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The Unsung Heroes of HVO – Our On-site Coordinators

HVO volunteers are a remarkable group of people, giving of their time and sharing their skills and knowledge with their colleagues abroad. Yet every HVO volunteer and staff member will say that there is an equally remarkable group of people who also give of their time and share their knowledge, skills, and patience! They are the programs' on-site coordinators. In addition to their regular jobs at the hospital, university, or institute, they volunteer to assist with the planning and logistics to ensure a smooth volunteer visit. Many of them arrange to meet volunteers at the airport, pick them up at their hotel, and take them on excursions in the off-hours to share their culture. Here are profiles of some of these remarkable volunteers.

Dr. Dino Aguilar - Nicaragua

Dr. Aguilar is an orthopaedist, specializing in hip and knee surgery, who is extremely committed to HVO's teaching mission. He first approached HVO indicating that his residency program would benefit from exposure to surgeons with skills which his faculty was unable to teach. Dr. Pat Howson conducted the site assessment, a whirlwind visit in which Dr. Aguilar had her tour all 5 hospitals in Managua to meet with hospital administrators, chiefs, and medical society executives, meet and



Photo courtesy of Patricia Howson

Dino Aguilar, MD

round with residents, tour the city and regional tourist sites, and attend an evening orthopaedic conference! In an efficient and streamlined process, volunteers were on the ground working 8 months later. Dr. Aguilar understands the importance of training, sharing knowledge, and building the profession in his own country. He sees alliances with other disciplines and has encouraged and facilitated other HVO programs such as hand surgery, spine surgery, total joint training and pediatrics. He encouraged the formation of American-sponsored fellowships for residents and encouraged American orthopaedic residents to volunteer and exchange their knowledge, skills, and training with Nicaraguan residents, thereby fostering an interest in volunteer work among future orthopaedic surgeons. Described by volunteers as a true Renaissance Man, Dr. Howson says, "talking to him is probably the most interesting thing: his breadth of

continued on page 6





"The highest form of empowerment is empowering others to lead." -Lord Jonathan Sacks, Chief Rabbi of Great Britain

Dear Friends.

This quote really speaks to the work that HVO does in 25 countries around the world. Our volunteers are working with their counterparts in developing countries, to give them the skills and knowledge to teach others in their field.

In this issue of *The Volunteer Connection*, we highlight several of our on-site coordinators. These professionals come from a variety of backgrounds and disciplines, but all have chosen to volunteer their time as local on-site coordinators. Some are clinicians, some are administrators, but all are leaders within the HVO world. They serve as leaders for the many HVO volunteers who pass through their institute. Their work enables the volunteers to arrive as efficiently as possible, to be welcomed with a scheduled work plan, and to become acquainted with the local culture and customs. Over the years, many of these on-site coordinators have served as true cultural bridges between their site and the US. Their commitment and contribution to HVO's programs are invaluable. For that, we heartily say, "Thank you for your service!"

I also would like to thank our many donors and sponsors, whose contributions make it possible for HVO to recruit volunteers and manage 90 programs around the globe. Our work is making a difference and your support makes that happen! Thank you!

Sincerely,

Nancy

Nancy A. Kelly, MHS Executive Director



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Active Program Sites CURRENT VOLUNTEER OPPORTUNITIES



Volunteer Gregg Dickinson – Oral Health - Nicaragua

Anesthesia
Ethiopia2 - 4 weeks
Malawi2 - 4 weeks
Peru1 - 4 weeks
South Africa2 - 4 weeks
Vietnam2 - 4 weeks
Dermatology
Cambodia2 - 3 weeks
Costa Rica1 - 2 weeks
India2 weeks
Peru1 - 4 weeks
Uganda3 - 4 weeks
Hand Surgery Honduras1 week
Peru1 - 2 weeks
Hand Surgery/Hand Therapy Nicaragua1 week
Hematology
Cambodia 2 - 4 weeks Peru 1 - 4 weeks Uganda 2 - 4 weeks
Internal Medicine Bhutan1 month Cambodia2 - 4 weeks
India2 - 4 weeks

