

# The Volunteer Connection



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## The Work Continues – Virtually

*In 2020, when the pandemic suddenly shut down the world and travel was out of the question, HVO was faced with the issue of how to continue to provide education and training for our partners abroad. Fairly quickly, the virtual “e-learning” that was being formalized in 2019, became the norm. Today, HVO has numerous virtual volunteer opportunities across a variety of specialties.*

One project site, Angkor Hospital for Children (AHC) in Siem Reap, Cambodia, has been particularly eager to participate in virtual training. Several HVO pediatricians worked with AHC’s Chief of Emergency Room and Intensive Care Unit, Dr. Meas Vorlark, to provide lectures based on the PICU curriculum. Weekly lectures are provided, covering topics such as airway assessment, ventilation, hypoxemia, shock, cardiac physiology, arrhythmias, multi-organ dysfunction syndrome, epilepsy, migraines, hypothyroidism, rickets, etc.



Photo courtesy of Angkor Hospital for Children

Anesthesia providers at AHC, along with their counterparts at Lao Friends Hospital for Children, participated in a 4-week EKG course, as well as training in how to manage anesthesia and patient care for COVID-19 patients. They are currently developing a program in pediatric advanced life support.

Focusing on pediatric nephrology, six volunteers are scheduled to provide eleven lectures addressing such issues as hypertension, steroid resistant nephrotic syndrome, urine microscopy, and an approach to lupus nephritis.

Nurses at AHC have been participating in biweekly lectures to expand their knowledge in lactation and nutrition. Eight volunteers serve on two separate teams to provide lessons addressing these two topics, and to discuss complicated cases the nurses have encountered. Having multiple volunteers involved makes it easier for people to commit to providing occasional lectures, and offers a broader range of expertise for AHC staff.

*continued on page 3*



## News & Events

### LETTER FROM THE EXECUTIVE DIRECTOR



*“I never teach my pupils, I only attempt to provide the conditions in which they can learn.”*

– *Albert Einstein*

Dear Friends,

Our issue of *The Volunteer Connection* focuses on the e-learning that is taking place across HVO’s project sites. I have to admit that I am in awe of all that is being done! It is really a testament to our colleagues abroad, and to the many HVO volunteers who have stepped up to share their skills and knowledge. The breadth and depth of the topics being addressed is significant, and I am pleased that, in the midst of the ongoing pandemic, there is a recognition that the quest for knowledge is unstoppable and, indeed, is more important than ever.

Many thanks to all those involved with e-learning, in its many forms. Your commitment is much appreciated, and thank you to our donors whose support helps make these learning opportunities possible.

Please stay safe and healthy. By working together, not only will we get through the pandemic, but we will emerge with a stronger foundation for global health care.

Sincerely,

*Nancy*

Nancy A. Kelly, MHS  
Executive Director

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## The Work Continues - Virtually

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In the field of hematology, a group of HVO volunteers, all of whom have previously served at the site, is engaged in weekly case conference calls. They recently completed an analysis of acute lymphocytic leukemia care, which showed an increased survival rate of roughly 80%. Currently, a similar analysis of retinal glaucoma is underway, and results look promising. The team has published several articles in professional journals, with more articles pending.

E-learning at Angkor Hospital for Children is certainly covering a variety of areas, and the approach in each is slightly different. Some of the projects are using HVO's REI (remote education interface) which provides a clear, centralized spot for documents, recordings, contact with instructors, etc., in a manner that is unique to each project. Other volunteers are providing training through regularly scheduled Zoom calls.



Murray Kesselman, MD, FRCPC and his students pose for a Zoom group photo.

An on-site coordinator noted that it is very important for project sites to share information at the planning stage about the site's capacity – the available equipment (both medical and computer-related), the level of training of the anticipated audience, their English proficiency, their availability for training, and their access to the Internet both in and out of work. (The REI is designed for easy access on a mobile device, since mobile phones are widely used both inside and outside of work.) The more information that can be shared from the project site, the better attuned the training can be to appropriately address the site's needs and interests. Murray Kesselman, MD, FRCPC, noted that when

he is discussing management issues, he keeps it in the "context of available resources, while also highlighting what state of the art might mean for the conditions" under discussion.

