

# Newsline

A publication of Volunteer Services Friends of UnityPoint Health-Meriter



UnityPoint Health  
Meriter  
Fall 2016 Issue 42



## Important Dates

### October

- 10/18: Jewelry is Fun—MBC 10—2
- 10/19-20: Jewelry is Fun—Park 9-4
- 10/26: PRN Footwear 10-6
- 10/27 PRN Footwear 7-3
- 10/27: Cookie Bake— Hospital Lobby 10—1 or sold out

### November

- 11/2: Nutman—Park 10-3
- 11/3-4: Nutman—Park 8:30-2:30
- 11/4: Nutman—MBC 10-1
- 11/4: Meriter Craft Fair—McConnell Hall 7:30-4
- 11/6: Daylight Savings Time “Fall Back 1 hour”
- 11/18: Blood Drive—McConnell Hall 7:30-1:30
- 11/22: Cookie Bake—Hospital Lobby 10-1 or sold out
- 11/24 & 11/25: Volunteer Services Office CLOSED
- 11/28: Lionne Jewelry—MBC Noon-4
- 11/29 & 11/30: Lionne Jewelry—Park 9-5; 9-3

### December

- 12/7: Advisory Council Meeting Tower A-1:30-3:30
- 12/7: Love Lights Tree Lighting Ceremony Meriter Chapel 4-5 **ALL ARE WELCOME!!**
- 12/12 & 12/13: PRN Linens Park 10-6; 7-1; 12/12 MBC 10:30-2:30
- 12/21: Cookie Bake— Hospital Lobby 10—1 or sold out

## VOLUNTEER EDUCATION EDITION

*Those who can...do. Those who can do more...volunteer.—Author unknown*



In order to ensure a safe environment for all patients, employees, volunteers and visitors, all Volunteers **must** attend one of the following clinic sessions for their annual TB screening and Flu vaccination.

**October 12<sup>th</sup> – October 24<sup>th</sup> on 3North in the hospital**

10 MON	11 TUE	12 WED	13 THUR	14 FRI	15 SAT	16 SUN
		6:30 am – 8:00 pm	6:30 am – 4:30 pm	6:30 am – 4:30 pm	6:30 am – 10:30 am	
17	18	19	20	21	22	23
6:30 am – 4:30 pm	6:30 am – 8:00 pm		6:30 am – 4:30 pm	6:30 am – 4:30 pm		11:00 am – 3:00 pm
24	25	26	27	28	29	30
6:30 am – 4:30 pm						

## Patient Experience is a “People” Experience

Here at UnityPoint Health—Meriter, we have adopted the Beryl Institutes definition of Patient Experience. It is “the sum of all interactions, shaped by an organization’s culture, which influences patient perceptions across the continuum of care.” Think about your personal values! These values define who you are as a person. Organizations often times have Values or Standards of Behaviors that help define their culture. These Values are easy to embrace, easy to remember and create an exceptional experience for our patients and their families.

The values are:

- F—Find Unity**
- O—Own the Moment**
- C—Champion Excellence**
- U—UnityPoint Health, All One Team**
- S—Seize Opportunities**

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## The Health Information Portability and Accountability Act (HIPAA)

The 1996 law established privacy and security protections for patients health and demographic information in all forms—written, verbal and electronic. What does this mean for UnityPoint Health– Meriter volunteers? We must continue to be diligent about safeguarding patient information. Please review the following checklist:

- \_\_\_\_\_ I do not leave patient information (reports, documents, patient charts) face up in public places.
- \_\_\_\_\_ I discard patient information by shredding or placing it in a covered recycling bin.
- \_\_\_\_\_ I do not discuss patient information in public areas (elevators, cafeteria, lobby, gift shop, etc.) where my voice can be overheard.
- \_\_\_\_\_ I only access, discuss, use or disclose patient information on a “need to know” basis.
- \_\_\_\_\_ Patient information must never be the subject of casual conversation. (Gossip is not professional).
- \_\_\_\_\_ Patient information is accessed only as required by my volunteer placement responsibilities.
- \_\_\_\_\_ I wear my Volunteer ID badge every time I volunteer (above the waist).
- \_\_\_\_\_ I log off all clinical or non-clinical computer applications after I am finished.
- \_\_\_\_\_ I do not leave any patient information on fax machines or copiers.
- \_\_\_\_\_ I will notify Volunteer Services or my unit supervisor, if I observe a breach in confidentiality

Please review the Security and Privacy Training module for volunteers found at <http://www.unitypoint.org/madison/connect-with-meriter> and click on Volunteer Services.