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Rwanda2 v	veeks

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China2 - 4 weeks
Costa Rica1 - 2 weeks
Ethiopia2 - 4 weeks
Ghana2 - 4 weeks
Malawi1 month
Moldova2 weeks
Mongolia2 - 4 weeks
Myanmar2 - 4 weeks
Nicaragua2 weeks
Peru2 week minimum
St. Lucia2 - 4 weeks
Tanzania2 - 4 weeks
Uganda1 month
Pediatrics
Bhutan1 month
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Uganda1 month
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India 2 - 4 weeks Malawi 4 weeks Peru 2 - 4 weeks Rwanda 2 - 4 weeks St. Lucia 1 week minimum Suriname 2 - 4 weeks Vietnam 2 - 4 weeks Special Projects Emergency Medicine Bhutan 1 month Mental Health Bhutan 3 months Pharmacy Uganda 1 month Wound Management Cambodia 1 - 2 weeks Haiti 1 - 2 weeks
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Please Note: New programs are added regularly and volunteer assignments are made on a rolling basis. For the most up-to-date information on volunteer sites and scheduling, contact the HVO Program Department: info@hvousa.org or 202-296-0928. Visit the website www.hvousa.org.

St. Lucia2 weeks Tanzania2 weeks

HVO MEMBERS IN THE NEWS



Photo courtesy of International College of Dentists

ADA and ICD Honor Executive Director Nancy Kelly

HVO Executive Director Nancy Kelly was honored in the fall by two prestigious dental organizations, the American Dental Association and the International College of Dentists, for her contributions to the advancement of dentistry.

The ADA recognized Ms. Kelly's work in global dental health by awarding her honorary membership in the association. ADA, a sponsor of HVO since 1990, honored Ms. Kelly as "an innovative thinker for global health and, in particular, sensitive to the needs of dental patients and dentists in the developing world."

The International College of Dentists awarded Ms. Kelly and two others with honorary fellowships. She was awarded alongside nearly 250 dentists who received fellowships, honoring their contributions to dental science and the promotion of the dental profession.

Robert Kalb Making a Difference

The American Academy of Dermatology announced that Robert Kalb, MD, FAAD was a recipient of their "Making a Difference" Award. The award acknowledges those "who have dedicated their time, skills, and energies to making a difference for dermatologists and their patients in local communities and throughout the world." Dr. Kalb was honored for his HVO work in Cambodia.

Ministry of Health Expresses Appreciation for Oral Health Care in Cambodia

The American Dental Association recently shared with HVO a letter received from Hak Sithan, DDS, MPHM, the Head of the Oral Health Office in Cambodia's Ministry of Health. He wrote to express his thanks for the support provided through a joint effort of the ADA's Division of Global Affairs, HVO, and the US Section of the International College of Dentists.

The program, begun in 2004, has graduated two classes of dental officers who work in dental public health and education. In 2010, a Masters degree program was initiated and this spring, eleven students are expected to graduate after defending their dissertations. Their research covered a wide range of topics which "provided new knowledge not only on the current oral health status of children and adults in Cambodia, but also on preventive interventions needed to improve the oral health status of the Cambodian population."

Dr. Sithan expressed his thanks for the leadership provided by HVO volunteers Dr. Martin Hobdell and Dr. Eugenio Beltran, both of whom were honored with HVO's Golden Apple Award for their commitment to the Cambodian program.

ACC Joins as Sponsor

HVO welcomes the American College of Cardiology as a sponsor. Formed in 1949, the organization is dedicated to transforming cardiovascular care and improving heart health. ACC serves as a leader in the formulation of health policy, standards, and guidelines. Its 40,000 members represent a broad range of those involved in cardiovascular care – physicians, surgeons, nurses, physician assistants, pharmacists, and practice managers. HVO looks forward to working with ACC to improve heart health care, as 80% of deaths from cardiovascular disease occur in low- and middle- income countries.



HVO KNOWNET



HVO Launches All-New HVO KnowNET Site

In December 2012, Health Volunteers Overseas launched a new version of its online forum, the *HVO KnowNET*. The *HVO KnowNET* is a virtual workspace developed to connect everyone in the HVO world more efficiently. On this members-only website, individuals have access to program descriptions, general country information, trip reports, previous volunteer contact information, and everything a volunteer needs to choose and prepare for a volunteer trip abroad with HVO.

