

volunteer voice

A publication for Stormont Vail Auxiliary members & volunteers

● September 2018 ●



Thank You

As I reflect on my year as president of the Stormont Vail Health Auxiliary, I hold so many good thoughts. First and foremost, the work and dedication of our volunteers is outstanding. The educational programs presented at our auxiliary



Patty Pressman

groups and quarterly general auxiliary meetings are top notch and are our vehicle for keeping up with medical advances and resulting changes at Stormont Vail. We truly have many great projects here at Stormont Vail, and this is possible thanks to our many volunteers and auxiliarians. I am grateful for the work, help and assistance I received from Beverly Rice, Jeanne Billings and Marilee Lowery, and all of you.

In closing out my term, I send my very best wishes to our president-elect, Vernon Long, and his executive team for the upcoming 2018-19 Auxiliary year.

Sincerely,

Patty Pressman, President



Frozen Treats Becoming Tradition

A recent week in July brought many volunteers to the Volunteer Services department to share in a frozen treat during the summer heat. Volunteers enjoyed taking a break at shift's end to stop by and say hello to

Volunteer Services and to give us the opportunity to thank them for their service. This is becoming a popular event and we think it might need to become a tradition now! Thank you to all who participated.



Musician Brings Healing Sounds to Patients

The value of therapeutic music in patient care has long been recognized as an effective way to alleviate anxiety and provide a comforting presence to patients who are seriously ill or actively dying.

This summer, the Palliative Medicine & Supportive Care team welcomed Allen McFarlane as he served his practicum toward becoming a certified music practitioner through the Music for Healing and Transition Program Inc. MHTP certifies many different types of instrumentalists as well as vocalists.

"It has been a valuable learning experience," Allen said. "I have learned how to approach patients, how to apply therapeutic music to their condition or disease, and have experienced first-hand how music can affect a patient's health." His chosen instrument is the dulcimer.

After a career in research at the Kansas Geological Survey in Lawrence, several years as a science teacher at Topeka Collegiate, and currently a part-time music educator at Prairie Fire Museum in Kansas City, Allen considers himself a newbie to the field of therapeutic music.

"Certified music practitioners are much more common elsewhere across the country," he said. "Alternative medicine is still relatively new in the Midwest and has not caught on in the hospital setting like in other parts of the country."

He describes his experience this summer as enlightening. He sees three to seven patients per day at the Cancer Center and Intensive Care Unit and says he has felt well-received by the patients and staff.

"The staff look forward to it almost as much as the patients," he said.

A Stormont Vail team member recently shared that his mother-in-law received a visit from Allen during her last days. She talked about his visit to her family and how much calmer his music made her. She requested Allen play at her funeral service, if his schedule would allow. Even though the timing did not work out for this to happen, it was very apparent that the family member was grateful for the



enjoyment and peace his relative experienced during Allen's visit.

As Allen talks about the music he plays, it is interesting to learn that he oftentimes plays the same music or songs but adapts the music according to the patient's condition. For example, for patients with cardiac issues, he plays a steady beat – one that matches a heart beat. For pain and high anxiety patients, he plays to provide a sense of calm. His experience has allowed him to be much more comfortable with improvisation, from simple folk tunes to popular music.

Once he obtains MHTP certification, Allen says he hopes to use his music in a hospital or hospice environment.

With Allen's practicum coming to an end soon, we are so appreciative of his sharing his healing work for the benefit of our patients.

Warm Fuzzies for Kids is Sept. 30

The Warm Fuzzies for Kids blanket event which began in 2017 brought together volunteers that made warm “no sew” blankets for our pediatric patients. This event is sponsored by the Stormont Vail Foundation and the Volunteer Services department.

To replenish the supply of blankets, another Warm Fuzzies event is scheduled Sunday, Sept. 30, in the Pozez Education Center Centennial Rooms. Shifts are 12:30-2:30 p.m. and 3-5 p.m.

If you would like to volunteer for one of the two sessions, contact Volunteer Services at (785) 354-6095 or volunteerdept@stormontvail.org.

