



Dana McKee was promoted to Manager of Volunteer Services for Paoli Hospital, Main Line Health in November, 2001. She has served in this position for 14 years and her department supports over 500 volunteers. You can't miss the volunteers at Paoli Hospital because their blue jackets/shirts can be seen everywhere; trying to support a calming environment for our patients and visitors by supplying them with smiles, kind hearts, listening ears and knowledge.

She holds memberships in AHVRP, our national organization and is certified since 2006 with the CAVS; Certified Administrator of Volunteer Services.

Dana is also the Patient Advocate for our patients and their families, which led her to be awarded with national recognition in 2011 for medium sized hospitals.

Dana is all about the team effort and the volunteers are an integral part of the team. She wants the volunteers, as well as, staff to help make a fearful/anxious situation for a patient, as pleasant as we can, during their time of need. She looks for ways to assist patients, families and staff, to alleviate concerns, be a good listener and fulfill their needs to correlate with the "Superior" experience campaign. Although volunteer recruitment and training is a big part of her position, it doesn't end there. Dana engages the community by speaking at events, working with organizations to supply the hospital with heart pillows, baby hats and blankets for patients who are going through challenging diagnosis and she has grown our high school student program in to a large, well respected and sought after position. Dana is well known and visible in the hospital due to her collaboration with many different committees. She sits on the inpatient and outpatient Patient Experience teams and is now working to build a training tool used for helping our volunteers understand their role in the patient experience encounter. Her creativity is widespread through her recognition luncheons, talent show, leadership meetings, Papal visit, American Heart Association and employee giving campaigns.

Dana has held many positions within the PSDVS organization, Eastern Chapter. She is married to her husband, Kevin, of 30 years and has 2 children, Shane and Courtney. In her community, she helps with several organizations that are near and dear to her such as; Operation Warm, Saudade Memorial Disc Golf Event and most recently she and her husband supported Swim Across America for cancer research in memory of family and friends who have lost their battle and those fighting the fight! Her husband swam 3 miles and the donations, \$5300.00, they both raised through his swim went to the Cancer Research Program at John Hopkins Hospital.