The new website has undergone a complete re-design from the previous version. Members now have access to program information for all specialty areas, with the information coherently organized into specialty area and then geographic area. Teaching materials for all specialty areas are available for every volunteer, increasing access to useful preparation materials as volunteers create lesson plans and lectures. The new site also offers

scheduled volunteers access to the latest version of HVO's *A Guide to Volunteering Overseas*. With the convenience and efficiency of the new site, HVO has been able to significantly reduce the mailing and shipping costs associated with new volunteer orientation.

Finally, one of the newest features of the site is the all-new HVO Discussion Board. With a board for every specialty area, members can post questions, comment on other posts and make general suggestions for new volunteers to HVO or a particular program site. The HVO Discussion Boards allow previous volunteers to actively share their experience and knowledge with new HVO volunteers.

Current HVO members can gain access to the *HVO KnowNET* by contacting membership@hvousa.org. You can access the new *HVO KnowNET* site at www.hvoknownet.org.

HVO ON-SITE COORDINATORS

Our On-site Coordinators continued from page 1

insight, worldliness, grounded-ness, and his sense of responsibility for family, his residents, and his country is inspiring." In addition to his work at the hospital, Dr. Aguilar manages a private practice and works with an orthopaedic instrument business run by his son. Despite such a busy personal schedule, he took responsibility to handle the on-site coordination for the HVO orthopaedic program in 2004. Four years later, he agreed to handle the responsibilities for the hand surgery/hand therapy program as well.

Dr. Aguilar grasps the importance of training future orthopaedists and providing them with every possible opportunity. He goes to great lengths to ensure that HVO volunteers are properly prepared prior to arrival, welcomed at the airport, transported to the hospital daily, and that any equipment donations are smoothly transported through customs. He takes great care in pair-

"he's incredibly hardworking, a tireless and gracious host, and he's usually smiling!"
—Michelle James, MD - Nicaragua

ing each volunteer with an appropriate counterpart and residents. Yet he also understands that much of the volunteer experience is one of bridging cultures and sharing that kind of information. To that end, he takes the time to arrange for volunteers to travel outside the city, and to enjoy dinners with hospital colleagues and local friends. Dr. Michelle James, a frequent hand surgery volunteer, notes that, "he's incredibly hardworking, a tireless and gracious host, and he's usually smiling!"

Dr. Howson commented that nine years after that first assessment, "Dr. Aguilar is still overseeing the program with the same care, graciousness, and reliability. From one hospital having volunteers, there are now 4 public hospitals with HVO volunteers, with each of the hospitals having a point person gaining experience with hosting the volunteers....He has the vision to see what is needed in his country and the strategic thinking to know how to move forward within his cultural setting."

Dr. Nguyen Chung - Vietnam

Dr. Chung is a man of many talents and skills. An anesthesiologist, he also runs the hospital intensive care unit, is head of his department and responsible for the education



Photo courtesy of Daniel Vo

Nguyen Chung, MD

of his staff, develops the schedule, handles cases, orders all equipment for the department, and even designs and orders equipment to be made for the hospital (such as OR sinks and anesthesia carts). Dr. Lena Dohlman commented that volunteers admire and enjoy their time with Dr. Chung because "he is very intelligent, a fantastic doctor with a wide spread of knowledge, and with a deep dedication to the growth and development of his department in the most humble of ways. He does not seek recognition for himself and gives of his time and effort seemingly only because he cares about his staff and patients." His intellectual curiosity has led him to build several computers and develop an understanding of computer technology that rivals that of IT specialists in the US.

Dr. Chung is extremely enthusiastic about hosting volunteers as he is eager for his staff to learn about the practice of medicine in other countries so that knowledge can be appropriately incorporated in their clinical care. He is keen on raising the standards of his department and readily shares the volunteers with anyone interested in learning from them – medical and nursing students, residents, physicians, and nurse anesthetists. He personally translates volunteers' lectures and has even filmed them for colleagues so those unable to attend still benefit.

Recognizing the importance of the cross-cultural and informal exchange of knowledge that occurs with volunteers, he makes the effort to share meals with the volunteer and staff members, as well as family. Those times together, along with visiting nearby cultural sites, allow for more relaxed discussions of professional topics as well as Vietnamese life.

