

# volunteer voice

*A publication for Stormont Vail Auxiliary members & volunteers*

● April 2018 ●



## Thank You, Volunteers

As we celebrate National Volunteer Week in the upcoming days, it is an honor to express thanks for the tremendous work you do as a Stormont Vail Health volunteer. On behalf of our leadership team, physicians, employees and especially our patients, our sincere gratitude goes to you for playing an integral role in serving our organization in a manner that is an inspiration to all of us.

Across the nation, organizations that have not utilized volunteers before are embracing the idea that this talented and giving group of community members can serve a definite purpose as well as make an impact on an organization's mission. At Stormont Vail Health, we are very fortunate for the more than 600 volunteers and Auxiliary members who provide support to the many services and programs we offer to the region. Our volunteers impact more than 60 areas of the hospital and clinics, and provide over 45,000 hours of service each year.

Recently, we received recognition from HealthGrades as a recipient of the 2018 Distinguished Hospital Award for Clinical Excellence – the top 5 percent in

the nation. This is the third consecutive year for receiving this recognition for clinical excellence. We are also pleased to be named the Children's Miracle Network hospital for a 15-county area. Funding will be provided through CMN provide and to enhance services for our pediatric patients.

Small Moments, the initiative that supports our culture of providing positive experiences for our patients and families, is going strong. Personally escorting visitors to their destinations and greeting patients with a smile are small but impactful ways you make a difference. As a part of our team, your efforts help us create "small moments" for all those we serve.

Thank you for touching our lives in the many ways that you do. Your kindness greatly assists our care team in providing a positive patient and family experience for all who use Stormont Vail services.

Giving of yourselves is the greatest gift of all.

**Randy Peterson, President & CEO**  
**Darlene Stone, Senior Vice President**  
**& Chief Human Resources Officer**

## Celebrate National Volunteer Week

Volunteers Are the ♥ of Our Team

A weeklong celebration of activities recognizing the service of Stormont Vail Health volunteers and auxiliary members begins in conjunction with National Volunteer Week, April 16-20. Invitations were mailed to all active volunteers and auxiliary members. Following is a summary of activities:

### **April 16-20**

Refreshments in Volunteer Services. Stop by between 8 a.m. – 3 p.m. and enjoy light refreshments.

### **April 16 – May 16**

Coupons mailed to active volunteers for a 25 percent discount in the Gift Shop and a free dessert in the Food Connection. The Auxiliary thanks you for your loyal support.

### **April 11**

Read the Topeka Capital-Journal for the ad featuring our volunteers!

### **April 20**

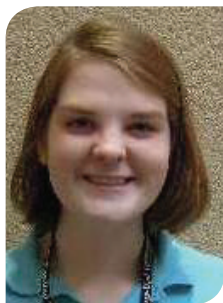
Volunteer and Auxiliary Recognition Dinner, 6-8 p.m. – Pozez Education Center, first floor – Buffet dinner, awards presentation and special guests – RSVP required – jebillin@stormontvail.org or 354-6095 by April 17. Please call today!

# 2018 Auxiliary Scholarship Recipients

In March, the Auxiliary Scholarship Selection Committee awarded six scholarships for 2018, chosen from a field of 15 applicants. The student scholarship program is composed of two \$2,500 scholarships (Maynard Oliverius Leadership Scholarship) and four \$1,000 scholarships awarded each year.

## Frances Befort - \$2,500

Frances received a \$1,000 scholarship in 2017 and is one of our long-term student volunteers who has volunteered for five summers. She has contributed 380 hours of service and volunteered in several areas of the health center, her favorite being Patient Room Service. She is a May 2017 graduate of Hayden High School and attends Washburn University, majoring in Biology. Her academic goal is to graduate in four years and go to medical school. Last semester, Frances earned a 4.00 taking 16 hours. To complement the academics, she is a member and will soon be an officer in the 2018-19 school year of the American Medical Student Association (AMSA) at Washburn.



*Frances Befort*

"Volunteering at Stormont Vail has given me the opportunities to get to know myself and discover a world that I am extremely interested in," Frances said. "When I volunteer, I see daily the passion and dedication health care professionals have for their patients.

It has been truly inspiring to me, and I am invested in my goals of medical school."

## Justice West-Matthews - \$2,500

Justice is well-known to the families of Stormont Vail's Building Blocks Daycare Center, having volunteered there since 2013.



*Justice West-Matthews*

Angela Stous, Building Blocks director, said, "Throughout multiple situations, Justice has proven that she has the skills to be a leader and is determined to take on challenges that are put in her path. When I first met Justice, I talked to her about her future goals. Over the course of the years she has been with us, her dream to become a pediatric nurse never changed."

