024!



HEAR FROM OUR RESEARCH VOLUNTEERS!

"I enjoyed the experience and am looking forward to applying to the MD program at Sinai!"

- Sicheng Ma, **Department of Oncological Sciences**

"...I would 100% volunteer for Mount Sinai again, and I am just so impressed with the overall organization of everything."

- Isabella Pantusa, **Department of Thoracic Surgery**

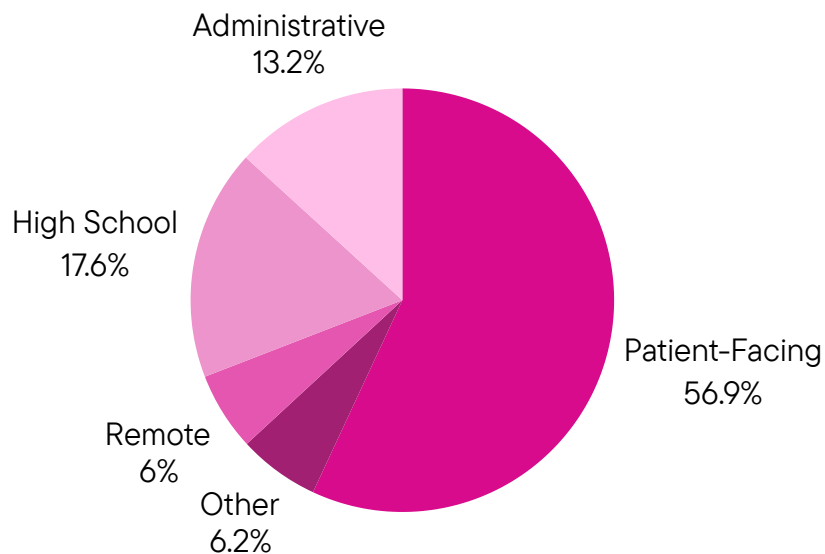
Mount Sinai Departments with the Highest Number of Research Volunteers:

- Psychiatry
- Neuroscience
- Genetics and Genomic Sciences
- Surgery
- Neurology
- Cell Developmental and Regenerative Biology

INTERNAL PARTNER PROGRAMS

940 total volunteers across **37** volunteer programs

Percentage of Non-Research Volunteers By Program Type



Partnerships with departments and programs across the hospital allow volunteers to engage in a variety of patient-facing and administrative support opportunities.

YOUTH VOLUNTEERING SPOTLIGHT

High School Pipeline Programs

6

High School Volunteers

168

Hear from Our Volunteers!

"I volunteer once a week at the Dubin Breast Center... It's a warm, cordial environment, it feels like a community of like-minded people, all focused on giving and getting the best health care."

- Stefanie Steel,
Dubin Breast Center

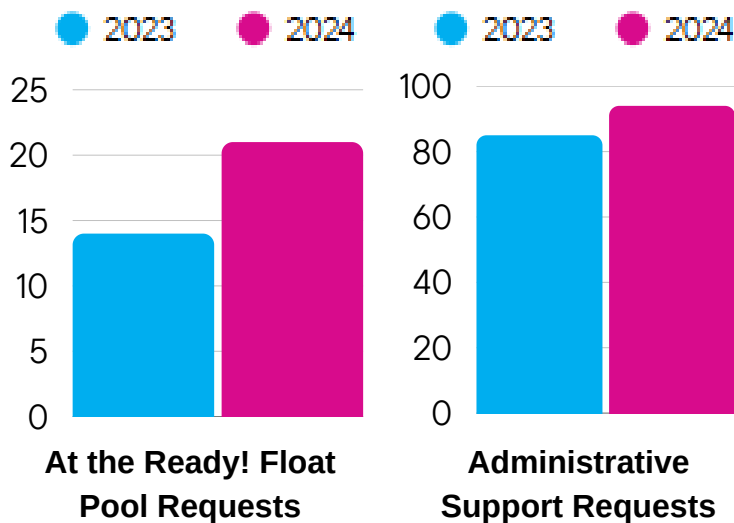


AT THE READY! VOLUNTEER FLOAT POOL



At the Ready! volunteers engage in episodic and long-term **administrative** roles in a wide range of departments within the hospital. These float pool volunteers can provide support for many non-patient facing efforts.

Administrative and non-patient facing volunteer opportunities have notably increased from last year!



Volunteer Highlight

"I was able to connect with a different view in the healthcare industry I always wanted to be a part of. Volunteering with ATR is a very rewarding experience to start learning about healthcare and gain hands on experience to what it's like to work in the field."