Naturally, virtual volunteering poses some unique challenges but also offers special benefits. Dorey Glenn, MPH, MD, HVO's project co-director for pediatrics at AHC, mentioned that there are challenges in coordinating lecturers across different time zones, but stressed that they are working on developing a community of learning and advancement around the lectures.

Being cognizant of the English proficiency of the audience is important, and the different specialties have found ways to work around that difficulty. In some cases, having a recording of the lecture was helpful, so learners could return to the material and review it on their own schedule. Others emphasized including scholarly articles in all PowerPoint presentations to help contextualize the material. Other volunteers follow-up their lecture with notes, articles, and slides from the presentation.

Identifying someone at the project site who can take the lead in organizing the schedule, addressing concerns, and serving as point person has proven critical to the success of virtual programs. This person should also be someone who can provide honest feedback to the volunteer, to ensure that the trainings are at an appropriate level, are understood, and are valued.

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## The Work Continues - Virtually

*continued from page 3*

Dr. Kesselman, who has provided weekly training via Zoom, remarked:

I have gained from the sense of camaraderie the group has developed. The familiarity the residents have in asking questions and offering opinions tells me they are comfortable. I find it very rewarding that we can have frank discussions. It's rewarding to get feedback that something we discussed helped them understand better.

This was true recently as reported by AHC's Dr. Meas Vorlark, who wrote that in the ICU that month they had had two cases of pulmonary hypertensive crisis, an uncommon but life threatening condition. Thanks to the presentations from volunteer Bhavani Chalikonda, MBBS, on cardiology topics, they were able to save one of the patients.

Of course, a major difference from in-person volunteering is not being able to work alongside a colleague and patient to collaborate on the treatment plan. Including virtual case presentations as a component of on-line training and mentorship can help offset some of that difficulty.

Each of the volunteers working with AHC emphasized that, while they miss not being able to work alongside their colleagues in Cambodia, e-learning is an excellent way to continue to provide training and education. There are multiple ways to provide virtual training and, in each case, "it is a work in progress" as both sides figure out what works best in terms of knowledge exchange and mentorship. For those interested in e-learning, be sure to get a sense of what is needed and what resources are available. As Dr. Kesselman noted, "Identifying THEIR needs and working collaboratively to make a change has a better chance of success."



Angkor Hospital for Children

Courtesy of AHC



Photos courtesy of AHC

## News & Events

### HVO Rated 100/100 from Charity Navigator

HVO is proud to have earned a 100/100 rating from Charity Navigator's Encompass Rating System. The score designates HVO as an official "Give with Confidence" charity, indicating that our organization is using its donations effectively based on Charity Navigator's criteria.

Charity Navigator is America's largest and most-utilized independent charity evaluator and, since 2001, has been an unbiased and trusted source of information for more than 8.5 million users annually.

HVO is pleased that, as we enter our 36th year of operation, our strong financial health and ongoing accountability and transparency mean that our donors can truly "Give with Confidence."



### Vietnamese Nursing Educators – Update

In the spring issue of *The Volunteer Connection*, two nurses from Vietnam's Hai Duong Medical Technical University (HMTU) were highlighted as the first nurses from Vietnam to be inducted in the nursing honor society, Sigma Theta Tau. Do Thi Hien, RN, PhD heads the nursing department and her colleague Dam Thi Thuy, RN, MS, is a faculty member. The two women were inducted in 2020 and this year Dr. Do spoke at the most recent induction ceremony about how their university was assisting with the pandemic. The university faculty and 600 nursing students voluntarily gave up their TET (New Year's) holidays to help assist at local hospitals and clinics in Hai Duong. What a wonderful demonstration of their leadership!



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

When you write or review your will, please consider leaving HVO a charitable bequest as an investment in HVO's future. To discuss making a bequest in your will or other charitable aspects of your estate planning, please contact Nancy Kelly at [giving@hvousa.org](mailto:giving@hvousa.org).

If you have already made a charitable bequest, please let us know. We would like the opportunity to express our gratitude and will honor all requests to remain anonymous.

Thank you to the following people who have made this commitment:

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## News & Events

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### HVO Partners with the Academy of Nutrition and Dietetics

HVO has developed a strategic partnership with the Academy of Nutrition and Dietetics and their Global Member Interest Group (GMIG). As the world's largest organization of food and nutrition professionals, the Academy of Nutrition and Dietetics works to provide reliable, evidence-based nutrition information, accredits undergraduate and graduate programs, credentials dietetic professionals, funds research and scholarships, and advocates for public policy.



