

# volunteer voice

A publication for Stormont Vail Auxiliary members & volunteers

● January 2020 ●



## Auxiliary President's Message

*"The secret of change is to focus all of your energy not on fighting the old, but on building the new" - Socrates*

We are three months into the new Auxiliary year and Socrates has provided sage advice for our 2019-2020 year!

Many of you know that Beverly Rice, our treasured Director of Volunteers, has announced her retirement effective January 17. Representatives from the Auxiliary - Vernon Long, Bernie Becker, Judy Moler and myself participated in the interview and selection process. Sarah Elsen was selected for the position and has already started trying to

absorb Beverly's more than 36 years of Stormont Vail institutional knowledge. I hope that you have the January 16 General Membership meeting on your calendar as we will bid a very fond farewell to Beverly and a warm welcome to Sarah. And yes, we will celebrate with cake!

Another change that went into effect in late December was the retirement of Rexie Evans as the Manager of the Gift Shop and the promotion of Jami Anderson as her replacement. Of course, Jami's promotion leaves a vacancy of Team Leader to fill. More change!

We hosted a Masquerade Jewelry Sale in November as a new fundraising opportunity. It was a fun filled successful two days of raising additional funds to support Stormont Vail Health projects. Thank you to all the volunteers who helped make this new Auxiliary event a success.



In 2020, we will also implement a new, thoughtful way to remember our patients with a seasonal card to be distributed four times a year to patients hospitalized still Stormont Vail. This new activity was established in response to the positive patient comments received in 2018 from the distribution of angels from our Angel Tree Project.

At the HAK meeting in Wichita, we were recognized with the Gold Award, the top recognition given to Auxiliaries in Kansas. Thanks to Vernon Long for his leadership during the year and acceptance of the award on our behalf.

Will there be more change as we move forward? You bet! Thanks to our wonderful Auxiliary members we will be poised to take on whatever is presented to us!

I hope you enjoyed your holidays and spent them with family and friends.

Happy New Year!

Sincerely,  
Jane Mackey, President

# A Thank You from Beverly Rice

It won't be long now before I embark on a brand new adventure fondly referred to as retirement. There are so many individuals to thank for support, mentoring and leadership. And, volumes of unforgettable memories!

I want to express how grateful I am for the opportunity to lead the hospital's volunteer program for so many years. I still remember the first few weeks of the job and thinking, "I am never going to be able to learn all of the volunteers and auxiliary member's names — it's just not possible! But, within a few short weeks, it became easy as I began learning more about each of you and what inspires you to give as a hospital volunteer. What an amazing group of individuals you are and I am thankful for every day I have had the pleasure of working with you. Your interest and commitment in making Stormont Vail a better place goes a long way, and I am certain that the volunteer program and auxiliary will continue to be an integral part of what Stormont Vail Health is about — taking care of those who need our care and services.

I look forward to staying active in the community, connecting with friends and family, and adjusting to a lifestyle that is somewhat unfamiliar to me. I will forever remember your gifts of caring and love. And, I know you will continue to do wonderful things — because that is who you are.



## Community Leader Receives Distinguished Auxilian Award

The annual meeting of the Stormont Vail Health Auxiliary was held on Oct. 3. One of the highlights of this meeting was the announcement of the Distinguished Auxilian Award, an honor that is given to an auxiliary member that has been a leader by example but not necessarily by position or title.

This year's awardee was Jane Metzger, a long-time SVH supporter and community leader. Until retirement, Jane was the executive director of Meals on Wheels for more than 20 years and led the organization to amazing heights. Their fundraiser, Sumptuous settings, raised over \$100,000 annually. She served as the Chair of Meals on Wheels Association of America National Board and has served as the president of the Junior League of Topeka. One of Jane's recent volunteer efforts was to plan and organize a Next to New Sale fundraiser that benefitted the East Topeka Senior Center for more than five years.

Jane served on the SVH Foundation Board of Trustees from 1986-1997. She continued her involvement with Stormont Vail when she joined the Auxiliary in 2003. She is an active member of Auxiliary Group 8, served as auxiliary president in 2015, and is a charger member of the Patient and Family Council.

When the Auxiliary celebrated their 70th anniversary at the spring 2019 membership meeting, Jane willingly agreed to portray Jane C. Stormont in a historic dialogue alongside Bishop Vail played by former SVH Board Chair Harry Craig.