- Kohei Kurihara, **At the Ready!**

21

Requests from Staff to utilize ATR volunteers

31

ATR volunteers active during 2024

20

Departments hosted ATR volunteers

82%

Of ATR volunteers in a long-term administrative support placement

A SNAPSHOT OF OUR VOLUNTEERS!!!



VISITING STUDENTS

Interns/Rotators

receive academic credit for their Mount Sinai Hospital experience.

Sponsoring Institutions

(external schools) maintain contracts with Mount Sinai to provide students with educational opportunities in healthcare.

503

Interns Onboarded

47

Programs

64

Sponsoring
Institutions



FOR MANY VISITING STUDENTS, THEIR EDUCATIONAL JOURNEY IN HEALTHCARE STARTS WITH US!

“As a social work student, my internship at MSH was one of the best opportunities I could hope for. **It afforded me the chance to work with a diverse patient population in oncology and palliative care while developing my skills as a social worker.** Throughout the academic year, I was mentored by two incredible members of the social work department who supported me with supervision and always encouraged me to work to the top of my potential. The experience led me to solidify my passion for social work and **I am now proudly employed as an oncology social worker at MSH!**”

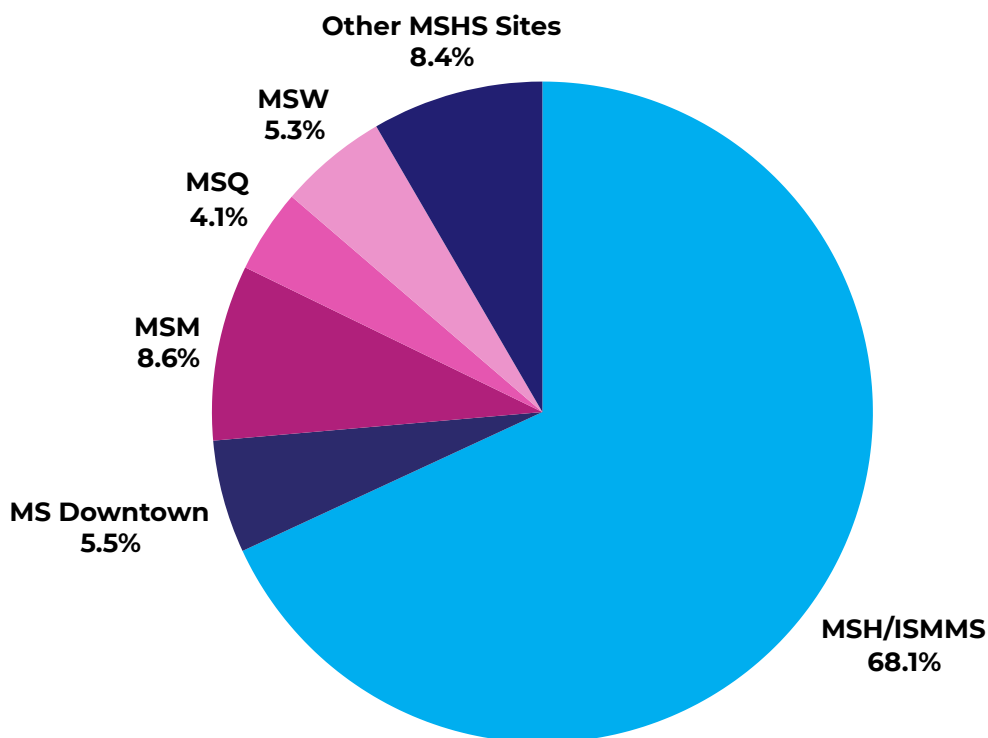
- Kirsten Wyatt, **Student Intern ('23-'24)**

