



## Minnesota Association of Healthcare Volunteers

### MAHV-elous Awards for Outstanding Volunteers, 2021

#### District G

##### Maple Grove Hospital (Maple Grove) – February 2021

**Jim Kirchner:** has been instrumental in offering as much support as possible to the frontline staff, despite lower volunteer numbers during the pandemic. Since June 2020, Jim has been cross-trained in two additional units, has created updated task lists for three units, and has trained new volunteers on these units in the absence of the usual trainer/lead volunteer support. Jim has gone above and beyond in looking for open shifts in the volunteer schedule that he can fill so units are supported as consistently as possible. All of this to say, “Jim has served our organization above and beyond expectations, and has been steadfast in his service.”



**Pat Shatava:** is a retired employee who has been generous in giving not only of her time and talent, but also her knowledge of the organization, its physical layout and staff. Without Pat it would be impossible to distribute snacks and beverages to all areas of the hospital - on day and overnight shifts- as easily, consistently or as efficiently. She volunteered on Christmas Eve and New Year's Eve to make sure staff working on these days felt supported and uplifted through community-donated snacks. And she does it all with a smile and a spirit of service. Pat has been uniquely instrumental (and *steadfast*) in supporting the Maple Grove Hospital staff.

##### Maple Grove Hospital (Maple Grove) – November/December 2021

**Kathy Learst** began volunteering with Maple Grove Hospital in 2014. Since then, she has had multiple roles in different departments. Her most recent role deeply impacts our volunteer team, whether or not they are ready to return to volunteering on campus.

Kathy, a past nurse with management experience, is the editor of the weekly volunteer e-news. She takes information that the volunteer office forwards to her, uses a discerning eye to determine what would be of interest to volunteers, and then translates staff-focused text to

“volunteer-speak.” During the pandemic, these gifts of her time and talent has been especially crucial in keeping hospital volunteers informed, feeling safe, and staying engaged. On average, Kathy spends two hours every week crafting the message that will be sent to volunteers, making a tangible impact on the volunteer team *as well as* the Volunteer Services staff.





**Martha Skinner** is a longtime volunteer, starting in 2010. In addition to volunteering once a week in the NICU, Martha offered to help with a large project in the volunteer office. Over the past year Martha has given her time and talent ‘above and beyond’ for an additional three shifts per week to help the office transition from paper to digital volunteer files. The work has been tedious and time consuming; however, Martha has been passionate about bringing the volunteer program up to speed and utilizing volunteer database to its fullest capability for document storage.

With her help, 500 volunteer files - containing an average of 25 documents (some with multiple pages) – were uploaded. This project has not only made looking up volunteer documents easier and more efficient, it has also helped ensure every file is complete. Martha helped improve workflow and the volunteer office is better prepared for the next accreditation survey.

**Deb Hiestand**: Since the start of COVID, with many fewer volunteers on site, Deb has been the main volunteer trainer in the Post-Partum & Peds units of the Family Birth Center. This is a very popular area to volunteer, in the busiest Birth Center in the state of Minnesota! Not only are volunteers in capable and kind hands with Deb, but she goes ‘above and beyond’ in accommodating schedules, especially for high school volunteers. Deb is a thorough trainer who has been instrumental in a recent revamping of the training checklist, position description and task lists for this volunteer role.



With Deb's feedback, the volunteer office was able to ask relevant, astute questions of Family Birth Center leaders to ensure that volunteers have tasks that are meaningful and helpful. Always wearing a smile, Deb is a leader who has gone above and beyond in her training of new volunteers and review of assignment documents.

*All MAHV-elous Volunteers received a commendation from MAHV and an Outstanding Volunteer lapel pin.*