In just three years as a volunteer, Justice accumulated 723 hours of service. She was presented the Star Among Stars award in July 2015. In May 2016, she was offered a position at Building Blocks, which she accepted. Her pursuit of becoming a pediatric nurse began in May 2017 when she began taking prerequisites for the LPN program at Washburn Institute of Technology.

## Alma Mena - \$1,000

This is the second year Alma has been awarded a \$1,000 scholarship. After graduating from Topeka High School in May 2017, Alma completed her first year at Washburn, beginning in

fall 2017. Alma shares that she has desired a career in health care since she was very young. "I wanted to be a pediatrician, and as children do, changed my mind several times



*Alma Mena*

before ultimately deciding I would love to be a nurse. I enjoy nurturing others and making them happy, and adapt quickly to changes, all good qualities to have as a nurse."

She expresses appreciation for the opportunity to volunteer for the past six years in the Transportation department. Having accumulated 1,300 hours to date, she has had a wonderful experience interacting with patients, nurses and staff in various departments. Alma plans to apply for nursing school her junior year.

## Josie Hutcheson - \$1,000

Josie will graduate from Shawnee Heights High School in May. She plans to use the scholarship money to attend Allen County Community College this fall where she will begin a career path in nursing.



*Josie Hutcheson*

Her mother, who created a home care agency caring for the elderly and disabled, has been a major influence on her decision to

## Scholarships

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become a nurse practitioner with an emphasis in bioethics.

“Volunteering has taught me valuable lessons about the makings of a hospital and the care team. I was exposed to the day-to-day lives of the nurses and other staff. The medical teams exhibited a family-like bond that I hope to have in my future work environment. At the physical therapy center, I learned the dynamics of a provider-patient relationship. My favorite observation was that helping patients heal and recover was only half the therapist’s job. The other half was keeping patients at ease by sharing meaningful conversation with them.”

Before attending Allen County, Josie will have completed more than 30 credit hours with a 4.0 GPA that will go toward her nursing major. After Allen County, she will transfer to Washburn University and enter the nursing program while working as a CNA for her mother’s company. Upon graduating, Josie will complete a master’s program and study to be a nurse practitioner while working as a nurse.

### Alayna Janke - \$1,000

Alayna is also graduating from Shawnee Heights High School in May 2018. She is currently taking college courses to get a head start, and by the end of the 2017-18 school year she will have approx. 40 dual credit classes completed through Washburn University and Allen County.



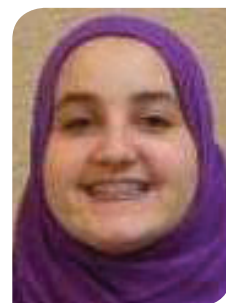
*Alayna Janke*

Alayna currently works as a CNA while attending school. She states, “I enjoy doing this; however, I strive to advance in the career to work with more science. Nursing offers me an opportunity to problem solve under challenging circumstances that directly involves the life of someone else. This is a huge responsibility, but I love the idea of being challenged in a way that will allow me to continue using and expanding my knowledge.”

Alayna volunteered last summer in Radiology and visiting patients in Senior Behavioral Health.

### Mariam Oubaid - \$1,000

Mariam will graduate from Shawnee Heights High School in May 2018. She has been accepted to attend the University of Missouri – Kansas City in the fall. Mariam plans to earn a bachelor’s degree in biomedicine then apply to medical school at the University of



*Mariam Oubaid*

Utah in pursuit of becoming a trauma surgeon. Mariam would also love to get connected with organizations such as Doctors Without Borders or the U.S. Army to help bring care to refugees in war zone countries. Mariam said, “There are a lot of people overseas that really need extra medical attention and do not have the resources that we do. It would be the best way for me to give back to society and make the world a better place.”

Mariam has volunteered at Stormont Vail for more than three years and accumulated over 300 hours of service.

## Distinguished Auxilian Nominations Sought

It is time to submit nominations for this year’s Distinguished Auxilian award. Consider nominating a member that is:

- A leader by example – not necessarily by position or title
- A provider of distinguished service as an auxilian.
- An Auxilian who makes or has made a significant contribution to Stormont Vail patients, families or staff.

Nomination forms are available in the department kiosk outside Volunteer Services, or by email to committee chair Vanita Hunt, [vanita\\_hunt@yahoo.com](mailto:vanita_hunt@yahoo.com) or [volunteerdept@](mailto:volunteerdept@)

[stormontvail.org](http://stormontvail.org). If you have nominated an individual in prior years but they have not been selected, please complete a new nomination form in order to have the most updated information.