In her acceptance remarks, Jane expressed that we all have talents. Some are able to sit with the dying with the No One Dies Alone program while others watch as the newborns take their first breaths of life. And, others greet visitors and make them feel comfortable in an unfamiliar environment. Jane closed her acceptance by saying that each of us is here because we have purpose...we are not waiting for something to happen, we are making it happen for this organization and ourselves. We are all Auxilians of the Year.

# Welcome from New DVS – Sarah Elsen

I am incredibly humbled and honored to have the opportunity to follow Beverly Rice's footsteps and serve as the new Director of Volunteer Services. As an almost lifelong Topekan, I have always admired the involvement of Stormont Vail Health in the community and the high quality healthcare provided here. The warm welcome I have received from everyone only reaffirms the wonderful culture that exists here.

I have always been passionate about volunteering and have served in many volunteer roles in various organizations' throughout my life — both professionally and personally. Several years ago, I was honored with the Capitol Citizen award for my volunteer efforts.

Many times I have been told "Sarah, if you didn't have to work, you would be busier volunteering!" I live by the quote from H. Jackson Brown Jr. that states "remember that the happiest people are not those getting more, but those giving more." The opportunity to combine my personal passion with my professional experience is truly exciting!

I bring more than decade of leadership, management and public relations experience with both fortune 500 companies and not for profit organizations'. The ability to help lead an organization through additional growth while giving back to our patients and community is a role that will be filled with challenges, but also filled with many celebrations together; all of which I look forward to!

I am anticipating a long and successful relationship with Stormont Vail Health. We have an extraordinary group of volunteers and I am eager to get to know each and every one.

## New Volunteers

The following individuals have joined our volunteer team since the last newsletter issue:

Steve Pontoski	Surgery Waiting Room
Tatum Auclair	Pediatrics
April Perez	Lobby Ambassador
Doug Fisher	Lobby Ambassador
Kevin McLaughan	Pain Management
Marlene Fullerton	NICU
Gabby Martinez	Registration
Natalie Thompson	Emergency
Marilyn Hinchman	NICU
Kacey Valerio	Emergency & Pediatrics
Brayan Nunez-Espinoza	Patient Room Service
Rachelle Kaur	Health Access
Charmaine Kiamco	Health Access
Kourtney Plattner	Radiology
Paige Wilhelm	Periop. Services
Mary Fisher	Customer Resource Center
Peggy Ellis	Building Blocks
Gaylord Kelsey	Heart Center
Alana Kasperek	NICU
Kiersten Harris	Building Blocks
Robert Langland	Emergency
Yazmin DeLeon-Diaz	Periop. services
Angel Poertner	Cancer Center
Jamison Bradley	Customer Resource Center
Katie Madsen	Lobby Ambassador
Lisa Moser	NICU
Carolyn Watson	Surgery Waiting Room
Teray Terry	Endocrinology
Shayna Holman	Rehab Services, Kanza
John Watson	Heart Center Ambassador
Antonio Sanchez	Periop. Services
Carol Ondracek	NICU
Cindy Robins	Customer Resource Center
Sidney Matkovich	Emergency
Sammy Blenden	NICU
Karen Anderson	Pediatrics
Gisela Vega	Rehab Services
Hailey Hall	Pain Management
Cathy Conn	NICU & Cancer Center Piano Player
Elaine Bunten	Rehab Services, Kanza
Jeni Kawakami	Emergency
Emily Hetherington	Rehab Services, Kanza
Betty Wright	Pediatrics

*Welcome!*

# Staff Changes to Start the New Year

There have been several additions and changes recently to the awesome Volunteer Services team:

## Retirement – Rexie Evans, Gift Shop

Rexie, Gift Shop Manager is retiring on Dec. 27 after over two years of service to SVH.

Rexie has a long career in retail and more than 18 years at Truman Medical Center, KCMO before coming to SVH. We hope she enjoys her retirement and express our appreciation for leading the Gift Shop the past two years.

## Promotion – Jami Anderson, Gift Shop

With Rexie's retirement, Jami Anderson has been selected for the manager position in the Gift Shop effective Dec. 29. Jami began in the Gift Shop over eight years ago, starting as the Team Leader and promoted to Supervisor two year ago. Congratulations, Jami!

## Transfer – Sharon Moats, Food Connection

There is a new face in the Food Connection, Sharon Moats. Sharon has been a SVH employee for a number of years, maintained service in the physician lounge and most recently transferred from Laundry Services. Sharon works the 7:00am-3:30pm shift. Welcome, Sharon!

## New Assignment – David Chase, Food Connection

David Chase began work in the Food Connection on Nov. 13. David comes to SVH with many years of experience in the food and retail industry. He works 11am-7:30 pm, Mon-Fri.