HVO ON-SITE COORDINATORS

Ana Herrera, PT - Peru

Ana Herrera has been interested in physical therapy since she was a young girl and observed therapists in the military hospital where her father worked. She is currently a senior physical therapist at Almenara Hospital where she has worked in the Neuromusculoskeletal Pain Unit for the last 15 years. Options for continuing education and advanced degree work are very limited in Peru. HVO had an orthopaedics program underway, with the leadership of surgeon Dr. Barnechea, so when he approached Ms. Herrera in 2004 about her interest in working with HVO physical therapy volunteers, she leapt at the opportunity. "I understood that the opportunities for continuing education would be amazing, and I could be part of the change and transformation of my career."



Photo courtesy of Ana Herrera

Ana Herrera, PT (in front)

Volunteers describe Ana as "tireless, very personable, full of energy," "like a sponge for all the information the volunteers bring," "gracious," "a great source of cultural information," "a lot of fun," and "Ana is a bit of a superhero!" She is determined to have volunteers visit hospitals outside of Lima, to share knowledge and skills with therapists who otherwise would have few, if any, continuing education opportunities. She actively seeks out a diverse group of volunteers so that all of the rehab staff benefit, not just those in her orthopaedics department. She requests that each volunteer send their formal presentations in advance so that she can translate them with the appropriate medical terminology. When the volunteers arrive, Ms. Herrera has a PowerPoint of their materials in Spanish to be shared with the different facilities

"I understood that the opportunities for continuing education would be amazing, and I could be part of the change and transformation of my career."

—Ana Herrera, PT - Peru

in the health care system. She also interprets for volunteers during lab activities and conferences at the hospital. In order to maximize her time with volunteers, she doubles up on her own patient workload in prior weeks so that she can devote her time to working alongside the volunteer. In addition to being a whirlwind at work, Ms. Herrera is very proud of her country and eagerly shares her culture with volunteers after work and on weekends.

Ms. Herrera is extremely enthusiastic about her profession and improving patient care and she has served as a catalyst for change in Peru. She seeks out educational materials and books from volunteers so that she can learn on her own time and then shares her knowledge with her colleagues so that their patient care can be improved. Traditionally, physical therapy was performed based on prescriptions from the physiatrists, many of whom did not conduct any testing or patient assessment. Patients were seen in great numbers for a limited appointment. Thanks to the work of HVO volunteers, and the commitment of Ms. Herrera and her colleagues, the health care system is now allowing more therapists to follow evidence-based guidelines, treat fewer patients per hour, and perform appropriate assessments and use interventions such as manual therapy. She has also seen an increase in better patient documentation, and a growing interest in conducting research in physical and occupational therapy. Ms. Herrera was especially pleased to note that many therapists in Lima have been inspired by HVO volunteers and are now volunteering their time to train therapists in the provinces.

Dr. Lim Kruy - Cambodia

Dr. Lim Kruy is a physician specializing in internal medicine. She has worked at the Sihanouk Hospital Center of HOPE since 1997 and currently serves as Director of the Medical Department and Director of Training. In addition to writing articles for national and international journals, she serves on several Ministry of



Reflections from the Field

Chris Bacchus, BScPT · Physical Therapy · Peru

The most memorable moment of my trip was when I was asked by the rheumatologist to see the young man with hip pain as a result of his condition of ankylosing spondylitis. I feel I had a great impact here as I was able to demonstrate the effectiveness of treatment for

such a condition and perhaps I was able to influence the doctor's perception of what physical therapy is able to do for her patient population. I was also able to interact with the patient's family and was able to teach the patient's sister how to provide the ongoing treatment that was needed. Everyone was very grateful including the doctor, the patient, his sister and especially the patient's mother for what I was able to provide.

Paul Padyk, MD · Emergency Medicine · Bhutan

I enjoyed working with the General Medical Duty Officers very much. For the most part, they were interested in increasing their fund of knowledge and applying that knowledge to their practice. One physician I worked with even applied the "see one, do one" mentality when he orotracheally intubated a several-week old child by himself, after I had taught him on a similarly young infant two weeks previously. Prior to these experiences, he had never intubated any child.

Kay Ahern, PT, CHT · Hand Therapy · Nicaragua

I feel so fortunate to be able to volunteer in a profession that I love. I know that I am making a difference to a few people on each assignment! In the 13 years that I have volunteered, it is adding up!! There is a smile, a touch, or a "look, I can do it" or just an understanding that we may give hope for better function of an injured or congenitally dysfunctional limb.

