Volunteers Provide Assurance to Families

The wait during a loved one’s surgery can be long and sometimes worrisome. Volunteers who serve in the Surgery waiting room know this and strive to make families and friends of surgery patients feel as comfortable and informed as possible.

After family members complete the waiting room check-in, the volunteer’s primary role is to keep them apprised of any updates during surgery and to be the point of contact with the families should they need to leave the area. Volunteers work closely with the Surgery nurse liaison to ensure there is good communication at all times. Knowing when to connect the family with the surgeon for a post-surgery conference is also an important part of their work. Through the issuance of pagers, volunteers are able to notify families and direct them into an assigned room. An electronic tracking board also assists families with patient updates.

Beginning May 30, we are introducing student volunteers to this area. Because of an increase in weekend surgeries, a pilot program during the summer months will help determine if there is a need to staff the surgery waiting room seven days a week versus Monday through Friday.

Volunteers Invited to Attend All-Employee Meetings

Volunteers are welcome to attend the next all-employee meetings, June 6-8, in the Pozez Education Center Auditorium, Stormont Vail Hospital.

Tuesday, June 6
10:30 a.m. & 2 p.m.

Wednesday, June 7
7:30 a.m.

Thursday, June 8
10 a.m. & 2 p.m.

Tom Wallace, Surgery waiting room volunteer.

The Surgery waiting room volunteer team comprises 12 adult volunteers and four student volunteers: Lue Anderson, DeeDee Clifton, Don Daniels, Kay Dittmer, Ardith Griffin, Barb Hendrix, Peg Howard, Carolyn Jones, Mona Miller, Susan Morris, Mary Sheldon (sub), Tom Wallace and student volunteers Alexis Engholm, Ian McDonald, Trinity Willett and Zach Young.

Volunteering in the Surgery waiting room can be stressful at times but is also very rewarding to the volunteers who know families greatly depend on the communication they receive. Many thanks and appreciation are often extended by the family members to the volunteers for a job well done.
Scrubs2Share Helps Local Agencies

Stormont Vail Health staff donated 562 scrubs tops and bottoms in the Scrubs2Share project that will benefit two local agencies.

Agencies that will benefit from the donated scrubs are the YWCA Center for Safety and Empowerment and Doorstep. The gently used scrubs will be used by those in the community who need them for jobs but cannot afford them.

Thank you to everyone in the clinics and hospital who donated scrubs for the community project. A big thank you also to Auxiliary for providing volunteers to help fold and box the scrubs. Volunteers who helped were Linda Bond, JoAnn Sutton and Vernon Long. Staff of the Health Sciences Library are also to be commended for their assistance with the project.

This was the second and final scrubs donation event to give new life to old scrubs. The events were planned as a way for staff to donate scrubs after a dress code change at Stormont Vail Health. Scrubs donated last fall are being used for surgical and clinical mission trips around the world through the Medical Missions Foundation.

Express Care Midtown Open

Cotton O’Neil Express Care Midtown, 909 S.W. Mulvane St., opened for patients on May 15. Clinic hours are 9 a.m. to 8 p.m. weekdays and 11 a.m. to 5 p.m. on weekends. Physicians and advanced practice providers at the clinic will provide the same services as the other Express Care locations around Topeka, including X-ray and labs. Patient parking is on the south side of the building.

Tracking Your Volunteer Hours is Important

Every so often we remind you of the importance of making sure you receive credit for the hours of service you provide to Stormont Vail Health as a volunteer. There are many reasons we ask that you honor this request in being diligent in reporting hours. Why is it important?

- Emergencies sometimes arise during the course of volunteering. If you are not signed in, Volunteer Services staff may not be aware that you are here and cannot assist in the event of an emergency.
- If you had an accident while volunteering, official documentation indicating that you are onsite makes the process to cover you for insurance much easier.
- It is important to us that we recognize you for your contributions and also track years of service.
- Lastly, one of the measurements of the volunteer program is the ability to accurately track volunteer contributions to the organization.
- Your volunteer hours are recorded each month, and a report is prepared for review by health administration. It allows us to justify new equipment, staffing and other funding associated with operating the volunteer program.