Courtesy of AHC

Through this alliance, HVO and the Academy's GMIG will collaborate on the design and development of nutrition programs for HVO project sites, and identify qualified dietitians interested in volunteering. HVO is pleased to expand its program offerings to include this vital area of expertise, and looks forward to a vibrant partnership with the Academy.

### Linda E. Moore, CRNA Honored

Linda E. Moore, CRNA, was honored recently by the North Carolina Association of Nurse Anesthetists, with its Lifetime Achievement Award.

For over forty years, Ms. Moore has promoted the art and science of nurse anesthesia, and has served in multiple professional organizations. A long-term member of HVO, Ms. Moore conducted site assessments in Guyana and Belize. She and Lois Krug worked in conjunction with the Ministry of Health in Belize to develop a program of nurse anesthesia, where she helped provide training and education, over multiple visits to the country. The project was chronicled in an award-winning ("Telly") documentary in 2006, in a collaborative effort between HVO and the American Association of Nurse Anesthetists.

Ms. Moore currently provides anesthesia services to several institutions in North Carolina through her own company, CRNA4U.

Congratulations to Ms. Moore on this recognition of her commitment to providing safe anesthesia care!

### Jeanne Leffers, PhD, RN Honored

Dr. Leffers, Chair of HVO's Nursing Education Steering Committee, was honored this past spring with the 2020 Nursing Outlook Author Award for Excellence in Practice. She and her co-authors, Ruth McDermott-Levy and Jackline Mayaka, were honored for their manuscript, "Ethical Principles and Guidelines of Global Health Nursing Practice."

Their work was generated by a belief that too much of the work seen in global health and partnership development was inappropriate. That belief led Dr. Leffers to HVO years ago, as she felt HVO's projects were established in a true partnership model, with the host country in control of the volunteer's participation. Dr. Leffers was pleased that their Delphi study process, conducted among nurses with extensive experience abroad, all pointed to principles that align with HVO's model.

Congratulations, Dr. Leffers, on being honored. The manuscript is available to read on HVO's Linked In homepage.

## News & Events



**NANCY KELLY, MHS  
HVO EXECUTIVE DIRECTOR**

# **DEBORAH HARDING WOMEN OF ACHIEVEMENT AWARD**

Presented by  **Women of  
Peace Corps  
Legacy**

In September, Nancy Kelly, MHS, was honored with the Deborah Harding Women of Achievement Award, which “honors Peace Corps women whose contributions have made a significant difference in the lives of women and girls in the world.” The award is presented by Women of Peace Corps Legacy, a non-profit with a mission of advancing “women and girls’ empowerment to create a better, more just, equitable, inclusive and safe world for future generations.”

Ms. Kelly has worked for more than four decades to assist women and girls around the world. She served as a Peace Corps Volunteer in the Republic of Korea, working in maternal and child health. Her work there inspired her career in global health. As Executive Director of Health Volunteers Overseas since its creation in 1986, she has been the driver behind the organization that has enabled thousands of people to receive improved, dignified, and compassionate health care, and thousands of health professionals to receive training and mentorship. Under her leadership, HVO has facilitated over 11,900 volunteer assignments globally. Over the last five years, an average of 3,200 health professionals have received training and mentorship each year, benefiting innumerable women and children, both directly and indirectly. Ms. Kelly’s commitment to mentoring, fostering, and developing leadership skills in women has helped build a global cadre of talented, confident, and inspired women committed to advancing global health care.

The Deborah Harding Women of Achievement Award, which was presented virtually at the annual conference of the National Peace Corps Association, is named for the founder of Liberian Education Trust, which has brought access to education for thousands of Liberian girls and market women. Ms. Harding is a founding member of Women of Peace Corps Legacy and a strong advocate for gender equality. She helped establish the Women in Development program at Peace Corps and ensured that its language was included in the Peace Corps Act.

HVO is proud to have its founding Executive Director honored with this award, and is pleased that her contributions are recognized among such a dynamic group of women leaders.