Joseph Cass, MD · Orthopaedics · Ghana

In all my trips to Africa, I never cease to be amazed at the "Alice in Wonderland" sense I have. I go through the hole into the continent, and nothing is as it seems at first. When they say that they have this or that device, they might, but it might not be all there, or not work. When they say that they have done many of this or that, it doesn't seem to be the case when you watch how the procedure unfolds. Suffice it to say, be careful not to take all statements at face value. Having said that, what they are trying to accomplish is extremely worthwhile and, by working in a teaching environment, we can accomplish much more of lasting benefit than by darting in for a short time, working our magic on a few patients, and flying home. The surgeons are skilled, and the residents are extremely bright.

Michelle Gaines, CRNA · Nurse Anesthesia · Bhutan

First I think it is helpful to come with at least two topics ready to teach, but then to be open to what is occurring around you to see the teachable moment as it is occurring. It is good to reinforce previously taught concepts for continuity of care but open your eyes to your own experiences to see what you can leave with each practitioner, daily. I was amazed at how I needed to go back to my knowledge gained as an ICU nurse to talk about patients as we made rounds and as situations occurred in the operating theater.

reflections...

George A. Pantely, MD · Internal Medicine · Cambodia

The presence of health volunteers is also a strong point of SCHC and helps bring new information and treatments into the hospital. Since advanced medical training is limited in Cambodia, this was a way for physicians to receive some advanced training without leaving the country.

Spine Surgery Mission · Nicaragua

Team: Egon Doppenberg, MD Northshore Health Systems Cathy Ford, RN Northshore Health Systems Lydia Baynes, Globus Medical

The end of day one closed out with a craniotomy performed by Dr. Doppenberg where the first of many black -outs during surgery would occur. Thankfully, the Nicaraguan staff was prepared for this type of situation with flashlights and cell phones to illuminate the hard work that was underway.

The remainder of the trip was as successful as the first day with milestones excitedly peppered throughout. Thanks to a very resourceful Dr. Doppenberg and Nurse Cathy, the first odontoid screw ever was implanted in Nicaragua, and possibly Central America. The frenzy of awe was tangible in the operating room as history was made using a wine cork and hip screw to help a young man regain what would be a normal, physical self.

Emily Berry, MD · Oncology · Honduras

In the long run, I think the relationships established with residents and faculty are going to outlast any clinic or operating experience a volunteer had. I have been home 3 days and already have been consulted by the residents about the management of a patient with gestational trophoblastic disease. A one-week interaction can turn into a life-long alliance and relationship.

Letter to Capt. John P. LaBanc, DDS, MS III Marine Expeditionary Force Surgeon Diplomate, Oral & Maxillofacial Surgery

Dear my teacher

Now in Vietnam, some doctor can operate orthognathic surgery, but almost they don't follow right technique, for example, they don't how to trace, they don't need model surgery. All orthodontic doctors of university and my hospital trust me a lot because they know I have a good teacher. The Chinese have sentence, like that: good teacher will create good student. I am lucky I meet you, who teaches me how to operate and help me when I have trouble, and Prof Hung, the dean of dental university, who help me to finish good thesis.

I really respect you all my heart. I miss the days I work with you, I wish I work with you again. Please send my regard to your family!

Cheers, Ha (Nguyen)



HVO ON-SITE COORDINATORS

Our On-site Coordinators continued from page 7



Photo courtesy of Victoria Seligman

Lim Kruy, MD

Health committees, including one that is developing the National Clinical Practice Guidelines for Cambodia. HVO has been fortunate that since 2005 she has also served as an on-site coordinator, a role she feels fits well with her training and scheduling responsibilities.

Volunteers describe her as "an outstanding physician," "a role model for residents and trainees," "a kind and caring physician and person." Despite her busy schedule, she is generous with her time and with her very warm welcome to volunteers, providing constant support with transportation, lecture and presentation equipment, patient data, and sharing her culture.

Her strong clinical skills, and special expertise in women's health care and cardiac echo, combined with her interest and commitment to training and education, make her an excellent role model but it is her empathy and strong, humble sense of humanity that make her a natural leader.