We are glad to have him onboard!

## New Assignment – Ann Goodall, Customer Resource Center

Ann is the newest team member at the Customer Resource Center. Ann is a full-time social worker with Kansas Department for Children and Families, weekdays and works Sundays, 8 am – 2 pm at the Main Entrance.

## New Assignment – Maria Guzman-Lawson, Lobby Ambassador

Maria is retiring from the Shawnee County Community Corrections as an intensive supervisor probation officer and has been working as a lobby ambassador Mon-Fri, 5:30 – 7:30 pm.

After Dec. 20, Maria will become a part-time lobby ambassador and work Mon-Fri, 3:30-7:30pm. Happy retirement, Maria and welcome again!

# Auxiliary Funds Department Requests

One of the highlights of the Auxiliary annual meeting is the disbursement of the funds raised by the Auxiliary throughout the year. Vernon Long, outgoing president presented the hospital with a check for \$168,000, which represented 39 requests from departments to fund various needs in those areas. Monies are raised from Gift Shop and Food Connection proceeds, as well as events like the uniform and book sales.

## 2019-20 Auxiliary Officers Installed

The following officers were elected and installed on October 3, 2019:

Jane Mackey	President
Judy Moler	President-Elect
Linda Bond	Secretary
Christine Curtis	Assistant Secretary
Martha Granger	Treasurer
Tanzey Cutter	Assistant Treasurer
Bernie Becker	Member at Large
Parliamentarian	Connie Hubbell
Advisor to President	Vernon Long

These officers serve on the Auxiliary Executive Committee. Other members on this committee include group chairs. They are: Vernon Long, Sharon Long, Christine Curtis, Nancy Rice, Carolyn Jones, Jeanne Elder.

## Holiday Season Begins with Gift Shop Holiday Open House

The Stormont Vail HealthCare Auxiliary Holiday Open House for the Gift Shop was a huge success! We had a generous supply of delicious homemade cookies and bars to supply the cookie table all day. The Gift Shop was ready and packed with wonderful holiday gifts and items and looked spectacular. We delivered over 30 cookie trays to the various departments for the evening staff! Thank you to all who baked, made cookie trays, served, assisted in other ways and delivered cookies to the staff. There were lots of smiles and appreciations expressed! It was a fun kick off to the holiday season!

**Jane Patrick and Sherri Eastman,**  
co-chairs

## Auxiliary Food Connection Receives an Upgrade

If you have been a customer in the Food Connection in recent weeks, you may have noticed that there is an upgrade going on. With Auxiliary funding, new flooring and reupholstered booths have been completed and it looks great! It is a big improvement and we anticipate the upgrade will continue through the upcoming months. It is just like our homes – once you start a renovation, it is never-ending. Thanks to Chris Jennings, manager, Denise Toby, SVH designer, Jane Mackey, Jane Metzger, Vernon Long and Beverly Rice for spearheading the first phase of renovation. Stop by and see the newness the next time you are in the hospital.

## From our Clinic Research Department – An Opportunity to Participate

### KSU Study Invitation to Cancer Center Team Members

Clinical Research Center Seeking “Control” Volunteers for Kansas State University Clinical Trial:

The Clinical Research Center is looking for healthy adult “control” research volunteers matching the specific demographics listed below. If you know of someone who meets the sex/age and who might be interested in being a participant in this single visit research study, please contact Sonjia Clay, RN, at the number or e-mail below.

#### **Volunteers Needed:**

**Males ages:** 71, 79, 55, 57, 54 and **Female ages:** 44

**What:** Kansas State University Research Protocol Microvascular Function in Patients Undergoing 5-Fluorouracil (5-FU) Chemotherapy (and Healthy Adult Volunteer Match Control Group)

**Why?** This is a research project that will determine whether or not 5-FU chemotherapy elicits a decrease in the function of the small blood vessels. Due to advancements in cancer treatments and detection, cancer survival rates continue to rise. However, these increased survival rates have brought to light the negative effects that many chemotherapeutic agents have on the short and long term health of the cardiovascular system. As such, the American Heart Association (AHA) has recently highlighted the need to better understand the harmful cardiovascular effects of chemotherapy. To address this need, the KSU principal investigator, Carl J. Ade, Ph.D., and his team will have volunteers complete non-invasive tests at rest aimed to evaluate the function of small blood vessels in the arm. Procedure include a venous blood draw, blood pressure measurements, vascular function testing using non-invasive ultrasound, and skin blood vessel health using a Doppler sensor.