If you register by email, include your name, address, age (if 13 and under), phone number and the shift you are interested in attending. Volunteers who are 13 years old and younger must be accompanied by an adult. Project supplies and light refreshments will be furnished. If you have a favorite pair of scissors you would like to use, please bring them.

No Wheelchair? Here's What to Do

Where can you find a wheelchair when you really need one? It can feel like a feast or famine situation. Even though wheelchair inventory has been increased during the past several years, there can be times when a wheelchair isn't readily available for a patient or visitor.

As a volunteer, if you are faced with needing a wheelchair for someone and do not have one readily available, the following steps may help get the patient or visitor to their destination.

1. Contact a lobby ambassador, (Ext. 24847 and say “lobby ambassador”) to see if they can help you find a wheelchair and make arrangements to either meet them or ask them to bring it to you (if you are not able to leave your area, and if they can).
2. As a “last resort,” find out where the patient/visitor needs to go and call that area to let them know you have someone that needs to be transported and you have no wheelchair for them. Would they please send someone with a wheelchair to assist? Most times, a patient care area has wheelchairs on the unit they reserve to discharge patients and can accommodate.
3. As another “last resort,” call Volunteer Services, (Ext. 26095) and we will locate a wheelchair for you.

NOTE: Please do not contact the Transportation department for wheelchair assistance. We appreciate all you do to ensure that we accommodate our patients and visitors' needs. It is a team effort and you are an important player!

Welcome New Volunteers

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

- Monzerrat Lopez Martinez – Emergency Department
- Jhoana Guajardo – Emergency Department
- Noehmi Solis – Emergency Department
- Grace Shore – Neonatal Intensive Care
- Ryan Becker – Auxiliary Food Connection
- Diane Butler – Pediatrics
- Pam Hoyt – Heart Center Ambassador
- Nathan Tipping – Emergency Department
- June Johnson – Perioperative Services
- Paula Potts – Environmental Services
- Sherry Eaker – Patient Advocate
- Faith Jennings – Auxiliary Food Connection
- Linda Benson – Talent Acquisition & Registration
- Debbie Dabney – Cancer Center Lobby Ambassador
- Mona Gambone – Cancer Center Lobby Ambassador
- Pete Kaberline – Registration
- Ellen Ma – Neonatal Intensive Care
- Dylan Dyck – Radiology CT
- Alyssa Harvey – Radiology CT
- Patricia “Trish” Stucky – Cancer Center Lobby Ambassador
- Kylie Krogman – Building Blocks
- Nancy Zima – Registration
- Sandy Biggs – Neonatal Intensive Care
- Tim McCoy - Emergency Department

Welcome to the Stormont Vail Health volunteer team!

Cultural Sensitivity Important for Caregivers

NOTE: At new volunteer orientation, we discuss the topic of cultural sensitivity and diversity. The following article serves as a refresher to our sensitivities toward others.

Why do we need to be culturally sensitive? The Joint Commission (TJC) holds health care organizations accountable for addressing and maintaining patient rights. These rights include respecting and acknowledging psychosocial, spiritual and cultural values and how they affect a patient's response to their care.

Health care professionals are entrusted to care for patients as whole persons: body, mind and spirit. The health care approach is interdisciplinary and encompassing. It is important for that approach to be culturally sensitive.

In addition, health care professionals need to be empowered with the capacity, skills and knowledge to

respond to the unique needs of each patient and their loved ones.

When we think of cultural diversity, we often think first of differences in race, gender, ethnicity and age. But diversity comes from many other facts as well. For example, people in our workplace also differ in marital status, education, religious beliefs, parental status, work experience, job position, income, personality and sexual orientation..

With all these differences among workers and volunteers, it is easy to see that diversity is not just about race, ethnicity or gender. Cultural diversity is about all of us. Our differences, however, do not need to bring us into conflict. On the contrary, when we learn to accept and embrace our differences we turn diversity into an asset rather than a potential source of suffering.

We don't become culturally sensitive or competent overnight. It is a process

that takes time, attention and self-awareness. Unless we can identify and then step outside our own framework, it can be difficult for us to understand another person's point of view. It is the recognition of similarities, and a clear commitment to seeing differences as differences and NOT deficits.