OBSERVERS

Domestic Observers = US Citizens
or Green Card Holders

Foreign National Observers =
International Visitors

Observer Presence by MSHS Site

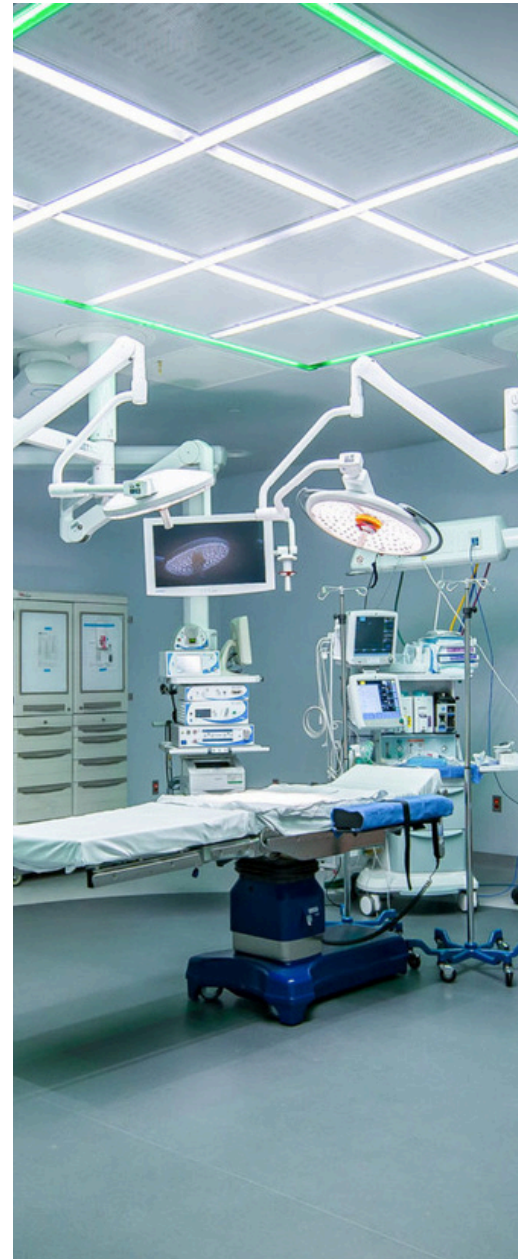


491

Observers were onboarded
and shadowed in over

40

multidisciplinary
departments across the
Mount Sinai Health System



PROCEDURAL AREAS OPEN TO OBSERVERS

Cardiac Catheterization
Electrophysiology
Endoscopy
Interventional Radiology
Main Operating Room

WHAT DID IT TAKE TO ACCOMPLISH THIS?

1,173

Total Number of Attendees in Onboarding Info Sessions

887

Total Number of Attendees in Zoom Office Hours

SPECIAL ONBOARDING INFORMATION SESSIONS WERE HELD FOR:

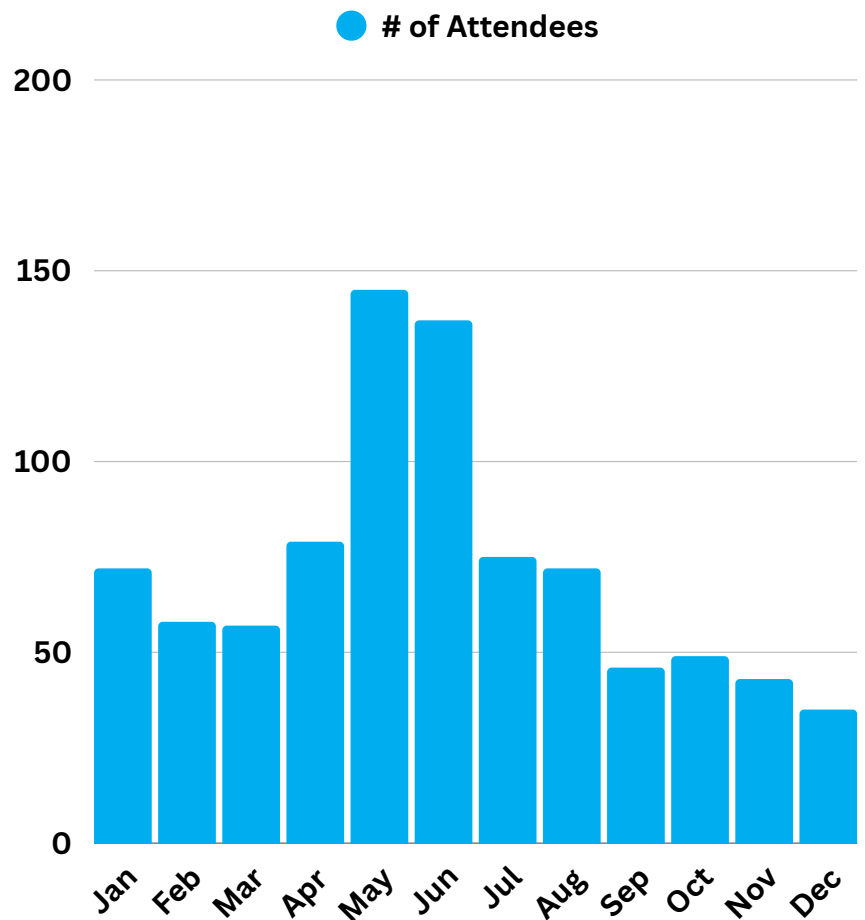
- Ruttenberg & Dubin Centers
- CARE Program
- Child Life Program
- Cristo Rey High School
- Delirium Program
- At the Ready! Float Pool
- ODI: CEYE, NERA, CHSA
- Nursing Pathway Program
- 1199 Youth Program
- Tisch Oncology Navigators
- NYEE'S High School for Health Professions and Human Services

