

# volunteer voice

A publication for Stormont Vail Auxiliary members & volunteers

● June 2018 ●



## Message from the Auxiliary President

What a busy month April was! The Stormont Vail Auxiliary had a great contingency of members attending the District 1 meeting in Sabetha on April 3. Emmi Homman, Barbara Brammell, Kerry Storey, Kathleen Harr, Sharon and Vernon Long, Bev Rice and I enjoyed the day. At the meeting we were able to display our scrapbook, submit our application for the Gold Award and brag about our auxiliary! District 1 auxiliaries gave their three-



*Patty Pressman*

minute reports highlighting their individual accomplishments. HAK President, Diana Holloway shared information regarding the state convention in September. Other speakers included a representative from the Kansas Hospital Association and Lori Key, CEO of Sabetha Progressive Health Care. All in all, it was a packed day filled with helpful information. Congratulations are in order to Kathleen Harr, who will become the HAK District 1 coordinator!!



*Attendees celebrate at the Stormont Vail Health Auxiliary and Volunteer Recognition Dinner on Friday, April 20, at the Pozez Education Center, Stormont Vail Hospital.*

April was a month of celebration set aside to recognize and honor our volunteers. I hope you were able to participate and take part in the many planned activities. The Auxiliary and Volunteer Recognition Dinner was an evening filled with collegiality, good food and fellowship. Darlene Stone, vice president and Chief Human Resource Officer recognized the 2017 volunteer milestones and years of service. Special thanks to Bev Rice, Jeanne Billings and Marilee Lowery for all their creative efforts in making the evening so very special. A quote

by Roy T. Bennett and printed on the program sums it up so well, "Do what you love, love what you do, and with all your heart give yourself to it."

I look forward to seeing you at our next Lunch and Learn on July 19 where Chad Yeager, administrative director, Performance Excellence and Quality, will be our speaker.

Enjoy the warm weather and the upcoming summer.

**Patty Pressman, President**



## HAK District Meeting Held in Sabetha

The District 1 meeting of the Hospital Auxiliaries of Kansas (HAK) was held April 3 in Sabetha. Ten auxiliary members represented the StormontVail Health Care Auxiliary at this annual meeting, designed to provide an opportunity for leaders and members at each hospital to learn about legislation affecting health care, and sharing best practices. Each auxiliary president from hospitals presented a 3 minute talk on a new

idea or initiative that their auxiliary initiated in the past year. Several ideas were given by other presenters about new fundraising opportunities and networking opportunities in small groups. Those in attendance were Patty Pressman, Sharon & Vernon Long, Kathy Harr, Kerry Storey, Barbara Brammell, Emmi Homman and Beverly Rice. Next year's meeting will be held at Lawrence Memorial Hospital.

## Welcome New Volunteers

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

- Sharon Reed – Special Crafts
- Julie Varnado – NIC
- Antonio Cabello-Sanchez – Auxiliary Food Connection
- Leah Konrade – NIC
- Heather Neely – NIC, Emergency
- Nancy Edwards – Patient Room Service (new assignment)
- Marissa Diaz – Pediatrics
- Hope Edmonds – Emergency
- Nancy Nelson-Moore – Pediatrics
- Peggy Hanna – Cancer Center Ambassador
- Paula Potts – Environmental Services

Welcome to the Stormont Vail Health volunteer team!

## Reaching Zero: Hand Hygiene in Patient Care

The Centers for Medicare and Medicaid Services (CMS) and the Joint Commission expect all health care providers to follow the World Health Organization's "5 Moments" of hand hygiene before providing direct patient care. The "5 Moments" are before touching a patient; before clean/aseptic procedures; after body fluid exposure/risk; after touching a patient; and after touching patient surroundings.

The major pathway for germ transmission in all health care settings is lack of hand hygiene. The Centers for Disease Control and Prevention estimates that health care providers follow hand hygiene guidelines less than half as often as they should. As of Jan. 1, 2018, the new Joint Commission standard says that if a surveyor sees one clinician fail to

clean their hands one time, the hospital will be cited a deficiency resulting in a Requirement for Improvement. This Standard also applies to the ambulatory care setting.

