

The Volunteer Connection



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Looking to the Future

As the world begins to move forward, HVO is quite optimistic about the future. The pandemic hastened the development of our virtual learning capacities, which have been well-received. HVO anticipates returning to on-site volunteer activities, but new technologies will enable us to look beyond limits imposed by geographic boundaries, and adopt a hybrid model. The opportunity to conduct a detailed survey of our work resulted in HVO's Strategic Framework (2022-2025), providing a very interesting perspective on strengths and challenges.

The framework includes three key strategic elements:



Photo courtesy of Dr. Melissa Esparza

Enhance HVO's program model:
Improve program quality and position HVO as a leader in building health workforce capacity.

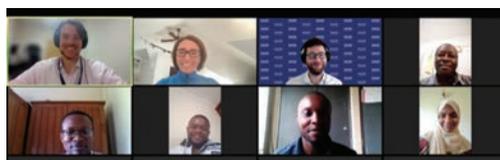


Photo courtesy of Dr. Alexia Knapp

Foster a sense of community:
Foster a motivated, connected, and inclusive community committed to advancing HVO's mission.



Photo courtesy of Dr. Khun Sunly

Transform HVO through technology:
Implement new technologies aimed at strengthening continuity of education, promoting connection, and increasing impact.

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The full plan can be seen on page 9, so this article will touch on just a few elements.

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News & Events

LETTER FROM THE EXECUTIVE DIRECTOR



*“Alone we can do so little;
together we can do so much.”*

– Helen Keller

Dear Friends,

I have often thought of this quote, particularly over the last couple of years, as our HVO community came forward to offer their knowledge and skills, and ensure that education and training could continue at our project sites. E-learning opportunities have expanded our information resources, our capacity, and our audience of learners across the globe!

With on-site assignments on hiatus, we took this time to look strategically at HVO’s future. We wanted to get a better grasp of our strengths, areas that needed improvement, and how we could best move forward with the talented community that comprises HVO. To that end, many of you have participated in the surveys we sent, the small group discussions held on Zoom, or the one-on-one conversations with HVO leadership. We reached out to key representatives of our stakeholders – at our project sites, among volunteer leaders, and among our generous sponsors and donors. Using an external facilitator to coordinate the process, key themes emerged of relationship, education, and flexibility. Many discussions ensued, as we examined how volunteering will look in a changed world.

Our core values were re-framed, to better achieve the vision we have of “a world where all people have access to high-quality health care delivered by local health professionals.” Those values, of Sustainability, Equity, Stewardship, and Innovation and the honest, committed feedback received during the planning process, resulted in the strategic priorities, shown on page 9, to take us forward.

In this issue of *The Volunteer Connection*, we highlight details of some of the efforts already underway. I hope you will become involved in the areas that will utilize your skills and spark your enthusiasm. As Ms. Keller said, “Together, we can do so much.”

Sincerely,

Nancy

Nancy A. Kelly, MHS
Executive Director

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Looking to the Future

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Enhance HVO's Program Model

HVO's strategic framework includes several ways of enhancing the program model. Plans call for expanding in non-clinical areas (such as health administration, management, and nutrition). Opportunities will be pursued in training to manage diseases emerging from or exacerbated by climate change, and in developing a broad range of partnerships, methods of collaboration, and opportunities to align programs with global health initiatives. One such effort has just launched.

Global Rehabilitation Alliance

A new programming initiative at HVO is the Global Rehabilitation Alliance. In recent years, there has been a growing awareness of the global need for investment in the rehabilitation sector. The need for quality rehabilitation services will continue to increase due to the aging of the world's population and higher prevalence of chronic diseases. Misperceptions about the range, scope, cost, and benefits of rehabilitation services have too often led to misplaced priorities and limited availability of services in low- and under-resourced settings.



HVO's 2021 webinar on WHO's Rehabilitation 2030

In 2017, the World Health Organization (WHO) launched the *Rehabilitation 2030 Initiative* to draw attention to the profound, unmet worldwide need for rehabilitation services and highlight the importance of strengthening health systems to provide such services.