3 DAYS

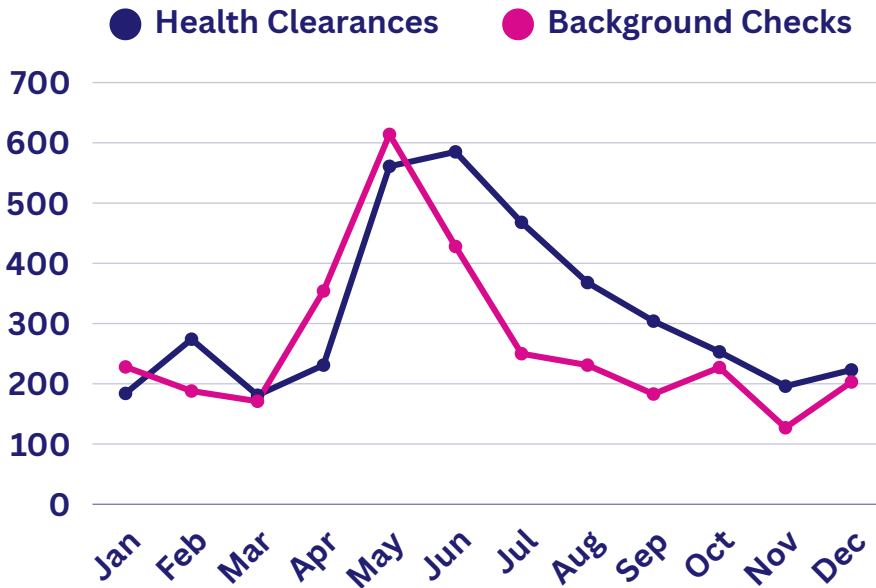


Shortest Onboarding Completion to Date!

Zoom Office Hours



CLEARANCE ITEMS PROCESSED BY MONTH

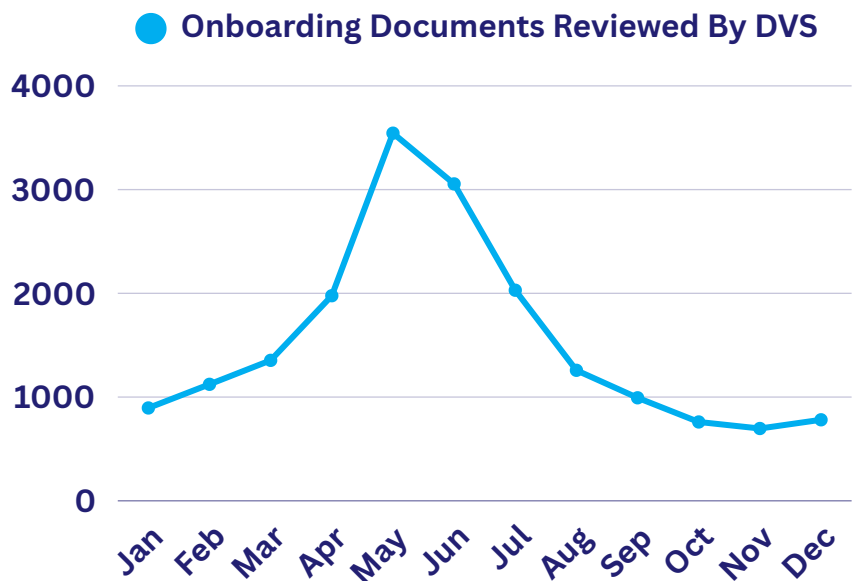


Clearance items are processed within 2-3 business days.

DID YOU KNOW?

The health clearance approval process requires a current flu shot for all onsite volunteers, students, and observers during flu season.