## Do You Practice the 10/5 rule?

Volunteers have a wonderful opportunity to connect with patients, families and visitors by using the 10/5 rule.

We encourage you to make **eye contact** when someone is **within 10 feet** of you and to **greet them** when they are **within 5 feet** of you. Be present and engaged as you volunteer! This practice will go a long way to install a positive first impression for the thousands of guests we serve each year.

Make an *emotional connection*! People won’t remember what you say, people won’t remember what you do, but people will always remember how you made them feel.” - Maya Angelou



## No Pointing, please!

See someone who is lost? Escort them!

Don’t simply point the person in the right direction...Take Them There!

## What are the 5 Fundamentals of Patient Communication?

Champion Excellence in our interactions with patients by using AIDET

**AIDET stands for** Acknowledge, Introduce, Duration, Explanation and Thank you

A—acknowledge the patient, guest, family member

I—introduce yourself and your role

D—duration, how long will this take?

E—explain what you are doing. Any questions?

T—Thank you for choosing UnityPoint Health—Meriter

### Why do we use AIDET?

It reduces patient anxiety

It increases patient compliance

It improves clinical outcomes

It increases patient satisfaction



Sometimes patients, family members and guests are stressed when they arrive at our hospital. Even though we want everyone to feel comfortable here; we must recognize this is not their home. There are different sights, sounds and smells at a hospital Think about how you as a volunteer can make a guest feel comfortable, safe, listened to and supported.

## Managing Up—taking our top notch quality care to the next level.

Having patients know that we like and support our fellow hospital team members makes patients feel safe and confident in their surroundings and caregivers. Managing Up is introducing your coworker or next service area to the patient and family in a manner that says this person will give the same great care you have given them.

For instance,

- “Our radiology department is terrific and they will take excellent care of you.”
- “I have five years of experience here as a volunteer, I know my way around this place so don’t worry, I will get you to your destination.”
- “This is Sharon our Surgical Waiting Room Coordinator, she will do a great job getting you and your family settled as you wait for your loved one in surgery.”
- “I love the delicious food made in our Bistro and I’m sure you will too.”
- “Welcome to our volunteer force. I’ve volunteered here for many years. I have learned so much about healthcare and the people that work here are awesome.”

Try Managing Up the next time you volunteer!

## Emergency Services News—by Andy Stephani, ANM and Kari Hall, NM



### Hovermats in ER

**Hovermats** are a relatively new piece of equipment at UPH-Meriter. These are the maroon and blue (sometimes bleach marked) mats that are placed on patient beds. They are inflatable and are used by staff to aid in patient movement. Volunteers should not be involved in the use of these when a patient is on them, but they may come across them when they are turning over a room.

**Hovermats** are managed through UHS, a contracted company that also handles IV pumps and other equipment. It is important that we properly process our hovermats in accordance with our contract with UHS. Each unit in the hospital has a maroon return bin where used mats are placed. These bins are typically located in the soiled utility room. Prior to being placed in the bin, all mats must be cleaned and free of body fluids or other materials. Volunteers may need to ask other staff to assist with cleaning these. In the ER, the HUC at the back desk should be notified when a mat is placed in the bin. The HUC maintains a tracking log.

**Emergency Services Volunteers:** Please do not leave the EMS Room popcorn machine on or unattended while popping popcorn! Thanks!



## Clean Hands Save Lives: Wash In, Wash Out Every Time!



**Routine Hand Hygiene can be accomplished in two manners:**

1. Waterless alcohol hand gel is preferred method in a healthcare setting when hands are not visibly soiled. Rub over entire hands, covering all surfaces. A wall mounted dispenser is located in the Volunteer Locker Room for your use.
2. Traditional soap and water hygiene must be used before and after glove use, before eating, and after bathroom use. After applying soap, vigorously rub for at least 15 seconds before rinsing and drying your hands. Sing a Happy Birthday verse, or recite the ABC’s, or count slowly to 15.



Proper hand hygiene is the single most important thing you can do to help prevent the spread of infection.

## CHE (Partners of WHA—Community Health Education)

As I am sure you are aware, our focus this year for CHE is Lung Cancer. There are many causes of lung cancer. At the 2016 Spring Tour Sherry Jelic, state CHE, focused on “Not Just a Smoker’s Disease”. Quote “Lung cancer in people who have never smoked appears to be increasing and is now considered the 6th most common cause of cancer deaths in the United States; 16,000-24,000 NON-smoking Americans die of lung cancer each year.” There currently is no standard method of early detection for lung cancer, it is most often found in CT scans when looking for something entirely different.

