

# First, Do No Harm:

## Student Volunteering Amid the COVID-19 Pandemic

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### National Student Response Network

- COVID-19 showed **gaps in basic public health needs**
  - Joined NSRN in April 2020
- **Mission**
  - Identified hospitals/public health dept. needs
  - Recruited healthcare student volunteers
  - Connected volunteers with organizations/tasks
- **Structure**
  - State coordinators, centralized national NSRN
  - Local volunteers, local/remote tasks
  - Allows volunteers to respond to specific ND needs
  - Gives support and access to national resources/network
    - Web interface, prepared consent forms, networking
- **Attracted to NSRN's focus on doing no harm**
  - Well-meaning volunteering → unintended consequences
    - Scarce PPE, viral spread, keep volunteers safe

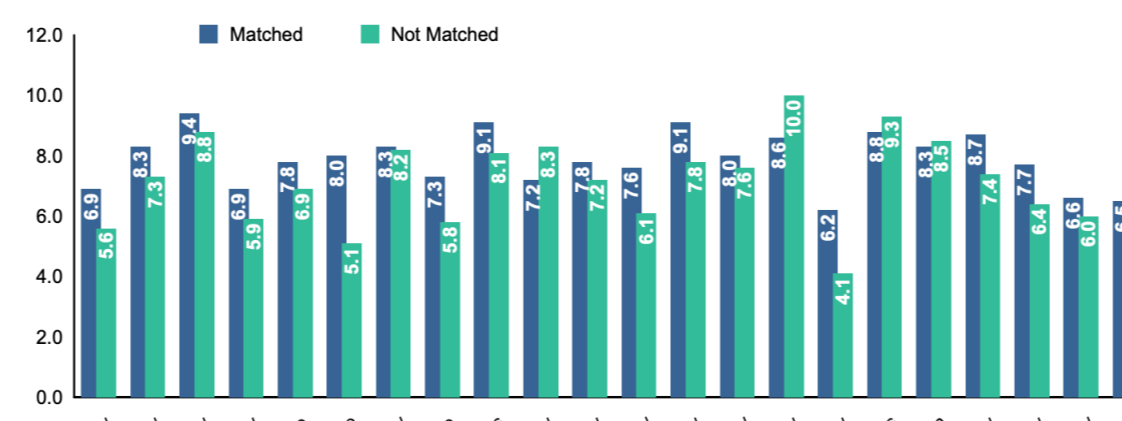
### Community Impact

- COVID-19 testing in Grand Forks
- Grocery shopping for assisted living in Detroit Lakes
- Connecting with isolated people in Bismarck
- Contact tracing for NDDOH
- Mask making for UND SMHS
- Vaccination video for NDDOH
- **Volunteers:** 100+ interprofessional students in ND
  - Email signup → receive updates → choose volunteer opportunities → hospital/public health dept onboards

### Challenges and Outlook

- **Main challenges**
  1. Task/volunteer recruitment
    - **Chicken or egg:** Recruit or create opportunities first?
    - **Both,** cold called 27 orgs while recruiting students
  2. Managing the time commitment of NSRN
    - **Healthcare students are busy,** including both volunteers and leadership team
    - **Resolution:** bimonthly bulleted communication, est. time commitment, grew leadership (2 to 6 members)
    - Included future classes to promote longevity
- Looking forward, NSRN continues at UND SMHS after COVID
  - Service is foundational to medicine
  - Connection between UND SMHS and community
  - Volunteering = important on residency apps
- **Continue to add 4 tasks/year, expand program reach**

Chart 11 Mean Number of Volunteer Experiences of U.S. MD Seniors by Preferred Specialty and Match Status



### HELP WITH ON-SITE COVID TESTING!

HELP WITH WALK-UP COVID-19 TESTING AT UND! ROLES INCLUDE REGISTERING INDIVIDUALS FOR TESTING, TRANSPORTING SPECIMEN TUBES, AND DOING QUALITY CONTROL.

Sign up through the POINT app in the 'NSRN Mountain West' group if you're interested!

If you have any questions, email [nsrn.mountainwest@gmail.com](mailto:nsrn.mountainwest@gmail.com)

### NEW REMOTE TASK OPPORTUNITY!

STANDING ROCK SIOUX TRIBE IS RECRUITING INDIVIDUALS TO PROVIDE LOGISTICS SUPPORT FOR THEIR COVID RESPONSE STRATEGY.

If you're interested, go to <https://linktr.ee/nsrnhealth> and click on "Remote Tasks"

\*ALL STUDENTS ARE ENCOURAGED TO APPLY, ESPECIALLY THOSE WITH A MPH, MPH, PHD, DO, DPH, OR PUBLIC HEALTH BACKGROUND

### Personal Growth

- Practical lessons
  - **Preparation for business of medicine**
    - Management and problem-solving skills
    - Partnership development and admin structure/operation
- Intangible growth points
  - **Taking initiative** in an area we care about
  - Establishing rapport within **interprofessional healthcare**
  - Delegation of **team roles/teamwork**
  - Increased **awareness of time commitments** of a team
- Looking forward to lifelong community volunteering

### Summary

- **NSRN volunteers impact communities across ND**
  - National membership with **state prioritization**
  - Important to **help while doing no harm** in the pandemic
- **100+ students** from ND interprofessional healthcare helping in **10+ volunteer tasks**
- Main challenges resolved
  - Timing of task/volunteer recruitment, managing time
- **NSRN continuing at UND, volunteering matters**
- **Lessons:** intersection of medicine/public health, business of medicine, taking initiative, interprofessional teamwork, delegation of roles, awareness of time commitments