"Reaching Zero" through effective hand hygiene is a joint effort involving all Stormont Vail Health employees to keep our patient population free of Healthcare-Associated Infections (HAIs) and provide patient safety.

Sources: M. Brockway, 2/28/2018. Department of Standards and Survey Methods, Joint Commission. <http://cleanhands-safehands.com/wp-content/uploads/2018/02/TJC-Whitepaper-CHSH.pdf>

# National Patient Safety Goals: How Do We Meet Each Goal?

The Joint Commission publishes a list of patient safety goals that hospitals are required to have plans to effectively address. As volunteers, we want you to have an understanding of the National Patient Safety Goals and the role you play in helping Stormont Vail Health achieve them.

The National Patient Safety Goals were developed by quality and safety experts based on real events that caused patient harm or death in hospitals across the country and were set forth by the Joint Commission to promote specific improvements in patient safety. By meeting these critical goals, we will provide our patients and their families with a safe and reliable environment of care each and every day.

Here is a list of the National Patient Safety Goals and a little information about each one:

## Prevent Health Care-Associated Infections

- Hand hygiene before and after patient contact.
- Follow contact precautions to prevent the spread of MRSA, VRE and C-diff.
- Scrub the hub for 15 seconds to prevent central line-associated blood stream infections.
- Only insert urinary catheters when needed to prevent urinary tract infection.
- Give pre-op antibiotics to prevent surgical site infections.

## Alarm Fatigue/Management

- Identify which medical equipment alarms are most critical.
- Identify unnecessary alarms.
- Determine needed alarm

adjustments.

- Develop evidence-based policies and procedures.

## Suicide Risk

- Conduct a risk assessment for each patient.
- Keep the patient in a safe environment.
- Provide suicide prevention hotline number at discharge to the patient and or family.

## Prevent Mistakes in Surgery

### Universal Protocol

- Do a pre-procedure verification. The physician marks the site. Perform a “time out” that includes verifying the correct patient, procedure and site.
- A “time-out” is performed before each procedure.

## Patient Identification

Use two patient identifiers before registering a patient; performing any test, procedure or surgery; administering medications, blood or blood components; and collecting blood samples or specimens for clinical testing.

## Timely Reporting of Critical Results and Diagnostic Procedures

- Get critical results to the provider within 60 minutes.

## Medication Safety

- Label medications, containers and solutions on and off the sterile field.
- Use approved protocols for the initiation and maintenance of anticoagulant therapy.
- Provide patient with written information on the medications

the patient should be taking at any transition of care in all settings.

- Explain the importance of managing medication information to the patient when discharged from the hospital or at the end of an outpatient encounter.

## What do these goals mean for volunteers?

Are all of us meticulously observing hand hygiene guidelines to make sure that we AND all those we work with are not spreading infection?

As we work with patients, are we making sure they are safe? Are they a risk for a fall or in a dangerous situation that we can help address?

Are we doing all we can to make sure patients are well informed and involved in the care? Many of our volunteers work directly with patients. All of us can help assure our patients and their family members have all the information they need and get their questions answered.

All of our volunteers can help facilitate communication across the entire team. When we are aware of gaps in communication or information, we should feel free, and even obligated, to let other caregivers know. A volunteer could make a great difference in a patient's outcome by letting others know about issues you see.

All of us can help make the hospital a safer place for those we serve. Stormont Vail volunteers are among the best anywhere. You should feel empowered to act on behalf of our patients to keep them safe.



# Review Weather Plan Before Storms Hit

Even though severe weather can occur anytime during the year, we are in the midst of prime severe weather patterns. Please review the Severe Weather Plan for Stormont Vail Hospital.