The committee will review all nominations and select two nominees. Those nominees will be submitted to the Executive Committee for final selection, and the awardee will be announced at the annual meeting in October. The deadline is April 30.

# News & Notes

## Volunteer Absences - Policy Reminder

Dependable, scheduled attendance is vital to the success of our volunteer program. If you are unable to be here, please contact your department liaison to volunteers and Volunteer Services. If you need to call after hours (evenings and weekends) you can leave a message or email [volunteerdept@stormontvail.org](mailto:volunteerdept@stormontvail.org). Please do not send an e-mail to a member of the Volunteer Services staff – the general email address is best and will ensure that someone will get it in a timely manner. If you volunteer on Saturday or Sunday, please e-mail the department liaison or call the department to let them know of your absence. If you know of absences ahead of time, please contact Volunteer Services at 354-6095 so that we can reflect your leave status on the monthly schedule. Thank you.

## Auxiliary Uniform Sale Results

Many thanks to the auxiliary members that helped with the Uniform/Scrub Event in March. The two-day event was well attended by Stormont-Vail staff and gave them an opportunity to purchase fashion and regular scrubs, comfortable shoes and clogs and other accessories. The auxiliary will receive a percentage of the \$25,876 sold during the two-day event. A thank you to Kathy Davis and the auxiliary group chairs who recruited members to assist. The next uniform sale is Sept. 28-29.

## It's Summertime Soon!

Spring has hardly arrived but before too long, the first day of the summer program will be here. As we begin accepting students for placement in assigned areas, it would be helpful to know if you are planning on taking some time off during the summer months. It is easier to maintain a service during this time with the extra help from our youth so if you have plans to be gone, please call Volunteer Services, 354-6095 and let us know. If you plan to work as scheduled, that is great, too.

## Patient Advocacy Week is April 23-30

Patient Advocacy Week, April 23-30, is the time each year when we can demonstrate the importance of patient advocates in health care. At Stormont Vail, our volunteer patient advocates serve as a liaison between the health center and the patient by providing a brief visit to patients during their hospitalization and identifying special needs

or concerns of the patient. They are also sometimes viewed as the “neutral party” – someone the patient can feel comfortable talking to about a concern they may have. Volunteer patient advocates visit patients in the north and south towers and pavilion, seven days a week. At the end of their shift, they bring back feedback they receive from patients to the hospital's patient advocate supervisor, Ashley Floberg, for any follow-up. In addition, patient advocate employees visit patients during the evening and weekend hours. During this week, we would like to recognize the volunteers who serve in this area and who do a great job representing the hospital – Kembry Gibbs, Wayne Davis, Sondra King, Cheryl Weber, Linda Opat and Sharon Schwartz.

## 'Music, Just What the Doctor Ordered' is April 22

The 11th annual “Music, Just What the Doctor Ordered” fundraiser is scheduled for 3 p.m., Sunday, April 22, at First United Methodist Church 600 S.W. Topeka Blvd. There is no charge to attend. A free will offering will benefit low-income uninsured residents of Shawnee County served by HealthAccess and their community partners. The concert will be emceed by Dr. Mark Synovec and feature musical talents of Drs. Grace Morrison, Steve Crouch, Robert Jacoby, Scott Teeter, Mary Franz, the Dr. Kurt Knappenberger Ensemble, James Ransom, and Dr. Herschel Stroud and His Swinging Friends. Don't miss the fun!

## Volunteers to Receive Special Training

Volunteers who serve in the areas of Surgery Waiting Room, Customer Resource Center, Registration, and Lobby Ambassador are considered in “high-visible, high-touch” positions. An invitation by email was sent to these volunteers to attend one of two special training sessions in April. The purpose of the training session is to further assist them as they meet the needs of the public they serve. Dena Brake, a specialist from the Learning and Talent Development department will facilitate the sessions.

If you have not made your reservation to attend, please email [jebillin@stormontvail.org](mailto:jebillin@stormontvail.org) or contact Volunteer Services, 354-6095 and indicate which session you will attend. Sessions are Monday, April 23, from 1–2 p.m. and Wednesday, April 25, from 10–11 a.m. Both sessions are in ACC# 8 (Administration, 2nd floor).



# Miller Finds 'Right Fit' as Volunteer

Our volunteer in the spotlight this month has a connection with Stormont Vail that spans over many years. Judy Miller began volunteering as a Patient Advocate but had to discontinue when raising a family and working full-time became a priority.