As you perform your volunteer work please remember the following tips:

- Accept and appreciate differences among people rather than attempting to ignore, dismiss or "correct" differences.
- Avoid perpetuating in-group/out-group attitudes and behaviors (in which some members of the health care team are treated as insiders, and others are treated as outsiders).
- Acknowledge the strengths and weaknesses of each individual.
- Appreciate the similarities, as well as the differences, among people.

Importance of Reporting Hours

As the end of the fiscal year comes to a close on Sept. 30, it is important that we collect and report the contributions you make to the health center. One of the measurements of the volunteer program is to include the number of hours you serve as a volunteer. Please note that when you do things for the volunteer program, the Auxiliary or special events for the hospital, it is important you make note of those hours and call or email the Volunteer Services office to report them. If you are unsure if you have reported an event, call

the Volunteer office. We have a computerized record of hours for each volunteer and auxilian. Many of you organize meetings, attend meetings, coordinate volunteer schedules, make phone calls, etc., which need to be reported wo we can get an accurate accounting. This information is compiled and included in monthly, quarterly and annual reports we submit to leadership, and all hours need to be considered.

Call Jeanne Billings at 354-6095 or email jebillin@stormontvail.org today if you have time that needs to be reported.

Flu Season Is Almost Here

From Sept. 27 to Oct. 26, the Stormont Vail Employee Health team will again be offering flu immunizations at no cost to all active Stormont Vail Health volunteers. As an active volunteer, you are required to receive this immunization. Please note that the Employee Health flu blitz does not include the drive-thru flu clinic. If you prefer to receive the flu immunization from your physician or other provider, you must provide us with a copy of the documentation from that visit. If you volunteer at a clinic, you may also receive the immunization from the approved flu champion for that facility. Watch for an announcement in September for dates and times.

Calendar

Through Jan. 10

Accepting applications for school year volunteer program

Sept. 3

Labor Day – Volunteers are not scheduled to work.

Sept. 6-7

Hospital Auxiliaries of Kansas Convention – Overland Park, Kansas

Sept. 11

Auxiliary Executive Committee – 9:30 a.m. – Volunteer Services Conference Room

Sept. 17

Big Hearts Golf Tournament

Sept. 27-Oct. 26

Annual Flu Blitz for active volunteers

Sept. 30

Warm Fuzzies for Kids – Centennial Room, Pozez Education Center

Oct. 4

Auxiliary Officer Orientation – 9:45-10:30 a.m. – ACC 8

Oct. 4

Auxiliary Annual Meeting – 11 a.m. – ACC 8

Oct. 17-19

Auxiliary-sponsored Book Fair – Main Entrance

Oct. 29-Nov. 2

Fall Thank You to Volunteers – Stop by Volunteer Services from 9 a.m.-3 p.m. this week to share cider and treat with us!

Nov. 5

Auxiliary Gift Shop Holiday Open House

How to Direct Patient Advocate Inquiries

When a patient or visitor requests the services of a Stormont Vail patient advocate, please ask if it is for financial issues or about the care received.

If it is about financial issues, please contact the patient financial advocates at Ext. 26082. They are available from 7 a.m. to 4 p.m. Monday through Friday to assist patients with applying for insurance, Medicaid and financial assistance. The patient financial advocates may be making hospital rounds or on the phone

with insurance companies. Please let the patient or visitor know that you have left a message and the advocates will contact them.

Any questions or concerns a patient has in regard to the care received while in the hospital, emergency department or a clinic is handled by the patient care advocates. Patient care advocates can be reached at Ext. 26277 and are available from 8 a.m.-7 p.m. Monday through Friday and weekends from 12:30-7 p.m.

Auxiliary Annual Meeting Is Oct. 4

11 a.m., Thursday, Oct. 4 | Administrative Conference Room 8

A light lunch will be served at 10:45 a.m.

- Administrative Update
- Distinguished Auxilian Presentation
- Disbursement of Funds Raised in 2018

- Election and Installation of Officers
- Much More!

Auxiliary members are encouraged to attend this annual event as we celebrate the year's successes and enjoy other members. No RSVP required.

2018-19 Auxiliary Slate of Officers

Thank you to Kathy Harr, chair of the nominating committee and members of the committee. These names will be presented for approval at the annual meeting, Oct. 4.