The National Weather Service will issue the official storm (severe wind, thunderstorm, or tornado) bulletins. When Topeka-Shawnee Civil Defense Authority receives a “warning,” it will activate the warning system.

1. The hospital switchboard receives notification from the National Weather Service.
2. The operator receiving the severe weather watch or warning sounds the alert over the loudspeakers five (5) times, using the words, “The hospital has entered into a (thunderstorm watch, thunderstorm warning, tornado watch, or tornado warning).
3. Depending on what service area you are assigned, generally, if a tornado warning has sounded you must relocate to the basement of the hospital toward the tunnel area (Vail Building – between North and South towers, basement level) and wait until you are notified of the “All Clear.”

If you don't recall where the tunnel is, please take a few minutes the next time you volunteer to look for it. If you need assistance, don't hesitate to contact Volunteer Services. Remember: Please don't put yourself in danger or do something you are uncomfortable doing.

## Clinical Research Center Offers Free Memory Screenings

Memory screenings are recommended for anyone age 50 and older who is concerned about memory loss. If you are experiencing the warning signs of memory loss or believe you are at risk because of a family history of dementia, the Cotton O'Neil Clinical Research Center is offering free, confidential memory screenings. Call the center at (785) 368-0744 to set up an appointment. The screening takes about 20 minutes to complete, and a copy of your results can be made available to your primary care provider.

## Welcome Student Volunteers!

Students from local and nearby school districts will begin their first day as Stormont-Vail volunteers on Tuesday, May 29.

We are excited to have another great group of students – middle school through college-aged that have chosen to spend time at Stormont Vail this summer. We give a warm welcome to those students who are new to the program as well as welcome back the students who have returned for another summer. As of this printing, we are expecting about 150 students to participate in the 12-week program.

Students share a variety of reasons to volunteer – to have activities planned throughout the summer break, to gain experience for future employment, to further their interest and learn about careers in health care, to satisfy community service requirements for school, and above all – to do something meaningful – all while helping others. It is a real testament to the staff that work with these students that a good percentage of them – 40-45 percent – return for more than one summer. Students will be volunteering in numerous areas including patient care units,

Radiology, Kanza Rehab, Lobby Ambassador, Food Connection, Gift Shop, Emergency, Building Blocks and Infusion, to name a few.

Students are required to complete the same criteria established for adult volunteers. Please join us in supporting their service during the summer months, and thank you in advance for assisting in orienting and training this corps of student volunteers. It would not be possible to coordinate this program without everyone's help and cooperation. A list of the 2018 summer volunteers will be published in the July newsletter.

We extend a special thank you to adult volunteers Emmi Homman, Jan & Nancy Sides, Mary Beth Peterson, Bev & Larry Beam, Jane Patrick, Martha Granger, Barbara Mosher, Richard Allen, Melody Forbes, Linda Bond, Ione Frank and Ruth Long for helping with the onboarding and orientation sessions. Stormont Vail departments that greatly assist with the onboarding are Employee Health and Lab.

Please welcome them to Stormont Vail – they are our future caregivers!

# Calendar

## June 1

Auxiliary membership renewals due

## June 1

New Volunteer Orientation – 9:45 a.m.-noon – Volunteer Conference Room

## June 6-8

Auxiliary Book Fair – Main Entrance

## June 12

Auxiliary Executive Committee – 9:30 am – Volunteer Conference Room

## June 21

New Volunteer Orientation – 5:30 – 7:45 pm – Volunteer Conference Room

## July 13

Auxiliary Lunch and Learn Meeting – ACC 8 – 11 a.m. – 12:15 p.m. Topic: “Performance Excellence at Stormont Vail Health, Chad Yeager, speaker. Learn about many of the activities to improve patient care and the patient experience. Light lunch served – no RSVP required

## July 16-21

Volunteer Recognition – Frozen Treat Week! – Volunteer Workroom

## July 25-27

Auxiliary Gift Shop Summer Sale – Pozez, 1st floor

## Aug. 17

Summer Volunteer Program – last day

## Sept. 6-7

HAK State Conference – Overland Park

## Sept. 27-28

Auxiliary Uniform Sale – Pozez, 1st floor

## Oct. 4

Auxiliary Annual Meeting – 11:00 am – ACC 8

## Oct. 17-19

Auxiliary Book Fair – Main Entrance

# Magnet Site Visit Is July 24-26

Stormont Vail Health is working toward its third consecutive Magnet Designation from the American Nurses Credentialing Center for nursing excellence.