## Active E-Learning Projects

*\* indicates projects actively recruiting volunteers.*

Despite travel restrictions and the physical, social, and emotional demands of combatting a pandemic, HVO volunteers continue to demonstrate dedication towards meeting the educational needs of colleagues and partner institutions abroad through e-learning. HVO currently has thirty-five active e-learning projects that allow the exchange of information to continue while in-person assignments are paused. HVO's newly developed online learning platform, which is called the REI (Remote Education Interface), is serving seven projects, with more REIs being created for additional projects. The following is a brief description of the active e-learning projects. Those projects marked with an \* are currently recruiting additional volunteers to deliver lectures. Volunteers interested in participating in any of our active e-learning projects can email [info@hvousa.org](mailto:info@hvousa.org) for help identifying a suitable placement.

### ANESTHESIA

Siem Reap, Cambodia – Angkor Hospital for Children (AHC) and Luang Prabang, Laos – Lao Friends Hospital for Children (LFHC)

Anesthesia providers at AHC, along with their counterparts at LFHC, participated in a 4-week EKG course as well as training in how to manage anesthesia and patient care for COVID-19 patients. They are currently developing a program in pediatric advanced life support (not yet started).

### DERMATOLOGY

Phnom Penh, Cambodia - Preah Kossamak Hospital

The project director and volunteers provide lectures to the dermatology department at Preah Kossamak Hospital. Topics have included benign and malignant skin tumors, blood vessels, tumors and malformations, cutaneous manifestations of internal diseases, metabolic diseases and paraneoplastic syndromes, along with others.

### EMERGENCY MEDICINE

Thimphu, Bhutan - Jigme Dorji Wangchuck National Referral Hospital (JDWNRH)

Previous volunteers with emergency medicine Bhutan have been working to provide live lectures on a variety of topics including, but

not limited to, hypothermia, malignancy emergencies, and esophageal emergencies. Additionally, our project directors meet with the site weekly to discuss assessments or topic reviews with the residents at JDWNRH.

Kampot, Cambodia - Sonja Kill Memorial Hospital (SKMH)

At the onset of the COVID-19 pandemic, HVO established an emergency medicine e-learning project at SKMH in order to facilitate live e-learning lectures requested by the site. So far, volunteers have provided live lectures related to emergency dermatology, emergency ENT, emergency ophthalmology, emergency toxicology, and more. In addition to live lectures, volunteers have begun assisting with bedside consultations and case reviews related to their lecture topics by utilizing a telehealth device donated by the World TeleHealth Initiative.



Photo courtesy of Khun Sunly, MD

## Active E-Learning Projects

### HEMATOLOGY

Phnom Penh, Cambodia - Calmette Hospital and the National Cancer Center (NCC)

Project directors with hematology Phnom Penh, Cambodia have worked to provide virtual consultations on bone marrow cases and are currently working to create a curriculum for upcoming on-demand and live lectures.

Siem Reap, Cambodia – Angkor Hospital for Children (AHC)

Volunteers with hematology Siem Reap, Cambodia participate in bi-weekly virtual case conferences calls with staff at AHC. The group recently completed an analysis of acute lymphocytic leukemia and are currently working to complete an analysis of retinal glaucoma. The group has also published several articles in professional journals.

Arequipa, Peru - Catholic University of Santa Maria (CU) and Escobedo Hospital

Volunteers with hematology Peru participate in monthly virtual calls that range from literature reviews, case conferences, and guest lectures on topics of interest. Additionally, a project director is working with a doctor onsite to conduct a case study on the outcomes of patients with hematological malignancies and COVID-19 infections in Peru.

### INTERNAL MEDICINE

Kabale, Uganda - Kabale University School of Medicine (KABSOM)

Volunteers with internal medicine Kabale are working to provide lectures to students on topics related to rheumatology, neurology, gastroenterology, cardiology, respiratory medicine, and more!



Photo courtesy of Cathy Pingoy, RN, MSN

### NURSING EDUCATION

Phnom Penh, Cambodia - Sihanouk Hospital Center of Hope (SHCH)

The project director for nursing Phnom Penh has been working throughout the pandemic to provide prerecorded lectures on requested topics. So far, the nurses at SHCH have been presented with lectures on nursing assessments and the nursing process, nursing care of the COVID-19 patient, and more!

Kampot, Cambodia - Sonja Kill Memorial Hospital (SKMH)

At the onset of the pandemic, HVO established a nursing e-learning project at SKMH for volunteers to provide an 11-lesson course on NICU nursing. When the project began, volunteers scheduled live lectures with the site. In February 2021, COVID-19 cases in Cambodia began to spread rapidly and volunteers pivoted to provide the rest of their NICU nursing lessons via prerecorded lecture. Additionally, one volunteer is working closely with our onsite coordinator to provide mentoring related to infection control.

