2014 Summer Teen Program

UWMC kicked off its annual Summer Teen Program on July 1. Approximately 75 Summer Teen volunteers were interviewed, oriented and trained in May and June to prepare for their important duties. Throughout their volunteer experience at UWMC during the summer, these high school volunteers will serve as Escorts providing the following services: Level Green wheelchair transport, delivering specimens, delivering flowers and mail to patients, rounding and cleaning wheelchairs, greeting and directing, and assisting with various “day-of” projects around the Medical Center.

This year’s Summer Teen Program, which runs from July 1-August 31, boasts participants from 33 different high schools/programs, both private and public, in the Seattle area. These schools include: Bainbridge (Bainbridge Island), Ballard (Seattle), Cedarcrest (Duvall), Chief Sealth (Seattle), Cleveland (Seattle), Decatur (Federal Way), Eastlake (Bellevue), Forest Ridge School (Bellevue), Garfield (Seattle), Hazen (Renton), Holy Names Academy (Seattle), Inglemoor (Kenmore), Ingraham (Seattle), Interlake (Bellevue), International Community School (Kirkland), International School (Bellevue), Issaquah (Issaquah), Jackson (Mill Creek), Juanita (Kirkland), Kamiak (Mukilteo), Kentridge (Kent), King’s (Seattle), Lynnwood (Lynnwood), Mercer Island (Mercer Island), Mount Rainier (Des Moines), Newport (Bellevue), Raisbeck Aviation (Seattle), Redmond (Redmond), Roosevelt (Seattle), Seattle Preparatory (Seattle), Shorecrest (Shoreline), Skyline (Sammamish), University Preparatory (Seattle), West Seattle (Seattle), Woodinville (Woodinville).

Summer Teen Program volunteers build leadership, teamwork, and customer service skills and gain valuable exposure to the environment of healthcare in our nationally recognized Medical Center. Many of these teens are interested in a future career in healthcare and wish to gain valuable experience while also improving the patient experience here at UWMC.

As the program winds down to a close on August 31, we hope the Summer Teen Program volunteers will return to school feeling inspired to both pursue future careers in medicine and to continue providing service in their community.

Thank you, Teens, for your service!
UWMC #1 in State, #1 in Metro, #11 in U.S.

In the July 2014 issue of US News & World Report, the University of Washington Medical Center was ranked No. 1 as the best hospital in the Seattle metro area, and No. 1 in the state, and is listed at No. 11 nationally. UWMC scored high in patient safety and exceeded the national average of willingness to recommend based upon patient satisfaction. UWMC also scored very highly (among the nation’s top 10) in thirteen adult specialty areas, some of which include: oncology, diabetes/endocrinology and rehabilitation, orthopedics, urology, gynecology, nephrology, geriatrics and cardiology.

US News & World Report evaluated 4,743 of the nation’s hospitals in 16 health specialties in determining the leading medical centers. About 3 percent earned a national ranking in the top 50 for at least one of these specialties, and 15 percent were noted among their region’s best for high performance in at least one specialty.

Among UW Medicine’s eight entities, Harborview Medical Center ranked No. 3 in the Seattle area and No. 4 in the state; Northwest Hospital & Medical Center ranked No. 7 in Seattle and No. 9 in the state; and Valley Medical Center is No. 11 in Seattle and No. 14 in the state. All four are recognized on U.S. News’ Best Hospitals in Puget Sound list.

UWMC Winner of Prestigious Qualis Health Award

The University of Washington Medical Center was named a recipient of the 2014 Washington Award of Excellence in Healthcare Quality.

The award was conferred by Qualis Health, one of the leading population healthcare consulting groups in the U.S. The Awards of Excellence are given to exceptional organizations in Washington and Idaho who have shown innovation in refining procedures in healthcare.

Stephen Zieniewicz, FACHE, Executive Director, UWMC stated, “The Qualis Health Award that recognizes the University of Washington Medical Center (UWMC) for our success in developing and implementing an Advanced Heart Failure Pathway (AHFP) is the result of the dedication and passion of a multidisciplinary team thoughtfully collaborating. The AHFP that UWMC now has in place, has proven to enhance the quality of health outcomes for our advance heart failure patients including reducing the length of stay, reducing readmission rate and lowering mortality outcomes. Applying a standardized pathway reduces variation in care delivery and facilitates more efficient throughput thereby having the additional benefit of reducing the cost of care.”