That’s a pretty big deal. Only three percent of the hospitals in the country have ever accomplished a third-straight Magnet designation. We are working diligently to join that elite group.

As part of that quest, three Magnet appraisers will be visiting Stormont Vail from July 24-26. That means you’ll be seeing and hearing a lot about Magnet initiatives in the next few weeks. Preparing for a Magnet visit is part of the continuous readiness process that we strive to have in place; just as we always want to be prepared for visits from surveyors from Joint

Commission or other accrediting groups.

For readiness, we want to make sure all staff members are comfortable, confident and prepared for the visit. With Magnet appraisers, it will be the time to share the great care we provide to our patients and visitors. Our time to tell our Magnet story, our Small Moments culture, and all of the ways we care for our communities.

We are one of 475 Magnet organizations in the world. Being Magnet means we strive for a healthier community, better results and better care. We support nurses and staff to be engaged and motivated to provide the best of care. We collaborate and coordinate to create a culture of safety and quality.

## Volunteers Invited to Attend All-Employee Meetings

At Stormont Vail Health, you are a very important part of our team. Therefore, it is important that you stay informed about current information related to our organization. It is because of your support that we top the list of Kansas hospitals for outstanding performance and services. Hear from members of the Operating Committee about the major happenings of our health care system and the difference you make daily in the lives of our patients, visitors, guests and the community.

### Tuesday, June 5

- 10:30 a.m., Pozez Education Center, Stormont Vail Hospital, Topeka
- 2 p.m., Pozez Education Center, Stormont Vail Hospital, Topeka

### Wednesday, June 6

- 7:30 a.m., Pozez Education Center, Stormont Vail Hospital, Topeka

### Thursday, June 7

- 9 a.m., Pozez Education Center, Stormont Vail Hospital, Topeka
- 3 p.m., Pozez Education Center, Stormont Vail Hospital, Topeka

# News & Notes

## New Menu Items in Food Connection

Check out the new menu items in the Auxiliary Food Connection! Chris Jennings, manager, and his team have developed a new line of salads and wraps that are being offered every day instead of as monthly specials. Two of the more popular salads are the Buffalo Chicken Salad – crispy chicken covered in buffalo sauce, spring salad greens, bacon bits, feta cheese crumbles, pico de gallo and tortilla strips, or the Asian Salad – crispy chicken, spring salad greens, mandarin orange slices, pineapple, red bell pepper, dried cranberries, sesame seeds, green onions, cilantro and wonton strips. Try the Thai Peanut wrap which consists of shredded cabbage, red bell pepper, edamame, cilantro, green onions, peanuts, wonton strips and peanut sauce in a whole wheat tortilla. Visit the Food Connection, Monday through Friday, 7 a.m.-7 p.m. The Food Connection team is eager to serve you!

## With Sympathy

We extend our sympathy to the family and friends of Paula Downey, a Stormont Vail volunteer and Auxiliary member of Group 6. Paula died unexpectedly on April 24. Paula volunteered at the Customer Resource Center as well as special assignments. She loved her most recent special assignment in the Talent Acquisition department. Paula received an award for 15 years of service the Friday evening before her death. We miss her.

## Don't Forget to Sign-In and Sign-Out

Please remember the importance of signing in and out at the computer time and attendance stations. For student volunteers, the sign-in station is in Volunteer Services (weekend volunteers sign in at the north tower). For adult volunteers, the time stations are at the north tower lobby and Volunteer Services.