Dr. Gordon Noel commented, "Dr. Lim Kruy is an excellent internist. As the primary inpatient clinician and teacher, she sets a very strong example of thoroughness, responsibility, humanism, patient communication, and as a resource manager. It is quite remarkable that she is able and willing to have total strangers from other countries share in bedside teaching and all aspects of diagnosis and treatment month after month. Her work ethic and commitment would be extraordinary in any country."

"As a trainer myself, I have especially appreciated seeing the different ways of delivering teaching. I have learned more about modern medicine, and grown in my patient care, and in my bedside teaching."

—Lim Kruy, MD - Cambodia

Dr. Lim Kruy is proud to be in a position where she can help train her colleagues and improve health care in Cambodia. "Not only are we learning medicine, but we're learning about different cultures and perspectives. I have had different types of learning based on the different volunteers' expertise and our friendships. As a trainer myself, I have especially appreciated seeing the different ways of delivering teaching. I have learned more about modern medicine, and grown in my patient care, and in my bedside teaching."

Dr. Jose Angel Sanchez - Honduras

Dr. Sanchez, a hemato-oncologist, was fascinated as a medical student about how something could grow inside the body, eventually killing its host and itself, and he decided to pursue oncology. He had hoped to develop cancer education in his country but that dream was shelved as he got so busy with his work. However, when he saw how other HVO programs were developing in



Photo courtesy of Julie Carlson

Angel Sanchez, MD

HVO ON-SITE COORDINATORS

Honduras, he decided that this was the opportunity to pursue his dream. Dr. Sanchez offered to help by developing an educational program for the residents and, since the HVO program started in 2010, it has been a success. He states that his colleagues and HVO have the same dream, "Let's work together; let's teach; there is another reality of cancer; there are no problems, only solutions; let's help the people who suffer from cancer."

Volunteers report that Dr. Sanchez has done a terrific job of getting the residency program up and running, and that his positive energy and personal dynamism have been key to the program working so effectively.

His positive energy also extends to his enthusiasm about sharing his culture as well as the history and culture of the Mayan civilization, which had one of its great cities, Copan, in present-day Honduras. Dr. Sanchez "Let's work together; let's teach; there is another reality of cancer; there are no problems, only solutions; let's help the people who suffer from cancer."

—Jose Angel Sanchez, MD - Honduras

possesses an excitement for life and enjoys singing, playing keyboard, and hiking in the national parks.

His commitment to the future has certainly taken hold. "Now after many HVO visits, I can see the new young surgical oncologists from Honduras with a new attitude. They want to teach, they want to make a difference, and they want to change cancer education. They are on the right track, and cancer care is getting better and better in Honduras."

HVO is extremely fortunate to have such dedicated and enthusiastic on-site coordinators. Without their input and support HVO programs would not be able to function. Thank you to each of them for their commitment and for sharing their skills and knowledge to improve health care in their country. Their dedication and generosity of time and talent provides a bridge to another culture and makes our volunteers feel so welcome! HVO is truly grateful for this remarkable group of unsung heroes!



A planned gift ensures that HVO will be able to continue to make important educational strides in the improvement of health care in developing countries.

When you write or review your will, please consider leaving HVO a charitable bequest as an investment in HVO's future. You may bequeath a specific amount of money or a percentage of your estate. Another relatively simple option is to designate HVO as the beneficiary of a life insurance policy or the assets of a retirement plan.

If you are interested in creating a charitable bequest in your will or in discussing some other charitable aspect of your estate planning, please contact Nancy Kelly at giving@hvousa.org. If you have already made a charitable bequest, please let us know! We will honor all requests to remain anonymous.

Thank you to the following people who have made such a commitment:

Anonymous (3) Germaine Fritz, DO Elaine Goodall, PT, MEd Paul Muchnic, MD James Pembroke Richard Coughlin, MD, MSc Dr. & Mrs. David Frost Nancy Kelly & Michael Hagan Stephanie & Chris Murphy Steven Stoddard, MD Kim Dunleavy, PhD, PT, OCS Leslie B. Glickman, PT, PhD, MEd Richard & Mary Kemme Celia Pechak, PT, PhD, MPH Dr. & Mrs. Harry Zutz

Special Thanks

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