Siem Reap, Cambodia - Angkor Hospital for Children (AHC)\*

At AHC, two separate groups of volunteers are conducting bi-weekly meetings to discuss requested topics and complicated cases related

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## Active E-Learning Projects

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to lactation and nutrition. The nutrition and lactation teams are currently seeking volunteers.

### Luang Prabang, Laos - Lao Friends Hospital for Children (LFHC)\*

One volunteer is currently working to provide a prerecorded lecture on infection control to LFHC nursing staff.

### Hue, Vietnam - Hue University of Medicine and Pharmacy (HUMP)

HVO volunteers have worked to provide a workshop to HUMP faculty on writing and publication. Additional lectures related to simulation theory, palliative care and chronic kidney disease are currently being discussed.

### Hai Duong, Vietnam - Hai Duong Medical Technical University (HMTU)

Volunteers are working to provide trainings and lectures on simulation theory, cardiac arrhythmias, the cardiovascular and respiratory system, concepts of critical care nursing, vascular access, and wound care to nursing staff at HMTU. Additionally, one volunteer has been assigned to lead a research group for nurses in Vietnam.

### Thai Nguyen and Hanoi, Vietnam - Thai Nguyen University of Medicine and Pharmacy (TUMP) and Dai Nam University (DNU)

In October 2021, volunteers began biweekly lectures with the nursing staff at TUMP and DNU to provide support related to physical



Napalese dental students attend a virtual conference.

assessments, evidence-based practice, wound infections, and more!

## OB-GYN

### Thimphu, Bhutan - Jigme Dorji Wangchuck National Referral Hospital (JDWRH) and Khesar Gyalpo University of Medical Sciences of Bhutan

In 2021 HVO partnered with JDWRH and Khesar Gyalpo University to launch a virtual training program to support their new OB-GYN residency program. HVO volunteers provide bi-monthly lectures via Zoom and one-on-one research mentorship for residents enrolled in the program. As of September 2021, 17 lectures have been delivered and over 20 more scheduled throughout 2021-2022.

## ORAL HEALTH

### Vientiane, Laos - National University of Laos

In September 2021, the project director for oral health Laos began to share PowerPoint presentations on topics related to endodontics, periodontics, and implantology.

### Vientiane, Laos (Public Health) - National University of Laos

HVO project directors meet weekly to provide training (according to an established curriculum) in dental public health to faculty members at the National University of Laos.

### Dhulikhel, Nepal - Kathmandu University School of Medicine and Dhulikhel Hospital\*

At Dhulikhel Hospital, HVO volunteers have worked to provide students, residents, and dentists in Nepal with over 30 lectures related to a variety of topics including, but not limited to, pediatric dentistry, telemedicine, tobacco use, and endodontics.

## Active E-Learning Projects

### ONCOLOGY

Thimphu, Bhutan - Jigme Dorji Wangchuck National Referral Hospital (JDWNRH)

Oncology nurses and physicians provide weekly case conference calls to the palliative care nurses at JDWNRH. The sessions are flexible and cover information patient discussion, lectures on palliative care or oncology, or specific nursing education topics.

Bhaktapur, Nepal (GYN) - Bhaktapur Cancer Hospital (BCH)

HVO volunteers are partnering with the American Society of Clinical Oncology and Project Echo to provide bi-monthly sessions to the oncology team at BCH. The sessions consist of a didactic lecture followed by question and answer. Volunteers provide lectures on cervical and head and neck cancers.

Kathmandu, Nepal (Med Onc) - Nepal Academy of Medical Sciences (NAMS)

The project director and volunteers provide tumor boards to the oncology team at NAMS.

### ORTHOPAEDICS

Moshi, Tanzania – Kilimanjaro Christian Medical Centre (KCMC)

A previous volunteer has worked to establish monthly conference calls between their orthopaedic institution and the orthopaedic residents at KCMC. Topics have included spine, foot and ankle, upper extremity and others.

Kampala, Uganda – Mulago National Referral Hospital

Orthopaedic residents at Mulago Hospital participate in the monthly case conference calls taking place at KCMC in Moshi, Tanzania.