It’s still true that [staying away from tobacco](#) is the most important thing any of us can do to lower our risk of getting lung cancer. But there are also other risk factors. Researchers have made a lot of progress over the past decade in understanding what causes lung cancer in non-smokers:

**Radon gas.** The leading cause of lung cancer in non-smokers is exposure to [radon gas](#), according to the US Environmental Protection Agency (EPA). It accounts for about 21,000 deaths from lung cancer each year. Radon occurs naturally outdoors in harmless amounts, but sometimes becomes concentrated in homes built on soil with natural uranium deposits. Studies have found that the risk of lung cancer is higher in those who have lived for many years in a radon-contaminated house. Because radon gas can’t be seen or smelled, the only way to know whether it’s a problem in your home is to test for it. [A Citizen’s Guide to Radon](#), produced by the EPA, explains how to test your home for radon easily and inexpensively, as well as what to do if your levels are too high.

**Secondhand smoke.** Each year, an estimated 7,000 adults die of lung cancer as a result of breathing [secondhand smoke](#). Laws that ban smoking in public places have helped to reduce this danger. The [American Cancer Society Cancer Action NetworkSM \(ACS CAN\)](#), the nonprofit, nonpartisan advocacy affiliate of the American Cancer Society, is working to expand and strengthen these laws to further protect both smokers and non-smokers from the dangers of secondhand smoke.

**Cancer-causing agents at work.** For some people, [the workplace is a source of exposure to carcinogens](#) like [asbestos](#) and [diesel exhaust](#). Work-related exposure to such cancer-causing materials has decreased in recent years, as the government and industry have taken steps to help protect workers. But the dangers are still present, and if you work around these agents, you should be careful to limit your exposure whenever possible.

**Air pollution.** It’s long been known that both [indoor and outdoor air pollution](#) contribute to lung cancer. In 2013, the [World Health Organization \(WHO\)](#) classified [outdoor air pollution as a cancer causing agent \(carcinogen\)](#). According to Elizabeth Ward, PhD, American Cancer Society National Vice President, Intramural Research, the risk of lung cancer associated with air pollution is lower in the US than in many other countries because of policies that have helped to lower the levels of exposure.

Non-smokers have already eliminated their greatest risk factor for lung cancer. Male smokers are about 25 times more likely and female smokers are about 26 times more likely to get lung cancer than men and women who never smoked. But non-smokers can make some lifestyle changes to help reduce their risk even more.

Testing your home for radon, avoiding secondhand smoke, and limiting exposures at work can help you avoid the leading causes of lung cancer in non-smokers.

A [healthy diet with lots of fruits and vegetables](#) may also help reduce your risk of lung cancer. Some evidence suggests that a diet high in fruits and vegetables may help protect against lung cancer in both smokers and non-smokers. But any positive effect of fruits and vegetables on lung cancer risk would be much less than the increased risk from smoking. (from [www.cancer.org](#))



### Suggestion Box!!!

We are happy to report receiving many welcomed responses to our Suggestion Box!

**Suggestion:** Unwrapped plastic ware was raised as a concern by 6T Team Up volunteers when stocking nurse servers.

We have contacted Purchasing, and they are investigating getting the wrapped utensils back. We have sent memos to all of the nursing units that while we have the unwrapped utensils to not store extra utensils in the nurse servers in the rooms and to be especially mindful of hand hygiene when obtaining items for patient use.

As of October 5th wrapped plastic spoons are available for volunteers to use when replenishing supplies.

**Suggestion:** Use AYS volunteers more as greeters in front of the Information Desk. Jane Sarafiny, Guest Services Manager and Julie have discussed.

**Suggestion:** Vacuum, pick up trash from the elevators more frequently rather than just at night. Sent to Alice Butler, Environmental Services.

**Suggestion:** I called the Main Switchboard and was put on hold. The tune is fine but the audio quality needs improvement. Sent to Julie Sampson, patient/guest experience.

**Thank you for your comments and suggestions! Keep your fresh ideas and suggestions coming and complete a Suggestion Box card today. We love hearing from you.**