In a *Lancet* article published in 2020, the authors noted that “at least one in every three people in the world needs rehabilitation at some point in the course of their illness or injury,”¹ challenging the commonly held notion that rehabilitation services pertain to only a small portion of the world's

population. Dr. Cieza and her colleagues at WHO have taken the lead on arguing “that rehabilitation needs to be brought close to communities as an integral part of primary health care to reach more people in need.”¹

Within this changing environment, HVO seeks to systematically expand programming and partnerships to embrace a more comprehensive approach to meeting rehabilitation workforce training and development needs in low resource settings, a pivot in line with the newly approved Strategic Framework – 2022-2025.

As an initial step in this expansion, HVO has begun recruiting a more diverse cadre of rehabilitation professionals to join the current HVO Physical Therapy Steering Committee. The committee member profile will now include occupational therapists, speech language pathologists, rehabilitation nurses, prosthetists and orthotists, and physiatrists. As we transition to a broader leadership group, the name of the committee will be changed to reflect this expanded participation.

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Looking to the Future

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Future steps include communication outreach and program development. We will launch a communication and social media campaign to raise awareness of HVO's Global Rehabilitation Alliance among HVO members, program directors, and potential new partners. Our staff will also start working with current sites to review and revise project goals as appropriate and strategically plan for new expanded opportunities.

HVO has over 30 years of experience in the provision of training and education for physical therapy faculty, students, and providers working in a variety of clinical and academic settings in 37 different low resource countries. We have also designed and implemented USAID-funded interdisciplinary rehabilitation programs in Mozambique, Uganda, Vietnam, and Rwanda. We will build on these experiences as we expand the scope of HVO rehabilitation programs in the coming years. Through HVO's Global Rehabilitation Alliance we will tailor projects to systematically work to improve the functioning and quality of life of people of all ages living in low resource settings.

Foster a Sense of Community

The pandemic has shown how the globe is truly interconnected, and how important it is for us to work together to address global problems. HVO has certainly benefitted from all those who stepped forward to share their services, skills and knowledge in determining ways to continue to provide education and training. That is the heart of community – individuals helping one another. We intend to develop and expand that community participation to ensure that it is open, inclusive and vibrant.

HVO's Knowledge Network (KnowNET) is currently being updated and will transition to MyHVO, a platform that will provide individual dashboards, enabling easier access to information, and with future capabilities of interacting with colleagues at project sites and other volunteers who have worked at the sites, across numerous specialties. The plan calls for more sharing across platforms so there is a better understanding of the totality of HVO's work at project sites.

Our colleagues abroad have been so inspiring during these difficult years. While dealing with cases of COVID-19, they have still been eager to pursue training and to make virtual learning available to many others in their country, not just at the project site. Their adaptations and innovations have been remarkable and HVO wants to share more of their experiences, so that we all can benefit from their insight.



Photo courtesy of Dr. Khun Sunly

Both the pandemic and the warming climate have brought vast health challenges that will be with us for quite some time. It will be crucial to address these issues with the help of everyone. HVO is confident that our community will actively contribute to the problem-solving, so we will be exploring ways to bring our community together physically and virtually.

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News & Events

IN MEMORIAM

HVO Mourns Loss of Board Members James Gerry and Peter Kendall

Two long-serving HVO Board members, James E. Gerry and Peter L. Kendall, passed away in December. Both are well-remembered, with respect, honor, and gratitude for all they shared with HVO to improve global health care.

Jim Gerry retired in 2009 from Synthes, (which designs and manufactures innovative medical implants and instruments for the treatment of physical trauma), as one of its most senior executives after 34 years, helping build it from a fledgling start-up to a major multinational company. He was an unassuming, kind man, with a great sense of humor, and a commitment to education. Those wonderful qualities served him well in life. He was recognized as an Honorary AO North America Member and as an Honorary AO Foundation Trustee. HVO was grateful to have his service as a Board member from 1998-2009.