## Auxiliary Sponsors Fundraiser

The Stormont Vail Health Care Auxiliary is sponsoring the upcoming Books are Fun Book event June 6-8, 2018 in the main entrance lobby. You are invited to attend this sale. If you have never attended the sale you will be pleasantly surprised at the value and selection. If you have been a consistent shopper, you already know that it is a great event. High-quality books are on sale at a 40 to 70 percent discount

and include a wide selection of children's books and best-seller titles. The Auxiliary offers the book fair three times per year. The proceeds from the sales support designated projects throughout the health center including funding of department requests at the end of each fiscal year. You will want to make a special trip to attend if you don't volunteer on these days. Hours of the sale are June 6, 10 a.m.-5 p.m.; June 7, 7 a.m.-5 p.m.; and June 8, 7 a.m.-3 p.m. Cash, credit card and payroll deduction for employees will be accepted.

## Patient-Focused Elevator Etiquette

Please be aware that when riding in the staff elevators patients always come first. If a patient is being transported through the hospital via the elevator, please always let the patient have the elevator space if space is limited. Stormont Vail employees and volunteers already riding in an elevator should exit and wait for the next one when a patient needs to get on. Employees and volunteers are encouraged to use the stairs whenever possible to cut down on elevator wait times and congestion.

## Volunteer Week Was Packed with Activities

It was a GREAT volunteer week! National Volunteer Week was celebrated this year April 16-20. The main event was the recognition dinner and program April 20 in the Pozez Education Center. More than 175 volunteers and auxiliary members attended with special presentations given by Darlene Stone, Senior VP and Chief Human Resource Officer, Patty Pressman, Auxiliary President, Barbara Brammell, Auxiliary Past President and 2017 Distinguished Auxilian, and Kendi Knox, Department Liaison in Neonatal Intensive Care. Volunteers and auxiliary members were also recognized for achieving specific hours and years of service. The top recipients for hours of service went to Emmi Homman for 15,000 and Joy Breeden and Jane Patrick for 35 years of service. See page 7 for a list of awardees.

Departments that utilize volunteers also recognized them in various ways – with lunches, cards, small gifts and many expressions of thanks for all of the contributions you make to Stormont Vail Health. We thank you – not only during Volunteer Week – but every single day you come to the health center to make a difference in the lives of staff, our patients, family members and visitors. YOU ARE THE BEST!!

# 2017 Volunteer Awardees

## 500 Hours

Vicki Arnold  
Linda Bond  
Lois "Jean"  
Braunsdorf  
Karen Eastman  
Gail Estes  
Nadine Gilbert  
Arlene Heere  
Ruth Johnson  
Carolyn Jones

## 1,000 Hours

George Bales  
Larry Beam  
Frank Calvillo  
Pamela "Pam" Carlson  
Lorraine Emler  
Sandra Farris  
Sharon Flint  
Viola Gehrke  
Joyce Mayfield  
Barbara Mosher  
Delores Sykes

## 1,500 Hours

Fiorindo "Rindi"  
Basso  
Melody Forbes  
Ione Frank  
Robert "Bob" French  
Richard "Bob" Frisby  
Barbara Hendrix  
Thomas "Tom" Opat

Richard Schroeder

## 2,000 Hours

Donald "Don" Daniels  
Millie Sears  
Tom Wallace  
Jeanette Wegele

## 2,500 Hours

Linda Combes  
Belyn Ledbetter

## 3,000 Hours

Ardith Griffin  
James "Phil" Hack

## 3,500 Hours

Kay Dittmer  
Mary Hougland  
Mary Lou Williams

## 4,000 Hours

Stan Wilkerson

## 6,000 Hours

Martha Granger

## 7,500 Hours

Jon Seley

## 9,000 Hours

Lois Jones

## 11,500 Hours

June Mitts

## 13,000 Hours

Joy Breeden

## 15,000 Hours

Emmi Homman

## 5 Years

Richard Allen  
Joy Barnes  
Ken Bartel  
Carol Benoit  
Wolf Blaser III  
Marcia Cobb  
Karen Eastman  
Sandra Farris  
Marcia Fox  
Linda Fricke  
Richard "Bob" Frisby  
Karen Geier  
Patricia "Pat" Hamm  
Marilyn Holland  
Ruth Johnson  
Michelle Kucera  
Joyce Mayfield  
Alma Mena  
Judy Moler  
Barbara Mosher  
Carol Murrell  
Maynard Oliverius  
Linda Opat  
Dani Patterson-Kash