The awards were presented at the 12th Northwest Patient Safety Conference in Lynnwood, WA on May 28.
UWMC Recognized for Environmental Stewardship

For the eighth consecutive year, the University of Washington Medical Center has been honored with the top award for environmental stewardship from Practice Greenhealth, the nation’s premier organization fostering ecologically responsible practices in healthcare.

The 2014 Top 25 Excellence Awards, presented in Cleveland, Ohio on June 5, formally acknowledged those national healthcare institutions that demonstrate innovation and distinction in environmental sustainability. The award recipients, which also included Harborview Medical Center, were selected through Practice Greenhealth’s systematic assessment ratings, based on individual hospital data.

Patty Riley, Senior Associate Administrator, remarks, “This represents a significant commitment from many individuals, departments and services within our organization, and I want to thank each member of our healthcare team for their good work in practicing the values of environmental stewardship.”

As the UWMC shows year after year, promoting good environmental health and good individual patient/community health are integrated, and of utmost importance for a sustainable planet.

Did You Know?

♦ The University of Washington Medical Center (as University Hospital) was opened to patients on May 4, 1959.
♦ The UWMC Volunteer Program began in 1960.

UWMC Inaugurates Accountable Care Network

UW Medicine is committed to finding ways to provide high quality, lower-cost healthcare for its patients, and to improve the health of the population at large.

To this end, the UW Medicine Accountable Care Network has been established. By working in partnership with other healthcare organizations in the Puget Sound area, UW Medicine is able to widen its reach to include care for additional employers and payers. It has been announced that healthcare services will be offered to certain Boeing employees starting in January 2015.

Boeing employees and their families who use the UW Medicine Accountable Care Network for their healthcare needs can access services in the eight UW Medicine entities (Harborview Medical Center, Northwest Hospital & Medical Center, Valley Medical Center, UW Medical Center, UW Neighborhood Clinics, UW Physicians, UW School of Medicine and Airlift Northwest), as well as other members of the Accountable Care Network (Cascade Valley Hospital, Island Hospital, Overlake Medical Center, MultiCare Health System, PeaceHealth, Seattle Cancer Care Alliance, Seattle Children’s Hospital and Skagit Valley Hospital).

Comparable agreements with other employers and payers are likely to be finalized in 2014.
A Word From Renée...

Welcome summer teens and volunteers! Thank you for choosing UWMC to share your gift of time and service! We said goodbye to our graduates last spring, and we now welcome our Summer teens from our greater Seattle community.

Construction in the 3rd floor lobby is complete, providing additional restrooms for patients and visitors and a 250 sq. ft. expansion of the Gift Shop. This is an exciting opportunity for us to provide greater varieties of beverages, snacks, gifts and clothing items.

The Medical Center hosted a luncheon to honor the Service League Board of Directors and to thank them for their generous gift of $232,000 to support UWMC patient services and programs throughout the 2014 fiscal year.

We also said a heartfelt goodbye and thank you to our outgoing Service League directors and officers. July 2014 marks the beginning of our new fiscal year in which we welcome our new officers and directors and begin work during the summer to plan and prepare for FY15.

A Successful Year of Giving: UWMC Service League

During the last fiscal year (July 2013–June 2014), the Service League Board of Directors provided oversight and direction of $232,000 in grants and funding to the Medical Center.

Their work involved drafting an annual budget to finance the UWMC Art Collection, Arts in Healing (hands-on bedside and group art activities for UWMC patients) and the Beauty and Cancer program. Board members assessed and allocated grants to support 24 patient programs, clinics and nursing units throughout UWMC. They selected and purchased artwork to adorn UWMC, delivered quilts to patients and supported the UWMC Valentine Card program.

The Service League dedicated funds to support the Palliative Care program as well as the Social Work Department’s emergency and housing reserves. Funding also provided the following: baby clothes and car seats for families in need; blood pressure monitors and heart pillows for cardiac patients; iPads for patient education and entertainment for Sports Medicine, 4SE and Eastside Specialties; therapeutic and training equipment for patients on 5SE; Rehabilitation, Speech Pathology and the CHDD; Rock N’ Roll race participant fees for Team Transplant patient athletes; and a phototherapeutic biliblanket to speed the recovery and shorten the length of stay for sick babies born on the Mother and Baby Unit.