2,821
Reference
Checks and
School
Evaluation
Surveys
reviewed in 2024

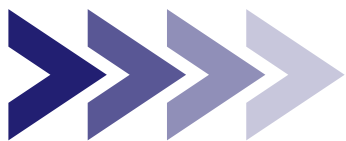
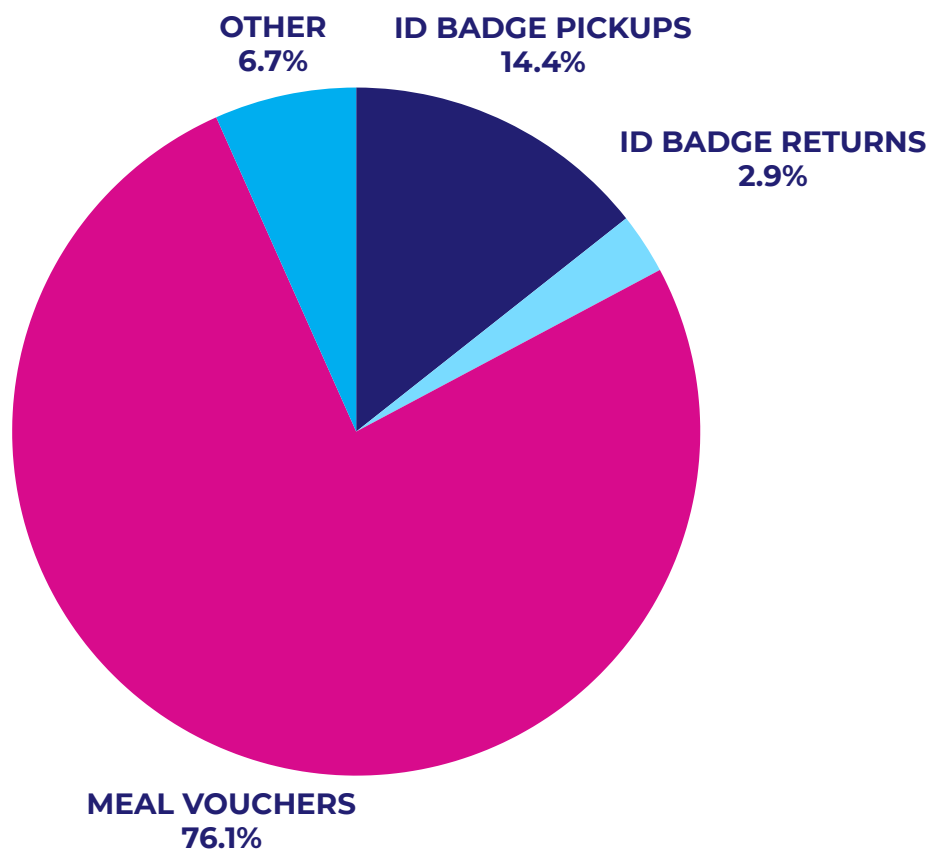


OFFICE VOLUME

Providing excellent customer service to our volunteers and office visitors is a top priority for DVS staff.

With over **12,000** office visits in 2024, we certainly get a lot of opportunities to practice our skills!

How We Assisted Our Office Visitors in 2024



16,036

Total Vouchers Distributed - A Total Value of \$80,180!

DEPARTMENT OF VOLUNTEER SERVICES STAFF

Mount Sinai Events



Staff Gatherings



2024 Annual Volunteer Recognition



2024 HIGHLIGHTS

- **One Mount Sinai, One Volunteer Services**

- We celebrate the successful integration of all Volunteer Services systems into VSys, our volunteer management system. This marks a significant milestone as we continue to collaborate on streamlining volunteer onboarding and management processes.

- **Teamwork still makes the dream work!**

- The DVS team has actively participated in various internal committees, enhancing both personal and professional growth while promoting teamwork. These committees focus initiatives such as creating department reports, hiring seasonal flex staff, creating a warm and welcoming office, and employee recognition efforts. We are thrilled to celebrate a remarkable 100% retention for the past two years!

LOOKING FORWARD TO 2025

- **Integrating VSys with Sinai Cloud**

- We will develop and launch an integration with the Sinai Cloud, a milestone that will connect the Volunteer Services and Human Resource databases for the first time. This integration will pave the way for even greater operational efficiency and synchronization.

- **Enhancing and expanding programming to meet organizational needs**

- We look forward to collaborating with leadership to further identify innovative ways that volunteers can support the health system to meet evolving organizational needs.



SEE YOU IN 2025!



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