Peter Kendall was a broadcast journalist who had a fascinating career with Voice of America, CBS News, and CNN. His work took him around the world, and his coverage dealt with many of

the key issues of the late 20th century – from Watergate (for which his production of the Senate hearings earned him an Emmy Award) to the Iran Hostage Crisis; from presidential trips and economic summits to the wedding of Prince Charles and Lady Diana; from peace talks to terrorist attacks. He was committed to a free press and to promoting global awareness. A true journalist, he listened well, was able to discern the key points in a discussion, and present a clear analysis of an issue. His wisdom was deeply appreciated. HVO was fortunate to benefit from his wisdom during his Board service from 1995-2001.

Jim Gerry and Peter Kendall were both remarkable men; our condolences go out to their families.

Condolences on the loss of Dr. Henry Bernstein

HVO sends heartfelt condolences to the family of Henry M. Bernstein, MD. Dr. Bernstein was an enthusiastic volunteer who joined HVO in 1995 and volunteered his orthopaedic skills in Tanzania, Uganda, Peru, and South Africa. He and his wife delighted in telling their stories of the assignments and adventures they shared together.

New HVO Partnership



Academy of Nutrition and Dietetics

As the world's largest organization of food and nutrition professionals, the Academy of Nutrition and Dietetics (AND) 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. HVO has developed a strategic partnership with the AND Global Member Interest Group (GMIG). 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.

News & Events

Dave Atkin, MD, Honored with AAOS Humanitarian Award



Photo courtesy of Dr. Dave Atkin

Congratulations to Dr. Dave M. Atkin who was honored with the 2021 Humanitarian Award from the American Academy of Orthopaedic Surgeons for his work with underserved communities in the US and abroad for over 25 years.

Shortly after his residency, Dr. Atkin volunteered with HVO in Transkei, in South Africa. That experience sparked his interest and solidified his commitment to working with vulnerable populations.

Dr. Atkin is in private practice but he works daily with underserved communities in Southeast San Francisco. He provides pro-bono house calls to those in need, and donates free orthopaedic equipment whenever possible.

In addition to his work in the US, Dr. Atkin is a board member and surgeon team leader of Operation Rainbow, an organization that provides free orthopaedic surgery to children and young adults in resource-scarce countries. With the organization, Dr. Atkin has led over 60 surgical missions and has helped create arthroscopy centers in 25 cities around the world.

HVO congratulates Dr. Atkin on this well-deserved recognition, and is proud to have played a catalyzing role in his career.



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.

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:

Anonymous (6)	Leslie Glickman, PT, PhD, MEd, MGA	James Pembroke
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Looking to the Future

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Transform HVO through Technology

Technology is an inevitable part of life in the twenty-first century. It can be a great help or a burden, depending on how it is used. Part three of HVO's strategic framework—to transform HVO through technology—highlights our aim to be intentional in our use of technology to advance our mission of improving global health through the education, training, and professional development of the health workforce in resource-scarce countries. We will be harnessing the benefits of technology in three areas: program delivery, community support, and internal operations.

Infusing Technology into HVO's Programs



Dr. Richard Wise gives a virtual lecture to Internal Medicine students in Cambodia.
Photo courtesy of Dr. Wise

Technology has been vital for HVO during the pandemic. Meetings conducted over Zoom allow volunteers to show images, videos, and texts as they lecture. Learners can ask questions and get an immediate response. Similarly, Zoom makes it possible to share visuals that enrich case consultations. In Kampot, Cambodia and Thimphu, Bhutan, two telehealth devices provided by our partner, World Telehealth Initiative, provide camera angles and broadcasting capabilities beyond what is possible with Zoom for live lectures and case consultations. Meanwhile, the Remote Education Interface, or REI, provides a space online to organize resources for each of our e-learning projects.

We intend to continue using these tech tools once volunteers are able to resume traveling abroad.

When relevant for a particular site, these technologies can help shift us to a hybrid program model in which a site may host in-person volunteers as well as work with volunteers virtually. The hybrid model would expand our volunteer pool to allow those who cannot travel, due to various reasons, to be engaged in our work while still accommodating those who prefer an in-country experience. For learners, the hybrid model would allow access to more training opportunities.

