

Volunteer Services Annual Report 2011

THE UNIVERSITY OF TEXAS

MD Anderson Cancer Center

Making Cancer History®

Our Mission: to provide excellence in volunteer service and support to patients, families, faculty, staff and community partners with care, integrity and compassion.

The Value of Our Volunteer Commitment

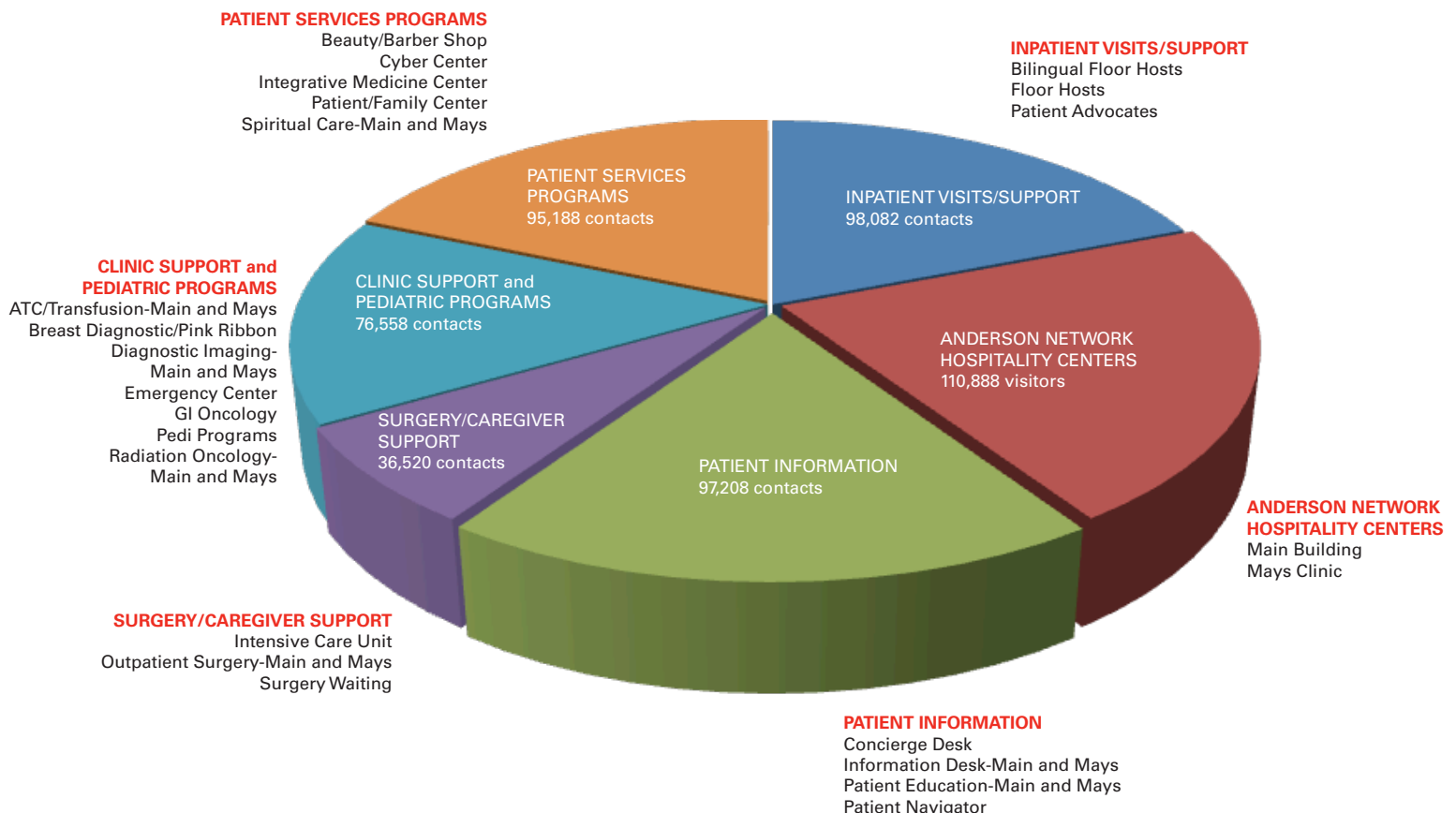
Our team of 1,135 trained volunteers contributed 200,064 hours of service, equivalent to 96 FTEs. The value of a volunteer's time and talent is calculated each year by the Independent Sector. Although the volunteer contribution is immeasurable, the Independent Sector values this effort at \$4,273,367.