The Service League’s motto is to “provide the extras”. Thank you, board members, for your dedication and commitment to patients and families at UWMC.

Special thanks and recognition go to our FY14 Service League Executive leaders for their guidance and direction through a very successful year of transition and growth.
The University of Washington Medical Center hosted a luncheon to thank the Service League Board of Directors. The event was held on June 12, and catered by the Plaza Café. Executive Director Stephen Zieniewicz, Medical Director Dr. Thomas Stagier, Chief Nursing Officer Grace Parker, and administrators Helen Shawcroft, Patty Riley, and Geoff Austin attended the luncheon to personally express their gratitude to the board for its continued commitment of funding and services to UWMC. Carol Kummet, Social Worker for Palliative Care and Brian Giddens, Director of Social Work also attended to share patient stories and to thank the board for their recent program grants.

A special thank you for your dedication and years of service to our outgoing directors for 2013/14: Jane Anderson (6 years), Greg Bakke (2 years), Paul Jeganathan (6 years), Judith Lovelace (6 years), David Mahoney (1 year), and Jack Mo (1 year). Returning Directors for 2014/15 include: Connie Chen, Tiffany Do, Katie Douglas, Louise Leader, Janet Meister, Stuart Miner, Ceola Peoples, Shawn Roth, Barbara Scott, and Natalie Wang. Officers for 2014/15 are President Shawn Roth, Vice President Stuart Miner, Treasurer Katie Douglas, and Secretary Barbara Scott. New directors for 2014/15 are Eileen Askew, Toni Pulikas, Lydia Rand, and Autumn Yoke.
Escort Team Leader Spotlight: David Mahoney

David Mahoney began volunteering at the UWMC in 2012, and has contributed more than 300 hours of service. He began as an Escort and was promoted to the role of Team Leader in 2013. David has also been a member of the UWMC Service League Board.

David, a 2014 University of Washington graduate, will be attending Stanford University School of Medicine in August. We wish him all the best!

Why did you choose to volunteer at UWMC?
As a UW student who is interested in the medical field, to be close to a major medical center which sees such a large variety of patients was a great benefit and interest to me.

On a more personal level, my uncle was diagnosed with stage three colon cancer. Because of this my father went in to get his check up to ensure that he was cancer-free; he was very frightened, but was comforted by the volunteers who assisted him. They were smiling, asking, “Can I help you find something?” and saying, “It’s good to see you today.” This made such an impact on him. Here at the Medical Center you also see volunteers assisting patients and visitors with the same amount of care. This was really striking to me. It’s obvious that the UWMC is doing wonderful things with its volunteers.

How do you think volunteering at UWMC has prepared you for medical school?
As a Team Leader I am responsible for managing a group of individuals to enrich patient care. When I would go to medical school interviews, the question I was always asked was, “How are you going to be prepared to lead a medical team that’s interdisciplinary?” What better experience could one have for leading a team in trying to promote patient health in a unique way?

As a volunteer, I try to build a rapport and a relationship with patients in a very short period of time. I try to build their trust. The safety of patients in wheelchairs during transport are in our hands. Volunteering has been extremely helpful for me for building confidence in preparation for medical school.

What area of medicine do you hope to go into?
I’m considering different options. I once shadowed a doctor at the Maternal Infant Care Center who treats women who have high-risk pregnancies. He’d seen a woman who had a child when she was previously addicted to methamphetamine. In another case he’d seen an underage mother who was alone, spoke little English, and who had recently been in a car accident. These two people were part of a patient population that was in need of an incredibly supportive environment. I also enjoyed seeing this doctor interact with the family members of patients and making them a part of this miracle of life process. OB/GYN doctors have the pleasure of seeing a side of medicine that is so joyful. I’m interested in this.

I’d also like to see myself in a position where I’m mentoring younger doctors as a teacher.

What advice do you have for volunteers interested in going on to medical school?
Make your volunteering a meaningful experience by choosing something specific that you want to get out of it, and then pursuing it. I think it’s unwise to volunteer just to “get the hours.” The hours don’t really mean anything. What means something is to make something of your time. For me, when I said that I wanted to gain experience in mentoring individuals, my role as a Team Leader was exactly what I needed. You need to open yourself up to the experience.

Here at the Medical Center we have so many

(Continued on page 7)
different volunteer opportunities — we have leadership opportunities, we have different clinics that you can volunteer in; there’s a wide range of activities to be involved in.