The REIs are becoming an important aspect of our programming. We are working to expand the capacity of the REIs to store resources and connect volunteers and learners across different sites. We have created thirteen REIs and are currently working to establish one for each of our 36 e-learning projects. When we are able to resume sending volunteers abroad, we anticipate a continued increase in the number of REIs since they can store resources that volunteers have created or gathered at a site from year to year. In addition to site-specific REIs, we will be developing specialty-specific REIs. The idea is that these specialty-specific REIs will offer resources that can be used by learners from multiple sites. For example, there would be a Hematology REI that our partners in Cambodia, Peru, and Tanzania can all utilize. Whether site-specific or specialty-specific, the REIs can also facilitate discussions and information exchange. We can add a discussion board to an REI that learners and volunteers can use to ask each other questions, share resources, or post personal messages to build rapport. With features like the ability to record and post voice/video messages and other large files, the discussion board is a convenient option when those items cannot be sent through email.

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Looking to the Future

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Supporting HVO's Community with Tech Tools

We will also utilize technology to better engage and support our donors, learners, partners, and volunteers. As outlined above, the REIs serve in organizing learning resources and connecting learners and volunteers. Another tool that we are updating to better serve our community members is the KnowNet, accessed from the HVO website. The KnowNet, which will be renamed MyHVO, will continue to serve as the primary source of detailed information about our projects, but the user experience will be vastly enhanced with the new updates. Each volunteer will have a personal page with links to access materials related to an assignment.

Streamlining Organizational Processes with Technology

Lastly, we will investigate how technology can be applied to improve HVO's administrative capacity. To that point, we are making substantial updates to our website to make it more functional and attractive. We are mindful that the website serves both the general public interested in learning about HVO, as well as members of HVO who use it to prepare for upcoming assignments.

Another avenue for technology is to apply it towards making communications to our stakeholders more engaging and informative. In the coming years we will be building our library of volunteer orientation materials to include video tutorials and virtual tours of our sites. We seek to provide materials that volunteers can access at their convenience and that can familiarize volunteers to the facilities and people with whom they are working. In the arena of communicating HVO's impact, we are exploring software to help us show our reach and impact in visually appealing ways.

The pandemic created momentum for HVO to incorporate technology into our programs, and the strategic plan calls us to build on that momentum and consider ways that technology can help enhance our work in the next few years. We will be intentional with our adoption of technology and are committed to providing support to our community members who are less familiar with these tools. We seek to make technology helpful rather than a burden.

Moving Forward with Optimism

While there are many challenges ahead, HVO is moving forward with optimism. We have seen how our program model has been successful and can be expanded to address new initiatives and program areas. Technology has been an amazing resource during the pandemic and will continue to be a vital element incorporated in all aspects of our work, as it allows us to build on training opportunities on-site, stay more closely connected as a community, and engage in more extensive discussions.



Photo courtesy of Dr. Jose Feoli

HVO looks forward to sharing new technology, and new initiatives with you as they are rolled out. Together as a community, we can work toward addressing the challenges ahead in global health.

1 Global estimate of the need for rehabilitation based on the Global Burden of Diseases study 2019: a systemic analysis for the Global Buren of Disease 2019, Cieza, A et.al. The Lancet, published online December 1, 2020, [https://doi.org/10.1016/S0140-6736\(20\)32533-2](https://doi.org/10.1016/S0140-6736(20)32533-2).

STRATEGIC FRAMEWORK

2022
2025



Health Volunteers Overseas
Transforming Lives Through Education

Vision

HVO envisions a world where all people have access to high-quality health care delivered by local health professionals.

Mission

HVO improves the availability and quality of health care through the education, training, and professional development of the health workforce in resource-scarce countries.

Values

Sustainability + Equity + Stewardship + Innovation

Goals

1. Enhance HVO's program model

Improve program quality and position HVO as a leader in building health workforce capacity.



2. Foster a sense of community

Foster a motivated, connected, and inclusive community committed to advancing HVO's mission.



3. Transform HVO through technology

Implement new technologies aimed at strengthening continuity of education, promoting connection, and increasing impact.



Objectives

1.1 Align programs with global health initiatives.

1.2 Expand programs to meet health challenges related to climate change and nonclinical skills such as the management of health facilities.

