

## Volunteer Program News

This quarterly newsletter highlights volunteer programs and Northwestern Medicine news. April 16 to 22 is Volunteer Week, a time we pay special tribute to those who give so generously to our patients, visitors and staff.

To all of our volunteers, thank you for your dedication and service! Watch for details from your Volunteer Services staff about Volunteer Week activities.

## A Message From Howard B. Chrisman, MD, President and CEO, Northwestern Memorial HealthCare

Northwestern Medicine is a special place to give and receive care. This is a testament to every member of the workforce — including our volunteers — who make it possible to deliver the highest quality patient experience and outcomes. I greatly value your contributions and appreciate that you choose to share your time and talents here.

Whether you interact directly with patients and visitors or you're involved in supporting our staff, please know that your role is critically important. Every smile, every word and every action you've taken to show kindness and compassion creates a welcoming environment.

You are at the very heart of our *Patients First* mission. Thank you for being part of the Northwestern Medicine family.

## 'Lungs in a Box' Makes More Lungs Available for Transplant

The need for donor lungs is growing; however, out of all solid organs, lungs are typically used the least, with only 28% of donor lungs meeting transplant criteria.

To help expand the donor pool, Northwestern Medicine is now using a device called XPS™, which is used for ex vivo lung perfusion (EVLV). Nicknamed "Lungs in a Box," the device can help improve the health of donor lungs, outside the body, to make them viable for transplant.

Read more about this technology on [HealthBeat](#).



### Volunteer Spotlight: Tony Seifers

Central DuPage Hospital volunteer since 2001; West Surgery Department volunteer since 2013

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

I've learned to be very empathetic and be a good listener for family members in the West Surgery waiting room.

I may not understand what they are going through, but I can be there for them.

#### How has volunteering impacted you personally?

I feel a great sense of purpose and know what I am here for. It's been a wonderful experience.

## Volunteers Make Us Better: Thank You, Nancy Glick!

After her husband had an emergency coronary artery bypass surgery that saved his life, Nancy Glick wanted to give back. “My husband had an awesome team and received great care at Northwestern Memorial Hospital,” she recalls. “I knew that’s where I wanted to donate my time.”

Now 84, Glick has volunteered for Northwestern Medicine for 23 years.

“I became really involved with Northwestern Medicine after my husband’s heart surgery and was asked to be on the Northwestern Medicine Prentice Women’s Hospital campaign building committee to raise money and awareness for the new hospital,” she says.

After serving on that committee, Glick then served on the board for Northwestern Medicine Bluhm Cardiovascular Institute and has volunteered in surgical waiting rooms. She says one memory will always stand out to her.

“One day a young man from Florida told me that he had been taking care of his friend for nine years due to a heart condition that no physician felt comfortable treating,” she says. “He read online about a particular physician at Northwestern Medicine who performed a similar surgery like the one his friend needed, and after speaking with the doctor, he brought his friend to Northwestern Memorial Hospital to receive heart care that saved his life.”

Currently, Glick greets patients upon their arrival at Bluhm Cardiovascular Institute and directs them to the appropriate registration booth. As patients leave, she guides them on next steps. Glick’s efforts help patients move through registration quickly.

Glick says she enjoys volunteering because she witnesses the compassion that Northwestern Medicine physicians have for their patients. “It’s just a wonderful place to be, and they have wonderful doctors,” she says. “I get so excited when I see someone who says they had a heart transplant three months ago, and I look at them and can’t even tell.”

Thank you, Nancy Glick, for your commitment to patients, visitors and staff!

## What Is Team NM?

Team NM is the NM employee volunteer program, a systemwide initiative that began in 2019.

Team NM works closely with local NM Community Affairs offices and a growing list of community partners to bring volunteer opportunities to NM staff that align with identified community health needs.

According to their mission statement, “Team NM helps build healthier communities through intentional volunteer service and thoughtful actions.”

### Fiscal year 2022 numbers

**1,335** Team NM volunteers

**174** events supported

**4,036** hours donated

**90** community partners served

In celebration of Volunteer Week, volunteers were invited to join a Team NM event addressing food insecurity. We look forward to sharing the results.

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

[Volunteer | Northwestern Medicine](#)

## 6 Facts About Smoothies

### Redefine Your Drink

Most people love smoothies; they taste good, boost your fruit and vegetable consumption, and are a convenient treat. Northwestern Medicine Dietitian Hannah Gould, MS, RD, LDN, CDCES, explains what you should know about smoothies.

Read more and get three delicious smoothie recipes on *HealthBeat*.



**Janet Ford**  
Mask Ambassador  
Woodstock Hospital



**Jim Butler and Janice Gonzalez**  
Patient Orientation Volunteers  
Kishwaukee Hospital