**Where did  
UPH-  
Meriter  
Volunteers  
Travel  
This  
Summer?**

- Alaska, Juneau & Skagway
- Arizona, Tucson
- Brazil
- British Columbia, Victoria
- California, San Francisco
- Canada
- Caribbean, Turks & Caicos
- Colorado, Flatirons
- Colorado, Steamboat Springs
- Croatia, Zagreb
- Denmark, Copenhagen
- Dominican Republic, Santo Domingo
- Finland, Helsinki
- Iceland
- Illinois
- India
- India, Kerala
- Iowa
- Las Vegas
- Maine, Bar Harbor
- Massachusetts, Boston
- Minnesota, Boundary Waters
- Minnesota, Perham
- Minnesota, Twin Cities
- Missouri, Clinton
- Missouri, Okolona
- Missouri, St. Louis
- Montana, Granite Peak
- Nevada
- New Mexico
- New York City
- North Carolina, Outer Banks
- Norway, Stavanger
- Ohio, Normfield
- Spain, Barcelona
- Sweden, Stockholm
- Taiwan, Taipei
- Tibet
- Turkey, Adana
- Upper Peninsula
- Washington, Olympic
- Wisconsin, Bayfield, Apostle Islands
- Wisconsin, Madeline Island
- Wisconsin, Milwaukee
- Wisconsin, Tomahawk
- Wyoming, Devils Tower
- Wyoming, Tetons



## Volunteer Services Welcomed 97 new volunteers June—October 2016

### 4T Welcome Desk

Jorgo Lika  
Shruti Rajan  
Swetha Ravi  
Elizabeth Sepulveda  
Rachel Thompson

### Animal Assisted Activities

Kristen Riter

### At Your Service

Arianna Gharbi  
Liam Olds  
Kristen Reikersdorfer  
Joshua Romanowski  
Nitin Somasundaram

Noah Meester Team Up  
Marilyn Nazareth Team Up

### Birthing Center

Rebecca Butkus  
Rachel Chilson  
Paula Duong  
Abigail Greenberg  
Jordan Hoffman  
Taylor Johnson  
Daisy Patterson  
John Syburg  
Erin Theisen  
Natalie Wietfeldt

Beth VerHaagh ES  
Carter Griest HVSS  
Ashley Kellicut Knitter

### Capoeira

Faith Hoenecke  
Eric Wallin

### Comfort Care Blankets

Alice Grosse

### Digestive Health Center

Richard Pahapill

### Emergency Services (ES)

Srikar Adibhatla  
Jane Andresen  
Shanthy Cambala  
Christopher Johns  
Shayna Welch

### Emergency Services

Elizabeth Garfinkel Team Up  
Melissa Lyman Team Up  
Era Zeka Team Up

### Fall Prevention Packets

Karen Hein

### Flower Delivery

Michael Battistoni

### Gift Shop

Mary Miller

### HVSS

Mitchell Fagan  
Keegan Govin  
Shane Hoffman

Peter Jochem Team Up  
Abhinav Lamba Team Up

Molly Lucas

Madeline Miller

Aman Nihal

Thomas Lofy

### HELP

Kami Brey  
Parker Grimes  
Alexander Hall  
Jacqueline Hui  
Hannah Johnson  
Emily Poellinger

Cali Sanborn

### Joint Care

Kathryn Giguere  
Shivani Jain

### Knitter

Kathleen Hanna  
Betty Judd  
Melissa Judd  
Hilirie Meier  
Christina Schwartzlow

Debra Sumnicht

### Outpatient Therapy

Shannon Ahern  
Bradley Meyer

### Perinatal Clinic

Cody Hottenroth Team Up

### Pharmacy

Tuyet Nguyen

### Physical Therapy

Melissa Brix

Jesus Galvan

Alyssa Harp

Austin Hollman

Emily Rosati

Emily Sjostrom

Stefanie Stoller

Laura Theisen

### Pulmonary

Lindsey Amundson

Naomi Shimura

### Team Up

John Bruckbauer

Sophia Cordes

Pharmacy Kami Doberstein

Samuel Halama

Brooke Hallum

Anna Kosmach

Caroline Liang

Jayne-Norah Ntambi

Mariah Prom

Molly Serebin

Joshua Taylor

Sara Twadell

Chatay Vang

Nicholas Visser

Elizabeth Willer

Katelyn Willoughby

Nicholas Zacharias

Ciara Zaspel



## We want to hear from you!

Do you have a story of how patients and families have benefited from YOUR volunteer services experience? Let us know what is making an impact.

## Volunteer Services Statistics Jan.—Sept.

Active Volunteers

**698**

Volunteer Hours

Served

**47,021**

Volunteer New Hires

**240**

Volunteer Departures

**226**

Average Monthly hours

Served per Volunteer

**8**

**Fund Raising  
2016 Revenue  
YTD \$25,913**



**UnityPoint Health**  
Meriter

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**In Memory of Friends of UnityPoint Health—Meriter Volunteers** and their volunteer service, \$20 is donated to the Foundation's FOM Memorial Fund! This fund is used to purchase yarn that Meriter volunteers who knit use to make newborn caps for the Birthing Center. We remember the following volunteer who passed away in July 2016:

**M e m o r y** *Mara McDonald* (1993—2015) NICU Cuddler