### PEDIATRICS

Siem Reap, Cambodia - Angkor Hospital for Children (AHC)

HVO volunteers are working hard to provide a multitude of e-learning activities at AHC. Two volunteers schedule independent meetings weekly with ER/ICU staff to discuss complicated cases and requested lecture topics. An additional group of volunteers has been conducting biweekly lectures on pediatric nephrology for physicians onsite. Finally, multiple volunteers have worked to provide individual lecture series on topics related to pediatric endocrinology, pediatric neurology, and neonatology.

Luang Prabang, Laos - Lao Friends Hospital for Children (LFHC)

At LFHC, HVO volunteers are working with physicians onsite to host recurring discussions and case reviews related to pediatric cardiology.

### PHYSICAL THERAPY

Thimphu, Bhutan - Jigme Dorji Wangchuck National Referral Hospital (JDWNRH)\*

HVO volunteers are working to provide several live lecture series on pelvic health, swallowing assessments, dysphagia management, and augmentative and alternative communication to support Bhutanese physical therapy technicians and physiotherapists at JDWNRH.

Guatemala - Innovaciones Medicas\*

HVO volunteers have worked to provide live lectures on topics related to vision and post intensive care syndrome, pelvic health and respiratory rehabilitation of COVID patients. This project is currently in need of Spanish-speaking volunteers only.

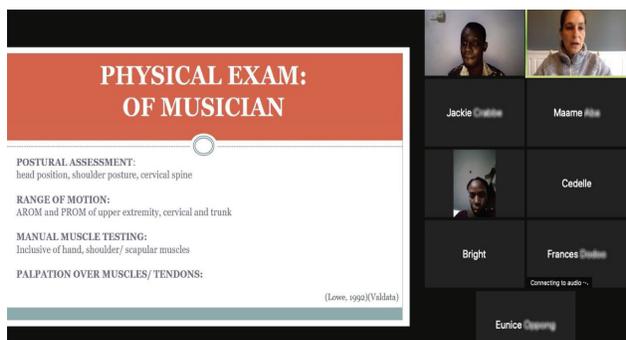
*continued on page 12*

## Active E-Learning Projects

*continued from page 11*

### Kumasi, Ghana - Komfo Anokye Teaching Hospital (KATH)\*

At KATH, HVO volunteers are working to provide live lectures on topics related to hand therapy, musculoskeletal conditions, pediatrics, and research.



Jenna Millman, OTR/L, CHT teaches physical therapy students in Ghana over Zoom.

### Vellore, India - Christian Medical College (CMC)\*

HVO volunteers are working to provide live lectures related to orthopaedics, neurology, cardiopulmonary, and research.

### Blantyre, Malawi - College of Medicine Programme in Physiotherapy (COMPT)

HVO project director and volunteers are working to support physical therapy faculty at COMPT with trainings on women's health, mechanical ventilation, as well as how to establish physiotherapy problems in an unconscious patient with cardio-respiratory related problems in intensive care. Additional volunteers are assisting with the creation of a strategic planning project and SLP curriculum development.

### Kigali, Rwanda - University of Rwanda College of Medicine and Health Sciences (CMHS)\*

At CMHS, volunteers are working to provide live lectures related to neuroplasticity, motor neuroanatomy, motor recovery, rehabilitation strategies, spasticity, physiotherapy interventions for health promotion and prevention, cancer implications for rehabilitation, care for patients with Parkinson's Disease, fall prevention, and more!

### Da Nang, Vietnam - Da Nang Orthopaedics and Rehabilitation Hospital\*

Volunteers with Da Nang Orthopaedics and Rehabilitation Hospital are working to provide prerecorded lectures on neuro evaluations, neuroplasticity, gait cycle and persons with limb loss, autonomic dysreflexia, and fall prevention.

### Da Nang, Vietnam - Da Nang University of Medical Technology and Pharmacy (DUMTP)\*

Volunteers with DUMTP are working to provide prerecorded lectures related to oncology and evidence-based practice.

## WOUND CARE

### Kampot and Phnom Penh, Cambodia - Sonja Kill Memorial Hospital (SKMH) and Sihanouk Hospital Center of Hope (SHCH)\*

At SHCH and SKMH in Cambodia, volunteers are working to complete a 24-part wound healing curriculum. Volunteers create prerecorded lecture videos for nursing staff at both hospitals to view in their own time.

## Special Thanks

DONORS

*...to the following donors  
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