Christine Peterson  
JoAn Rauckman  
Stacy Ricks  
Marilyn Robbins  
Richard Schroeder  
Millie Sears  
Pam Trusdale  
Hayley Valdivia  
Lou Wanamaker

## 10 Years

Susan Beard  
Heather Birkbeck  
Evelyn Brannock  
Sue Brown  
Lisa Carlton  
Helen Crow  
David Cunningham  
Linda Falley  
Lynda Farwell  
Sharon Flint  
Sharon Fricke  
Anita Fry  
Kevin Han  
Rhonda Han  
Bonnie Harvey  
Peg Howard  
Sarah Kastner  
Lenora Kinzie  
Wanda Lawson  
Betty Lippe  
Nan Lloyd  
Karlene Lockard  
Joyce Lutz  
Jane Mackey

Lloydene Martin  
Patricia McGivern  
Elizabeth Munns  
Gina Ochsner  
Kent Palmberg  
Ed Patrick  
Carol Perry  
E. Lou Probasco  
Dorothy Rice  
Debra Ricks  
Don Schepker  
Margaret Schepker  
Clista Seals  
Judy Ann Somers  
Ken Stone  
Jill Straub  
Char Taggart  
Paula Taylor  
Loren Tompkins  
Barbara Watkins  
Rochelle "Shelley"  
Waugh  
Carol Wheeler  
Joann Wilcox  
Mary Lou Williams  
Robert "Bob"  
Worthington

## 15 Years

Viola Beall  
Linda Combes  
Paula Downey  
Barbara Haney  
Joanne Harrison  
Doris Hedberg

Mary Hougland  
Jan Kobach  
Nancy Lewis  
Katharine "Jean"  
McElroy  
Viola Megill  
Catherine Ross  
Janet Roth  
Alicia Salisbury  
Nancy Sharp  
JoAnn Sutton  
Joy Thomas  
Opal Wheeler  
Cathy Wrenick

## 20 Years

Arlene Crawford  
Sonja Feist  
Pam Ferrell  
Viola Nott  
Opal Redwine  
Inez Smith

## 25 Years

Martha Benignus

## 35 Years

Joy Breeden  
Jane Patrick

## 10 Tenets Set Stage for Caring Culture

As we continue to make a difference at Stormont Vail, our 10 tenets are a reminder of our caring culture:

1. We understand that each and every one of us is part of the patient experience, regardless of whether we have direct patient contact or where in the Stormont Vail system we work.
2. We take time to observe our surroundings and look for opportunities to connect with others.
3. We acknowledge people in our space by smiling and, if appropriate, saying hello.
4. We don't point, we walk our guests to where they want to go whenever possible.
5. We always look people in the eye and introduce ourselves by name.
6. We don't use cell phones for personal business while in public work spaces.
7. We are sensitive to the conversations we have in places where we can be overheard by others (elevators, waiting areas, etc.)
8. We all own patient safety no matter our role in patient care.
9. We are devoted to creating an environment that treats all people with compassion, dignity and respect.
10. We reject any behaviors that are less than caring – such as backbiting, gossip or any insensitivity directed toward or about any other human being.

**"The 'good stuff' happens during Small Moments – the exchange of a sincere smile, a generous offer to help, a knowing hand on the shoulder – there is real significance in the simplest of acts, and they're now just part of how we do things and how we connect with others."**

*Mary Martell, director,  
Cotton O'Neil Clinical  
Research Center*