**How much time does it take?** 60-90 minutes

**How to volunteer:** Contact Sonjia Clay, RN, 270-4939 or [soclay@stormontvail.org](mailto:soclay@stormontvail.org)

## Volunteers To Receive Feedback From Departments They Serve

At Stormont Vail Health, volunteers are considered part of the health care team and are a valuable resource. The Joint Commission, the organization that accredits Stormont Vail Health and numerous hospitals across the country, require volunteers to receive a periodic evaluation of the work they do.

During December 9 – Feb. 14, your department liaison will be reviewing with you the job duties of your volunteer position. We encourage you to take this opportunity to exchange ideas with the liaison in terms of how you “rate” your volunteer work, as well as provide us with feedback on what we can do to improve your volunteer experience. We already know how important you are to the overall delivery of care. The review process provides the required documentation and verification that you are performing a valued service that contributes directly or indirectly to our mission of providing good patient care.

We hope you take this opportunity to give input to your department liaison. What makes you special is that we do have mandatory requirements like reviews to validate your importance. Very few organizations in other industries require ongoing testing and education like health care does.

We appreciate your participation and seek to learn from the information you give us during this process.

## Auxiliary Provides Hospital Center Holiday Decorations

Providing holiday decorations throughout the hospital has been a long tradition that the Auxiliary has provided for the enjoyment of patients, visitors and staff who come to Stormont Vail.

Each year, the Auxiliary partners with a local florist who decorates the halls with garland, colorful wreaths and winter arrangements in the main entrance, lobbies and high-traffic waiting areas of the hospital. Thank you, Auxiliary for providing this service for all of us to enjoy.

## Stormont Vail Auxiliary Offers Scholarships

The SVH Auxiliary Student Scholarship program was designed to financially assist students interested in a health related career. Two scholarship programs are available – the Maynard Oliverius Youth Leadership in Healthcare Scholarship and the Student Volunteer scholarship. Students may submit for one or both scholarship programs.

Previous scholarship awardees can reapply for either scholarship. Students who have applied in the past but were not awarded a scholarship are encouraged to reapply. Please note that scholarships will be awarded once a year after the March 1 deadline.

Scholarship program information including eligibility and criteria are available by visiting [www.stormontvail.org](http://www.stormontvail.org), click on Give and Volunteer, click on About SVH Auxiliary, and Scholarship Information.

A total of six scholarships will be awarded for the 2020 fall semester. Applications must be received no later than March 1, 2020. For questions, contact Sarah Elsen, Director Volunteer Services, [sarah.elsen@stormontvail.org](mailto:sarah.elsen@stormontvail.org), (785) 354-6084.

# Auxiliary Receives Thumbs Up At First Masquerade Jewelry Sale

The Pozez Centennial Room was a blur of excitement as customers perused the inventory of jewelry, accessories and other gift ideas at the first-ever Masquerade jewelry sale sponsored by the SVH Auxiliary. The two-day event was a huge success in terms of FUN, FUN, and more FUN!

All items were \$5 and proved to be just the right time to pick up small appreciation gifts and stocking stuffers. It was so nice watching employees enjoying their “finds” and sharing with one another. A big thank you to Linda Bond, who coordinated the volunteers and to the Volunteer Services staff for providing check-out coverage. In total, over \$4,200 pieces of merchandise were sold – amazing!

The next Masquerade Jewelry Sale will be Nov. 30 & Dec. 1. Mark your calendars!

# Lobby Ambassador Program Celebrates Five Year Anniversary

Ensuring that patients, families and other visitors are greeted and offered assistance at the main entrance to the hospital and other clinic locations is the goal of the lobby ambassador program, a service that was implemented November 2014.

With the focus on providing a good experience for everyone who enters the facilities, the lobby ambassadors' role has evolved in the past five years. Our population has become less ambulatory and the need for a kind and friendly face to assist people to and from their destination is as important as ever. Ambassadors also notify hospital personnel in the event of injuries observed upon entering the building, equipment malfunctions, and weather conditions, to name a few.

The program is supported by a team of four employees and 12-15 volunteers who provide assistance from 7 am – 7:30 pm, Monday – Friday at the main entrance and 8:30am – 2:30 pm at 823 Mulvane.

Lobby ambassadors can be reached for return escorts (visitors returning to the main entrance upon visiting a patient) through Vocera, and saying, Lobby Ambassador.

Thank you to our dedicated team of ambassadors. You greatly contribute to the SVH culture of care and compassion for all.