You seem to have a pretty balanced life. You’ve done very well academically, you make time to volunteer, you work at the Fred Hutchison Cancer Research Center, and your family is important to you. What are some of the other things you do that help you keep balance in your life?

In high school I did ballet and ballroom dancing. I had that passion and I pursued it for a long time. Today I go out dancing with my friends or coworkers; it’s a nice release. I’m really close with my family. I also read a lot.

What I have found to be helpful in preparation for medical school is to read fiction and non-fiction books that are related to the medical field. You can see a bigger picture by reading about people who have gone through the healing process and arrive at some interesting conclusions. For example, there is addressing questions like, “Why are we doing what we’re doing?”, or “What does proper healthcare mean to a foreign population?” All of those ideas are really good to consider, not only, “What’s my MCAT score?”, or “What’s my GPA?”, or “How much do I have to study to get into medical school?” These questions are important, but they aren’t the only important questions.

What does volunteerism mean to you?

Using an example, a stock answer for one’s personal statement on their application to medical school is, “I just want to help people.” But you can’t get that experience by sitting in a room and studying a textbook. Volunteerism in general is about taking your time, your most valuable asset, to help other people. That’s your only purpose: you want to do the best you can to impact someone’s life positively. You’re demonstrating not only to other people but to yourself that this is something that you really value. And if you want to pursue a career that is in the service of others, then that’s what volunteerism means, to be selflessly open to what other people can teach you as you are trying to do things for them.

Sometimes I would say, ‘I don’t have time; I can’t fit in another four hours of volunteering.’ But I should, because the perspective that I gain from volunteering is so valuable. I take a step back and say, “Why is what I’m doing important?” If you’re in a service-oriented field, this is so necessary.

Do you have a memory of working with a patient that stands out?

When I was a volunteer, before I became a Team Leader, someone had assigned me to fill the main lobby wheelchair bay. I was getting into an elevator while pushing two wheelchairs when a man walked up to me. He was in tears and very agitated. When he saw that I was wearing a badge he said, “My son is in the Emergency Room. I don’t know where that is. I don’t know where I’m going.” We weren’t far from the ER and I began explaining where it was, but it was apparent that he wasn’t processing it, because he was in a panic. My wheelchairs were already in the elevator and my job was to stay with them, but I knew that in that moment it was more important for me to help the man. I escorted him to the ER.

It is rewarding to take the initiative to see the deeper meaning in what it means to be a volunteer. I think that this kind of independent thinking is informative for people starting to lead. In this case, the patients come first. That’s UW Medicine, the whole patient care-centered model.

What parting words do you have for your fellow team leaders?

I think what volunteers should aim for is to see every patient, every discharge, as a positive opportunity to be helpful.

It’s been so nice working with this group if volunteers and staff at UWMC. When we were all together it was such a brain trust of people whose goals were so similar. We had the capacity to see the bigger picture and understand why it all matters. I really appreciated that, and it was really great to be with people who were really selfless. The team leads get sent on the more difficult jobs, but we could all handle them. They were a group of very talented people. They were wonderful to work with.
Caitlin Ross, CHDD Volunteer

UWMC’s Specialty Clinics at the Center on Human Development and Disability (CHDD) focus on the evaluation, training, and research of children and adults with various developmental disabilities and genetic disorders. Volunteer Caitlin Ross shares her love for her work, its rewards, and gives advice to new volunteers.

**Why did you originally choose to volunteer at UWMC?**

I originally chose to volunteer at UWMC to get experience with speech-language pathology in a medical setting. One of the professors I particularly enjoy does clinical work with CHDD. I wanted to see him “in action.”

**What specific tasks do you perform in your volunteer role at the CHDD/FASD Clinic?**

Fridays are clinic days when the patients come in and the team does the testing and evaluation. I am responsible for scoring the assessments and helping to prepare the patients’ files. I work closely with the research coordinator and team members to help the clinic go smoothly. Primarily I am there to be with the patient as their caregivers receive the results of the day and recommendations from the diagnostic team.