*Judy Miller*

Years later and upon retirement, Judy was looking for opportunities in the community to give back. She returned to Stormont Vail in 2017 to share her talents as a No One Dies Alone companion and a Customer Resource Center volunteer.

"I believe in giving back, and now that I have more time, I have spent so much time with family members as patients at Stormont and appreciate the care and support provided to them, this just

seemed like the right fit," she said.

As a volunteer at the South Tower lobby and stationed by the elevator to Critical Care and Pediatrics, Judy sees many people with high stress levels just looking for a place to eat, enjoy some fresh air or to simply chat. "I love interacting and hopefully easing their stress," she said.

Judy is a lifelong Topekan and owned Team Sporting Goods with her husband, Ron. She was born at the Jane C. Stormont facility, which was located in the same block where they currently live. She has served on various community boards including Presbyterian Manor, March of Dimes and PTO, and is an active member at Westminster Presbyterian Church. Grandchildren and their activities, quilting, cross-stitching and gardening are all interests that Judy enjoys.

## New Volunteers

Please welcome these individuals to the Stormont Vail Health volunteer team.

- Mary McEwen – Single Day Surgery
- Pennee Merrill – Emergency
- Alison Palen – Rehab. Services
- Sarah Erickson – Emergency
- Zion Pewamo – Building Blocks
- Randy Hulsopple – Heart Center Ambassador
- Leah Konrade – Surgery Waiting Room
- Sarah Harrison – Emergency
- Roger Watson – Patient Registration
- Bella Smith – Building Blocks

- Garrett Kern – Periop. Services
  - Jovohnny Remigio - Pediatrics
  - Julia Varnado – Emergency
  - Rebecca Gregory – Pediatrics
  - Steve Koch – Patient Registration
  - Carmita Mejia – Senior Behavioral Health
  - Alyssa Hannon – Emergency
  - Ahmad Qarini – Rehab. Services
  - Riley Fisher – Senior Behavioral Health
- Welcome to the Stormont Vail Health volunteer team!

## Calendar of Events

### April 3

HAK District 1 Meeting – Sabetha

### April 13

New Volunteer Orientation – 5:30 p.m. – Volunteer Services

### April 16-20

National Volunteer Week

### April 20

Volunteer and Auxiliary Recognition Dinner – 6 p.m. – RSVP required

### April 23

Training Session for front-line volunteers – 1 p.m. – ACC 8

### April 24, 26

Onboarding sessions for summer program – 2–5 p.m. - Volunteer Services.

### April 25

Training Session for front-line volunteers – 10 a.m. – ACC 8

### May 8

Orientation for summer program – 4:30–6:45 p.m.

### May 14

Deadline to submit application for summer program

### May 17

Orientation for summer program – 4:30–6:45 p.m.

### May 29

Summer Program – 1st Day

### June 6-8

Auxiliary Book Fair

### July 19

Auxiliary Lunch and Learn Meeting – 11 a.m. – ACC 8; Speaker: Chad Yeager, director, Performance Excellence at Stormont Vail

### Aug. 17

Summer Program – last day

# Stormont Vail Health named Children's Miracle Network Hospital

We are pleased to announce that Stormont Vail Health has been named the new Children's Miracle Network Hospital for 15 counties in Kansas. This is a high honor for our health system and it proves our dedication to children and families in our communities.

Children's Miracle Network works with more than 141 hospitals and foundations to improve the lives of sick and injured children. Since 1983, the organization has raised more than \$5 billion across the United States and Canada.

Children's Miracle Network at Stormont Vail will provide funds for the purchase of pediatric life-saving equipment, invest in critical community health education, and provide financial relief to families with children facing serious health issues.

During the next few months you will continue to hear more about this partnership and ways we can continue to improve the health of children in our community.

## Send Us Small Moments!

We know that every single day, small moments happen at Stormont Vail, whether it is making a patient's day brighter, assisting a family or visitor to find their destination, taking an interest in someone who needs to be listened to, or sharing your willingness to help a volunteer or staff team member. GOOD DEEDS HAPPEN ALL OF THE TIME. We would like to know more about the stories and instances where you create small moments for the people you connect with while serving as a volunteer. As giving as all of you are, it is natural to want to avoid the spotlight. We think it is important to share those stories.

## Parking Policy Reminder

Please follow the parking policy established for volunteers. Volunteers that work at the hospital are assigned to the parking garage, third level and up. If you are parking on the first level we ask that you change your course by parking where you have been designated to park, unless you utilize a handicapped space. Thank you for helping us alleviate any parking challenges and helping us provide parking spaces to be more accessible for our patients.