

Insights From Student Volunteers in the COVID-19 Student WorkForce, Icahn School of Medicine at Mount Sinai, March-April 2020

Students were asked:**“What was the MOST INTERESTING part of your volunteer task this week?”***E.g. An interesting task, clinical conversation, or memorable experience; anything you'd be excited to tell your friends and family about***Admin***"Helping with supply chain for screening and validating Chinese manufacturers in turn allows me to learn a lot about FDA regulations like 510K and how to search for a certain product in a certain country using FDA database. It is very rewarding."***PPE***"After distributing PPE at Mount Sinai West, it was interesting to see where all those supplies came from. It was also inspiring to see that employees from other areas of the hospital, like contracts, were now stepping up to fill roles in distribution. Fighting COVID-19 has been a colossal team effort."***Labs***"As the Convalescent Plasma Study evolves, our jobs evolve with it. Last week we called potential donors to schedule appointments for swabs and blood draws. This week, we had the honor of calling back volunteers who tested positive for antibodies to tell them that they officially qualify as donors! The cheers and tears in response to the news were so heartwarming."***Pharmacy***"Chatting with a pharmacist about how the workflow has changed this week. As more of the COVID-19 patients develop additional sequelae, primarily acidosis and coagulopathies, there is increased demand for medications to treat these complications (sodium bicarb, enoxaparin, etc.)"***Morale***"I had 2 incredibly tough but honest conversations with faculty from Med Ed...it was a huge reminder to me of how this entire situation is affecting employees, particularly those who do not provide clinical care, as I think that these people often get overlooked when thanking and acknowledging the work being done."***Telehealth***Hearing how thankful patients are for our work and counseling is always a rewarding aspect of this work. Being remote and away from medical school, I've realized how much I've missed patient care. This telehealth work is always a nice and refreshing point of my day to work with patients."***Operations***"Processing blood samples from COVID-19 patients enrolled in clinical trials. The task involved centrifuging blood, aliquoting serum and plasma before they were sent offsite for analysis."***Insights for TaskForce Leaders**Any advice you can pass along to other leaders?*"Recognizing that [people] in the hospital [are just as confused and overworked as everyone else] and learning that I need to be more confident when interacting with hospital admin."*

Supplemental Digital Appendix 2

Hours Volunteered by Participants in the COVID-19 Student WorkForce, Broken Down by Task Force, Icahn School of Medicine at Mount Sinai, March-June 2020

Hours Volunteered by Task Force					
<u>Task Forces</u>	Week 1-3: 3/16 to 4/05	Week 4-7: 4/06 to 5/03	Week 8-11: 5/04 to 5/31	Week 12-13: 6/01 to 6/14	Total as of 6/14/20
<i>Administrative</i>	466	975	426	11	1,878
<i>Labs</i>	633	1,970	447	34	3,084
<i>Morale</i>	151	1,160	1,247	412	2,969
<i>Operations</i>	276	587	107	10	980
<i>Pharmacy</i>	1,321	1,636	245	0	3,201
<i>PPE</i>	1,296	889	118	28	2,331
<i>Telehealth</i>	1,772	7,352	2,454	55	11,632
<i>Task Force Leaders</i>	1,939	1,206	348	36	3,528
<i>TOTAL</i>	7,852	15,774	5,390	586	29,602

Abbreviations: PPE, Personal Protective Equipment

*Data collected via Volunteer Weekly Submission Form

Supplemental Digital Appendix 3

Number of Volunteer Positions Filled by Participants in the COVID-19 Student WorkForce, Broken Down by Task Force, Icahn School of Medicine at Mount Sinai, March-April 2020

Volunteers Positions Filled	
<u>Task force</u>	Volunteer Positions Filled
<i>Administrative</i>	39
<i>Labs</i>	142
<i>Morale</i>	37
<i>Operations</i>	45
<i>Pharmacy</i>	37
<i>PPE</i>	106
<i>Telehealth</i>	315
<i>TOTAL</i>	721

Abbreviations: PPE, Personal Protective Equipment

*Data collected via Volunteer Sign-Up Sheet; of note, volunteers may sign up for multiple roles

*Up to date as of 4/22

Supplemental Digital Appendix 4

Breakdown of Types of Student Volunteers That Recorded Hours in the COVID-19 Student WorkForce, Icahn School of Medicine at Mount Sinai, March-April 2020

Types of Student Volunteers			
		Medical Student Volunteers, No. (% of total volunteers)	Total Number of Students
	<i>MS1</i>	32 (18)	140
	<i>MS2</i>	17 (9)	144
	<i>MS3</i>	76 (44)	149
	<i>MS4</i>	18 (10)	124
<u>Graduate Students</u>			
	<i>PhD Student</i>	13 (7)	293
	<i>Masters Student</i>	6 (3)	343
	<i>Post-Doc</i>	5 (2)	584
<u>Nursing Students – PSN</u>		5 (2)	180
<i>Total</i>		172 (100)	

Abbreviations: PSN, Phillips School of Nursing

*Data collected via Volunteer Weekly Submission Form

*Up to date as of 4/22