**What benefits have you gained from volunteering?**

It has been invaluable to see what I hear about in class and lecture actually put into practice and applied in the “real world.” It’s one thing to be able to “do” school, take notes, write papers, and pass tests, but quite another thing to be in the room with a client and do your thing in public in real time for real people. I believe my confidence in my abilities and readiness to be an Speech Language Pathologist (SLP) has been confirmed through my interactions with the team and clients at the clinic here. It’s great to have others recognize what you are good at, and it’s sometimes very humbling to see where you need improvement, but each are equally important.

**What is the most memorable moment you have had while volunteering here?**

There have been many memorable moments both with the kids and with the team. The kids coming into the clinic have been through a lot, so the hour I spend with them can be a whirlwind. I’ll never forget the kid who found it absolutely outrageous that I have a crush on my husband (rather than a celebrity); running the endless laps with an energetic kid; reading and re-reading books; climbing and jumping off stairs; and playing with our reflections in the clinic room mirror. There have also been eye-opening moments of self-diagnosis with team members as we learn to score the tests; and moments of panic before the expertise of the team finds a way to test two kids in half the time.

**What do you like most about volunteering here?**

The team of professionals with whom I am working has created a great chemistry and I love being surrounded by their palpable desire to do good things for kids and families. I also love that it is a learning environment where everyone understands that I am a student, and they take the time to answer questions and let me pursue curiosity to take on as much as I want. It really shows they want to prepare me for the field and to represent UW well.

**What are you studying in school? What are your other interests/hobbies?**

I am finishing up UW’s post-baccalaureate degree program in speech and hearing sciences this quarter. I’m pretty interested in all things speech and language these days, but I do find time to read, hike with my Siberian Husky, and indulge in culture and music. I’m pretty much a connoisseur (Continued on page 9)
What is the best part about volunteering at UWMC?

“The people here, both patients and doctors, are so positive and persevering. It is such a blessing to be part of the process and get patients on the path of healing!”

~Holly Milligan, Assistant in Physical Therapy Gym

“I like being able to help different functions run more smoothly and efficiently. Working in the hospital has opened my eyes to so many new experiences and possibilities.”

~Niki Petrakos, Medical Specialties Clinic Assistant

“I like the people who come into the HIRC and share their stories. They are so resilient and brave, and so grateful for the help we can provide in connecting with needed information or with their families and friends.”

~Kathryn Bradley, Health Information Resource Center

“I love being on a floor filled with new life and joy. It’s an incredible position to be a part of helping—even in small ways—to welcome a new person to the world. It’s never slow on 5 South so it’s always a productive way to fill my days.”

~Olivia Joy Belote, Postpartum Nursing Unit

Caitlin Ross, CHDD Volunteer (continued)

of fruit snacks and Thai food, too.

What are your plans for the future? How are your experiences as a volunteer helping to shape your future career goals?

In August, I will begin graduate school for speech-language pathology in upstate New York. Volunteering has helped keep me grounded and has been a good reminder that not every day is rosy for everybody and I should offer what I can to make it better. Volunteering has also shown me how demanding, but rewarding a career as an SLP will be. I am infinitely glad I took this unique opportunity to volunteer with UWMC and the unique population at CHDD. I really hope to be part of an interdisciplinary team in the future.

What advice would you give to a volunteer just starting out at UWMC?

Keep an open mind. Let your interests guide you rather than just the need to add a line on your resume. And once you get an opportunity to volunteer, commit and give it your all, because you have no way of knowing what you are capable of if you don’t try. Once you are in a volunteer role, it is not just about you anymore, you become part of something bigger and better: a team, a partnership; and the possibilities for learning about yourself and your world are endless.

“It has been invaluable to see what I hear about in class and lecture actually put into practice and applied in the ‘real world.’”
Improvements Made to Emergency Codes at UWMC

The MERC Team, a committee dedicated to ensuring excellence in the practices of the hospital’s Rapid Response Teams, has created a new code which now provides assistance with medical emergencies that do not require the presence of the entire Code Blue team. “Urgent Help” should now be requested when the patient is able to communicate and is stable to transport. Examples include: When a UWMC patient or visitor may slip or fall; is bleeding; when one is conscious but may complain of dizziness. By simply calling 222 and requesting “Urgent Help” a designated team will arrive to provide immediate assistance. Report the exact location of the emergency to the Operator, who will then page the response team.

The “Urgent Help” team, which includes the STAT Nurse, ED and Public Safety Staff, offers a valuable resource of care and assistance in less critical situations. Code Blue should still be reported by calling 222 and is activated for emergent medical situations, such as when the patient is unconscious and in need of critical medical attention.