# 2020 Auxiliary Fundraising Dates

The SVH Auxiliary is excited to announce the following events for the SVH team of employees, volunteers, and other providers in 2020:

**Feb. 19-21**

Collective Goods Sale – Main Entrance

**March 12-13**

Uniform Sale - Pozez

**June 17-18**

Collective Goods Sale – Main Entrance

**Sept. 17-18**

Uniform Sale - Pozez

**Nov. 30-Dec.1**

Jewelry Sale - Pozez

# Dates for Your Calendar

**Dec. 9 – Feb. 14**

Volunteer Evaluations for all active volunteers

**Jan. 7**

New Volunteer Orientation – 9:45am-12 noon

**Jan. 16**

Auxiliary Lunch and Learn Meeting – 10:45 am – 12 noon – ACC 8

A light lunch is served – no RSVP required

**Jan. 23**

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

**Feb. 19-21**

Auxiliary Collective Goods Sale

**March 12-13**

Auxiliary Uniform Sale

**March 19**

Auxiliary Lunch and Learn Meeting – 10:45 am – 12 noon – ACC 8

**April 7**

HAK District 1 Meeting – Coffey County Hospital – Burlington, KS

**April 19-25**

National Volunteer Week – details will follow

# Emergency Department Receives Metal Detectors to Enhance Safety

From the moment patients and visitors come through our doors to the end of their stay, it is our responsibility to create an environment of caring and healing. Patients rely on us to provide them with the appropriate means and services to get healthy and stay healthy. But these resources aren't always medically related.

It takes all of us, working together, to own patient safety. As a means to enhance our safety and security measures, I am pleased to announce the addition of our new metal detector in the Emergency Department. This is a very visible reminder that the safety of our organization is top of mind.

The Stormont Vail Health Security Department has taken the lead in setting up and running the metal detector. Every patient and visitor is required to pass through this detector before entering our ED lobby. Should a person not be able to use the metal detector or if they set it off, our highly-trained security officers will be equipped with hand-held metal detectors to provide a more thorough search. Visitors who refuse to pass through the detector, be searched with the hand-held wand or be hand searched will not be allowed to enter.

In addition, if a person comes to our ED for treatment and refuses to submit to our safety procedure, they will be asked to wait for a provider to be contacted so a medical screening can be completed in the front lobby of our ED. If they are medically cleared and still wish to be seen, but refuse the screening procedure, they will not be allowed entry. They may be asked to leave our property or be subject to criminal trespass.

The metal detector went live this morning, Monday, Dec. 2.

Our patients can heal better when they feel comfortable and safe. I am confident that the addition of this metal detector will not only deter people from bringing weapons and other possibly lethal items into our hospital, but also provide peace-of-mind for our patients, visitors and staff.

## *Health Center Update:* Muddy Creek Family Clinic Joins Cotton-O'Neil

It is with great pride that we announce that Muddy Creek Family Clinic will be joining the Cotton O'Neil Network as Cotton O'Neil Netawaka.

Dr. Michael Keehn and his team bring with them many years of experience and a stellar reputation of providing high-quality care to patients in their area. This new partnership will allow us to offer even more services to those we care for closer to their homes.

Dr. Keehn and his staff will become Stormont Vail Health employees, and along with Melissa Tangeman, APRN, will begin accepting new patients.

We are so pleased to partner with Dr. Keehn and his team. Please join us in welcoming them to the Stormont Vail family!

# New Beds Provide Comfort and Care

Stormont Vail Health recently received the delivery of 130 new Stryker S3 beds with Isoflex mattresses. That means our entire fleet of inpatient medical-surgical beds will now be the same make and model.

Better beds means better rest. It can also mean fewer pressure injuries for patients. For staff, new beds mean standardization of all inpatient medical surgical beds for the first time in recent history – and the knowledge you are providing the very best for your patient when it comes to bed comfort and care.

These new beds will be joining the 134 Stryker S3 beds purchased in the spring of 2017. This bed model was selected after staff and our Patient and Family Partnership Council for Quality and Safety checked out several models, and recommended this particular bed.

What this means to our staff is that you can now provide a patient experience that helps maximize patient rest and healing.

When the new beds are delivered, we hope there is little to no disruption to patients and staff. The old HillRom beds and some older model Stryker beds will be disposed of or donated to other healthcare organizations. We will keep a handful of older Stryker models for high census times. We will begin staging the departing beds earlier in each of those weeks, with Agiliti doing the bulk of that planning and work.

The new beds reflect a large investment by Stormont Vail and we want to ensure that both patients and staff benefit from this. With the help of our bed management partners – Agiliti – we are able to get timely delivery of beds and other items that are needed in the care of patients.