We appreciate your help ensuring that our statistics accurately reflect the good work you do at Stormont Vail. Thank you.
Welcome Students!

Summer Youth Program Continues Tradition Begun in 1950s

When the hospital began a volunteer program in the early 1950s, a dozen or so volunteers aged 13-17 were referred to as “candy stripers” for the girls and “red coats” for the boys. More than 60 years later, the youth program is still going strong at Stormont Vail and has grown from a handful of students to almost 200 students who will participate in the 2017 summer program coming from local and outlying middle and high schools and colleges.

Today’s student volunteers participate in the youth or student program, and the traditional candy striper pinafores and red coats are long gone and replaced with a more casual uniform – a logo polo shirt. Each year, the program expands, from new opportunities in departments that have not utilized volunteers to those departments that look forward to having this volunteer group during the summer months. We will be piloting three new service areas this summer: Cotton O’Neil Cancer Center, Design & Construction and Pain-Endoscopy. Because of the high volume of applications, the program officially closed on May 1.

The 11-week session always creates a lot of energy from the youth volunteers as they often are experiencing a first look at the health care industry by carrying forth their assigned duties and supporting staff. A majority of participants already have an interest in pursuing health care careers. Students are required to complete the same criteria as adult volunteers.

Adult Volunteers Assist with Onboarding Students

The student summer program brings many short-term volunteers to the hospital and clinics, and the timeline to onboard them so that they meet all of the requirements takes considerable effort from a lot of people. Jeanne, Marilee and I could not do it alone and depend on willing volunteers to assist us with ensuring that every student has received an interview and completed required documentation and attended an orientation. We wish to thank the following volunteers who assisted with onboarding the summer volunteers: Isaac Erwin, Larry and Bev Beam, Richard Allen, Linda Bond, Jane Patrick, Mary Beth Peterson, Jan & Nancy Sides, Earl & Emmi Homman, Tom Wallace, and Melody Forbes.

Celebration for Volunteers

Invitations will be mailed in June for the Celebration for Stormont Vail Volunteers on Friday, July 14, in the Pozez Education Center. Hope you can be there!

A list of 2017 summer volunteers will be published in the July newsletter. Please welcome our future caregivers to Stormont Vail Health!

Calendar of Events

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Information</th>
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<tbody>
<tr>
<td>May 30</td>
<td>First Day of Summer Volunteer Program</td>
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<tr>
<td>June 1</td>
<td>Auxiliary membership renewals due</td>
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<tr>
<td>June 6</td>
<td>New Volunteer Orientation – 9:45 a.m.-noon – Gault-Hussey, second floor, Pozez Education Center</td>
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<td>June 7-9</td>
<td>Auxiliary Book Fair – Main Entrance</td>
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<td>June 13</td>
<td>Auxiliary Executive Committee – 9:30 a.m. – Volunteer Conference Room</td>
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<td>June 21</td>
<td>New Volunteer Orientation – 5:15-7:30 p.m. – Volunteer Services</td>
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<td>July 14</td>
<td>Volunteer/Auxiliary Summer Celebration – serving times: 11:45 a.m.-1 p.m. &amp; 4:30-5:45 p.m. (invitations will be sent to all active volunteers and auxiliary members)</td>
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<td>July 19-21</td>
<td>Auxiliary Gift Shop Summer Sale – Pozez, 1st floor</td>
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<tr>
<td>July 20</td>
<td>Auxiliary Lunch and Learn Meeting – 11 a.m.–12:15 p.m. – ACC 8 – Population Health; Amy Kincade, vice president, Population Health Management, Stormont Vail Health</td>
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<td>Aug. 11</td>
<td>Last Day of Summer Volunteer Program</td>
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<tr>
<td>Sept. 7-8</td>
<td>HAK State Conference – Overland Park</td>
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<td>Sept. 28-29</td>
<td>Auxiliary Uniform Sale – Pozez Education Center</td>
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<tr>
<td>Oct. 5</td>
<td>Auxiliary Annual Meeting – 11 a.m. – ACC 8</td>
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Volunteer Goes Extra Mile for Patient in Need