If there are any questions as to whether a situation requires “Urgent Help” or Code Blue, a Code Blue should always be activated.

Volunteer Program Manager Cynnie Foss, and Chantelle Slayter will provide training in the new code procedures for volunteers who work in front line roles.

Thank you, volunteers, for all that you do in helping to ensure the safety of our patients at UWMC!

Volunteers: How good is your hand hygiene know-how?

An important part of volunteering at UWMC includes consistent hand hygiene to help keep patients safe and healthy. How good is your hand hygiene know-how? Take our quiz and find out!

1. How often does a volunteer need to wash his/her hands?
   a. Once a day, at the beginning of a shift
   b. Twice during a shift, at the beginning and end
   c. Frequently throughout each shift, for maximum protection against spreading germs

2. When washing one’s hands, the most effective method to killing germs is:
   a. Using hot water only
   b. Using soap and hot water
   c. Using soap and cold water

3. Hot water and soap are the only available options at UWMC for cleaning hands:
   a. True
   b. False: bottles of hand gel are also provided throughout UWMC to clean hands as needed

Answers: 1) c; 2) b; 3) b

Donate your magazines to UWMC patients!

Our volunteers deliver them to waiting rooms throughout the Medical Center. By request, nurses and volunteers also personally deliver magazines to patients in their rooms.

Light subject matter is preferred. Especially popular are People, Sports Illustrated, Sunset, Time, Newsweek and The New Yorker. Magazines should not be older than six months.

Please deliver your gently used magazines to the Volunteer Services office, NN-303.

Our patients and visitors thank you in advance!
A UWMC Art Collection Overview

By Karen Neuhard-Forsythe, Art Program Manager

Just the other day I had the opportunity to talk with a staff member about the UWMC’s art collection. He was asking where we got our art, and if a particular piece that he “loved” was for sale. We then launched into a lovely discussion about our collection and its history. This isn’t the first conversation I’ve had on this subject, and through the years it has made me realize that many of us don’t know much about our works.

On any given day we walk through the halls of the UWMC only casually noticing the amazing art that graces our walls. Here we are truly lucky to house an exceptional collection that is very highly regarded in the community. Purchasing pieces as an investment or for its resale value has never been a consideration. The UWMC chooses art that is high quality, is engaging, and shows a mastery of materials. The Medical Center began building its collection in 1984 and we have steadily added to it for 30 years. The collection currently has over 1100 pieces, with the hopes that it will continue growing well into the future. It is displayed in public and patient care areas only, and is shown at all UWMC sites in addition to the Medical Center, including the Roosevelt Clinics, Eastside Specialties Center, Regional Heart Center Edmonds, and the Multiple Sclerosis Center at Northwest Hospital.

In 2009, the UWMC’s Art Program was honored by being placed on the National Endowment for the Arts (NEA) Hospitals Best Practices list. This reflects the significance of our Art Program on a national and international level.

Well over one million people walk through our doors each year. They come from all over the world, from all walks of life and all socio-economic levels. The art collection has been built on the belief that matters of differing taste are better addressed by providing an eclectic grouping where people may love and dislike some pieces, rather than by procuring pieces that are too bland for any reaction. The collection also strives to be sensitive to the emotional and social issues specific to the hospital population. People have a choice to walk into a gallery or museum and experience the art; people coming to the medical center don’t. Art in the medical setting plays the role of a positive distraction, and is not an appropri-
A UWMC Art Collection Overview (continued)

I have had many people; patients, family members, and staff, thank me and complement our amazing works! Having spaces that are aesthetically pleasing not only looks better, but makes people feel better! Art provides a positive diversion, inspires hope, and contributes to an atmosphere of healing and restoration. In the hospital setting, art addresses the health of the human body and spirit, reminding us of the human connections, life experiences and memories that can support and comfort us as we confront illness. A growing body of evidence indicates that the presence of artwork, artists, and art experiences in the patient care environment benefits patients and their loved ones, playing an important role in mental, physical, emotional, and spiritual health.

I invite everyone to take a few moments out of their busy schedule to slow down, just a bit, and enjoy the gift of art here at the UWMC. Read the artist plaques and learn a bit about the art and the artist. Discover a new piece of art you’ve never seen. Find a favorite art piece or one you dislike… and start a conversation about why. Your day will be better for it, so will your well-being!