1.3 Use data to inform programmatic activities and communicate project impact.

2.1 Invest in technologies that will make engagement more accessible and equitable.

2.2 Amplify the voices of our international partners and trainees.

2.3 Increase networking opportunities and recognition of service and support.

3.1 Develop and scale e-learning and support hybrid education.

3.2 Increase capacity to engage and support donors, learners, partners, and volunteers.

3.3 Continue to invest in technologies to support HVO's internal operation.



New Book

Inner Harmony - Living in Balance

An Unexpected Journey

It was the 1990s. Vietnam was beginning the process of rebuilding its healthcare system after a devastating war with the United States and a quarter century of isolation from the West. As a member of Health Volunteers Overseas (HVO), I was honored to be in the first wave of Western doctors invited back into the country by the Vietnamese government.

Thus opens Jon Kolkin's newly published book, [Inner Harmony - Living in Balance](#), about his search for peace within – an increasing necessity, and challenge, in our turbulent times. In this richly illustrated book, photographer and physician Jon Kolkin explores how and why Buddhist spiritual practices have come to inspire and enlighten people all over the globe.

For 12 years, Dr. Kolkin traveled to Buddhist centers across Asia, capturing the everyday life of monks and nuns on camera. Impressive and respectful, his 220 mostly black-and-white photographs offer powerful insight into the otherwise hushed and hidden world of meditation and mindfulness. With his profound feeling for light and composition, Dr. Kolkin's rare and intimate images capture the uniqueness of each mindful moment, as well as the universal reach and inspiration of Buddhist practice.

Jon Kolkin, a hand surgeon, shared his medical skills and knowledge on HVO assignments in Peru, Moldova, Malawi, Nepal, Vietnam, and Bhutan since 1998. When he was not sharing those skills on assignments, he was exploring

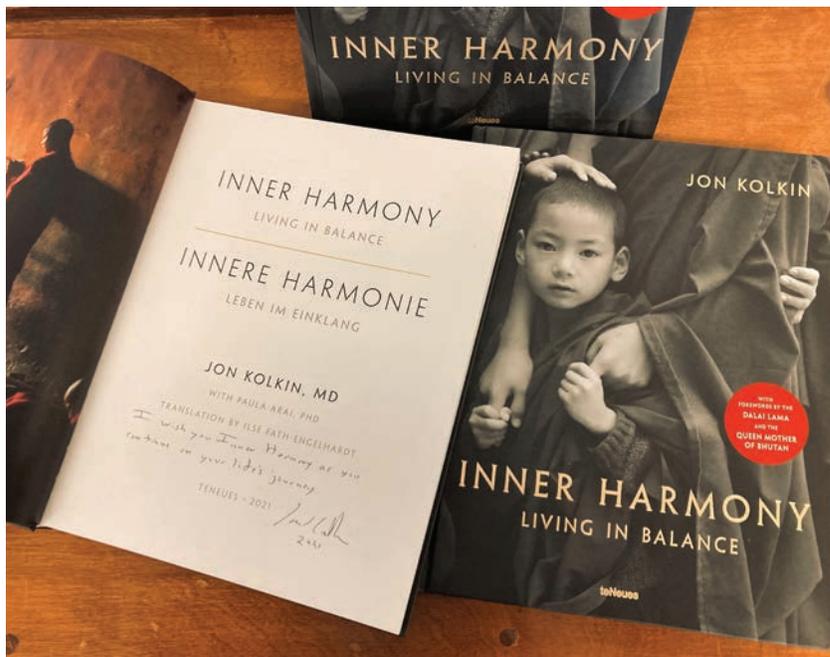


Photo courtesy of HVO staff

the countries and capturing beautiful, intimate photos of people with whom he spent time. The conversations and connections he developed over multiple visits led to this new book, [Inner Harmony - Living in Balance](#).

At a time when the world is in such turmoil, his book offers insights he gathered, along with stunning photos, in a quest to find harmony in the world. Dr. Kolkin is generously offering all proceeds to organizations providing compassion in this time of need.

The book is available to order on Dr. Kolkin's website: <https://kolkinphotography.com/purchase-information-for-prints-and-publications/>

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