The Volunteer Component

Volunteer Services recruits, orients, places and trains volunteers. Trained volunteers enhance quality of life for patients and caregivers through day, evening and weekend programs. Daytime volunteers contribute 83% of total hours, while evening volunteers contribute 8%, weekend volunteers 5% and teens 4%. Volunteers serve in 64 programs and 115 unique positions.

Volunteer Patient/Caregiver Contacts

Volunteers serve patients and caregivers throughout the MD Anderson campus, as well as at the regional care centers. Service impact is measured by volunteer contact with patients and caregivers. Results are summarized by operational category and illustrated in the chart below. Representative programs of each category are highlighted.



Patient Services

Anderson Network Hospitality Centers

Volunteers in the two Hospitality Centers provided support to 110,888 patient and caregiver guests.

Beauty/Barber Shop

Staffed by two licensed cosmetologists and supported by volunteers, the Beauty/Barber Shop provided patients with more than 12,300 specialized hair and head care services. Scarves, turbans and wigs were provided at no charge to patients.

Cyber Center

The Cyber Center offers patients and caregivers access to computers, printers, a scanner and a copier at no charge. During FY11, volunteers served more than 14,300 patients and caregivers.

Patient/Family Center

The Patient/Family Center is a comfortable area where patients can rest between appointments or before traveling home. Volunteers assist with wayfinding and appointment schedules and share information about institutional resources. In FY11, volunteers served more than 62,000 patients and caregivers.

Patient/Family Library

The library offers books, magazines, newspapers and audio books for patients and caregivers. In FY11, more than 62,000 items were circulated from the library and approximately 22,000 paperback books were distributed to clinic waiting areas.



AndersonNetwork

Sponsored 15 psychosocial programs for patients, survivors and their caregivers. Membership grew to 1,808 survivor and caregiver volunteers, enabling us to match 1,069 individuals to those with similar diagnoses, treatments and experience.

FY11 Highlights

Anderson Network/Cancer180

Cancer180, a program designed to meet the unique needs of young adult cancer survivors, launched its website, conducted an inaugural survivorship symposium and established a support network of young survivors in the Rio Grande Valley.

Anderson Network Cancer Survivorship Conference

The 22nd Annual Survivorship Conference was held at the Omni Houston Westside. A total of 542 patients and caregivers, including 140 scholarship awardees, participated in the event.

Appearances – Providing Specialty Items for Cancer Patients

Staffed by certified mastectomy fitters and volunteers, Appearances is a unique specialty shop for patients. The shop generated \$199,136 in retail sales and \$323,908 in patient billable transactions for a total of \$523,044, an 8% increase over FY10. Appearances served the needs of breast cancer patients through 1,090 post-breast surgery/mastectomy fittings.

Bilingual Floor Host, Floor Host and Patient Advocate Volunteers

Increased number of volunteers and improved the visitation process to support patients on new Alkek Hospital floors.

Gift Shops

Five gift shops produced revenue of \$3,340,743, serving 362,376 customers. Proceeds from the gift shop operation totaling \$400,000 provided funding for patient programs, volunteer support and 18 teen volunteer college scholarships.

Regional Care Centers

Volunteers placed at the four regional care centers increased to 25. Anderson Network expanded PIKNIC educational forums to serve our patients and caregivers in these community locations.

Volunteer Endowment for Patient Support (VEPS)

FY11 endowment corpus reached \$2,624,703. Grant funds of \$287,229 were awarded to 33 institutional programs meeting the social, educational and comfort needs of patients and caregivers.