- President, Vernon Long
- President-Elect, Jane Mackey
- Secretary, Sharon Durkes
- Assistant Secretary, Sharon Long
- Treasurer, Martha Granger
- Assistant Treasurer, Craig Selley
- Parliamentarian, Judy Moler
- Member at Large, Bernie Becker

Patient Room Service Stats

11,548

Number of complementary pads and pens delivered to new patients between Oct. 2017 and July 2018.

Share 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.

News & Notes

Academic School Year Program Open

The Volunteer Services department is currently accepting applications for the academic school year program. Program dates to apply are July 1 through Jan. 10, 2019. Applicants must be at least 14 years of age. To review the program and apply, go to the Volunteer Services section of stormontvail.org. For more information, call (785) 354-6095 or email volunteerdept@stormontvail.org.

Fall Thank You to Volunteers

To show you special thanks and appreciation during the change from summer to fall, we invite all volunteers to stop by the Volunteer Services office from Oct. 29-Nov. 2 for treats and cider.

Auxiliary Bylaws Revisions

The Auxiliary Bylaws Committee has submitted recommendations for changes to the Auxiliary bylaws. Vernon Long, president-elect, chaired the committee. The changes will be voted on by Auxiliary members at the annual meeting on Oct. 4. Contact Volunteer Services to review the changes.

Continuing Education Grants Awarded

One of the projects the Auxiliary supports is the awarding of continuing education opportunities for Stormont Vail Health team members. This past year, the Auxiliary funded \$29,275 in grants. The Continuing Education Grant committee accepts applications from employees to attend offerings that will enhance patient care skills and, as a result, patient care. The committee meets quarterly in conjunction with the Stormont Vail Foundation. After attending the education offering, recipients of the grant provide a summary to the Auxiliary of what they learned.

Thank You for Gift Shop Summer Sale Help

Thank You to all of the auxiliary members and volunteers who worked extra during the Gift Shop's annual summer sale. Between the Gift Shop and the sale location, volunteers and staff sold more than \$10,667 in merchandise during the sale.

Thank you, Summer Volunteers!

As the student volunteers who worked this summer return to school, but we want to again express our thanks to them for a wonderful summer experience. We had the opportunity working with a lot of really great kids and received so many

positive comments from the departments they served. Approximately 60 percent of those participating returned for a second, third, fourth and even fifth summer. Thank you to the parents who consented to giving their children an opportunity to learn about Stormont Vail Health and work alongside our staff. A mailing will be sent to the summer participants by mid-September and will include a certificate of achievement, an evaluation form and fall/winter opportunities.

Medication Disposal Available

Occasionally, people come to the hospital and want to dispose of old syringes or medications that they do not want left lying around their house. People with used syringes may contact Waste Management at 783-0728 for information on where to take them. People with unused, expired, or unwanted medications should take them to the pharmacy where they got the medication from or may take them to the Topeka Police Department Law Enforcement Center at 320 S. Kansas Ave. The center is open 24/7 with a storage container, MEDSAFE, available for disposal. No liquids more than 4 ounces, and no sharps (needles, syringes, etc. or hazardous materials) are accepted there.

In Memory

Our sympathies go to the family of Ann Gay, who died on Aug. 10. Ann was a long-tenured Auxiliary member and volunteer. Ann shared her love of music by playing the piano in the reception area at the Cancer Center for patients, families and friends. Ann exuded kindness to everyone she knew and will be greatly missed.

Labor Day

Don't forget, Labor Day is Monday, Sept. 3. Volunteers are not scheduled to work because it is an observed holiday by Stormont Vail. Be safe and enjoy the day!

Book Fair Event Approaching

Catch the selection of books and miscellaneous items in the main entrance from 10 a.m.-7 p.m. on Oct. 17; 7 a.m.-5 p.m. on Oct. 18; and 8:30 a.m.-3 p.m. on Oct. 19. Typically, this time of the year's sale brings the highest volume of customers as we begin thinking about gifts for the holidays. Cash, credit card and payroll deduction (for employees) will be accepted. This is the third and final book fair event for 2018.