During a recent morning shift at the North Tower Customer Resource Center, Jean Braunsdorf was approached by an employee who was trying to help a visitor. It was determined that a visitor had been dropped off at the hospital but it was discovered that the visitor's appointment was with a doctor who was not located at the hospital but was “down the street.” The visitor, who was elderly and had much difficulty walking, decided to set out on foot so that she could try to make her appointment. Realizing that the visitor may not even make it to her appointment because of mobility issues, Jean stepped in and got the visitor to her destination. This is just one example of how Small Moments can impact the people we serve. Thank you, Jean, for going above and beyond your assignment and ensuring that this visitor was safely delivered to her appointment.

NOTE: It was later determined that the Security department will assist in situations like this if the transport is in close proximity to the hospital.

New Volunteers

In addition to the students who have joined our team during the summer months, please also welcome these individuals.

- Mariel Dryton – NIC
- Darci Beckler – Senior Diagnostic Unit
- Amber Landwehr – NIC
- Julie Munker – NIC
- Darlene Whitlock – Trauma
- Sharon Long – NODA (additional assignment)
- Linda Clark – NODA
- Haley Salmon – NODA
- Richelle Logan – NODA
- Colleen Smalley – NODA
- Diana Stroup – NODA
- Carol Kampsen – NODA
- Geera Maru - NODA
- Linda Moriarty - NODA

Auxiliary Donates Gift Basket for Health Care Week

Joining in the celebration to honor employees during National Health Care Week, May 8-12 at Stormont Vail, the Auxiliary donated a basket of goodies. The week is a celebration of health care history, technology and most important, employees. Created by Cathy Hebert, a Gift Shop employee and former volunteer, the filled basket was created from items from the Auxiliary Gift Shop.

News & Notes

Continuing Education Grants Awarded

The Stormont Vail Health Auxiliary and Stormont Vail Foundation recently awarded continuing education grants for the second quarter of 2017 totaling $13,147. The grants support training opportunities for employees to gain new or enhanced skills. The Auxiliary awarded grants totaling $5,702. Recipients were Teresa Faust and Tamara Heine, Baker School of Nursing; Julie Johnson and Barbara Littrell, Diabetes Learning Center; and Kathleen Kinsler and Carrie Benson, Rehabilitation Services. The Foundation awarded grants totaling $7,445. Recipients were Toni Wendling and Monica McKay, Patient-Centered Medical Home; Elizabeth Piper, Cotton O’Neil Pediatrics; Michelle Warren, Pulmonary; Billie Webb, Radiology; and Martha Hill and Francine Matthias, IV Therapy.

Book Fair Around the Corner

The second book fair for 2017 is scheduled for June 7-9 in the Main Entrance lobby of the hospital. This event, sponsored by the Auxiliary, brings employees, volunteers and visitors an opportunity to purchase quality books and other merchandise at affordable prices. Schedule is 10 a.m. to 7 p.m. on Wednesday, June 7; from 7 a.m. to 5 p.m. on Thursday, June 8; and from 8 a.m. to 3 p.m. on Friday, June 9. The remaining book fair for 2017 is Oct. 25-27. The Auxiliary appreciates your support. Proceeds allow for funding of department and patient needs, educational support and new equipment.

New Volunteer Services Brochure Launched

Check out the kiosk outside the Volunteer Services department to see the new brochure that features Stormont Vail’s volunteer program. A thank you to the Marketing & Communications department for developing the new design and printing. The brochure will be used for recruitment and awareness of the opportunities to volunteer. Melody Forbes, a Gift Shop volunteer, and three other volunteers, Sharon Long, Sheila Hill and Tom Wallace, provided testimonies about the reasons they volunteer. Stop by and pick up a brochure, and give it to a friend or acquaintance who might be interested in volunteering!