

UI Health Care Volunteer Services Annual Report FY25

IOWA
HEALTH CARE



1,184 Volunteers
958 Student
226 Community



79,847
Volunteer Hours



\$2.8M hourly
equivalent value

↪ **15% increase from FY24!**

Volunteer Recognition

- **153** volunteers received Making A Difference Awards recognizing their service excellence!

↪ **197% award increase from FY24!**

- **29%** student volunteers have served over  hours!
- Guest Services volunteers served **3,925** hours supporting patient transport.
- **5,926** compliances were completed by volunteers and processed by our staff to ensure excellent, safe service.



New Partnerships - Pilot Programs



- Pediatric Patient & Family Support Volunteer
- Medical Center North Liberty Guest Services
- Surgical & Neurosciences Intensive Care Unit (SNICU) Family Lounge
- Guest Services Centralized Equipment Distribution Volunteer



Scan here to learn more.

Gift Shops

Retail Businesses



77,560
Customers
supported our
mission!



Greeting Cards
9,996



Flowers
6,251



Toys & Plush Pieces
11,719



U.S. Postal Stamps
23,969

Relaxation Station

Massages:

- 968 visitors
- 532 10-minute chair
- 1,000+ donations

Rooftop Café

33%
increase in
total sales
from FY24

76%
increase in
monthly
beverages
from FY24

41,858 visitors

Monthly Statistics:

3,322 beverages

922 Power Plant energy drinks

671 cups of coffee

912 baked goods

Fourth Floor Salon

364 Patient No Pay

Services for inpatients who would benefit but face financial barriers.

44 Radiant & Resilient

One-on-one services provide free wigs to help patients feel confident while undergoing treatment.

545 patients & visitors served

1,074
Total cuts!

Scan here to see where the money goes.



In 2025, revenue from the Volunteer Services Retail Businesses provided \$231,584 in funding to support patients and families across UI Health Care.

Thank you for your continued support of Volunteer Services, our patients & our families.