“A growing body of evidence indicates that the presence of artwork, artists, and art experiences in the patient care environment benefits patients and their loved ones, playing an important role in mental, physical, emotional, and spiritual health.”

Exciting Changes in Retail!

A ribbon cutting ceremony to celebrate the newly renovated Gift Shop and the addition of lobby restrooms took place on June 24. Steve Zieniewicz, Executive Director, several UWMC administrators, Gini Staton, Retail Manager and staff, participated in the significant occasion. Barbara Scott, UWMC Service League President, did the honors of cutting the ribbon.

The additional 250 square feet of retail space allows us the opportunity to expand our beverages, snacks, gifts, and clothing and accessory selection for our customers.

Look for these new items in our expanded space:

◊ A ‘mini mart’ offering a large selection of Coke products including Vitaminwater, Dasani and Smartwater, and a large variety of specialty beverages like Nantucket juices and Thomas Kemper sodas.

◊ Snack foods such as Kettle Chips and King Henry snacks will also be available.

◊ A fitting room for new fall merchandise.

The Tea Room will be getting a makeover, too. Café tables and chairs will be added. Organic and fruit blended drinks will be on the menu, with the offering of nutritional complements like Whey Protein, antioxidant and immune blends, super green blends and high energy blends. Just add a scoop to your blended beverage.

Roosevelt received a facelift with a fresh coat of paint; most exciting is the addition of a TurboChef oven. You can now enjoy your favorite sandwich grilled. Yummy!
Help Wanted: Volunteer Opportunities

Open to eligible adult/college volunteers

Nursing Units: 4S (Special Procedures), 4NE (Medical Surgery), 4SE (Transplant), 5S (Postpartum/Newborns), 5SE (Cardiothoracic ICU), 5NE (Cardiothoracic Surgery, Telemetry), 6S (Anti-partum Services), 6E (Labor & Delivery), 6NE and 6SE (General Medicine), Radiology, ICRU (Interventional Cardiac Recovery Unit), Regional Heart Center, and Surgery Center all have openings for nursing unit assistants. These assignments provide great opportunities for pre-nursing student volunteers who have completed their Escort pre-requisite. Nursing unit volunteers will assist nursing staff with Level Green patient transport, patient comfort tasks, stocking, errands and clerical duties.

OR Materials Technician Assistant: In this role you will learn about OR supplies by sorting, identifying, and delivering medical and surgical supplies in/from the central Materials Management department.

Exercise Training Center (Roosevelt Clinic): You will assist staff with stocking cabinets with supplies and linens cleaning exercise equipment, exercise class oversight, and clerical support as requested.

Physical Therapy: Assist in the 8E Physical Therapy department! Open to all adult/college volunteers. Volunteers help with group classes, Level Green transports, phone calls, equipment clean-up, and observing and assisting therapists.

UWMC Lobby Ambassador: Create a welcoming environment by greeting and assisting patients and visitors into the Medical Center. Assist with overall Information Desk way-finding requests, ride assistance, flower deliveries, Level Green patient transport, and wheelchair rounding. This is a great opportunity to provide frontline patient support.

Outpatient Clinics: A variety of clinics need volunteer support to help with patient packets, managing paperwork, answering phones, photocopying, appointment reminders, running errands, patient escorting and Level Green patient transport. Current clinics seeking volunteers include Anatomical Pathology, Bone & Joint Clinic, Center for Pain Relief, CHDD, Dermatology, ECHO Lab, General Internal Medicine, Maternity & Infant Care Clinic, Medical Specialties, Pre-Anesthesia Clinic, Radiation Oncology, Regional Heart Center, Risk Management, Surgical Specialties, and Women’s Healthcare Clinic.

If you are interested in any of these positions, please contact Cynnie Foss by visiting Volunteer Services (NN-303) during her office hours, M - F 12:00 noon - 1:00 p.m.

Holiday Office Closures

The Volunteer Services office will be closed on Monday, September 1, for Labor Day.

Adult Escorts may volunteer on holidays between the hours of 9:00 a.m. and 5:00 p.m.

Volunteers in other areas should check with their supervisor to see if their assistance is needed during the holiday.
Welcome New Volunteers!

From February through June, Volunteer Services interviewed, placed and trained 179 new volunteers!

We are delighted to have you with us! You are already making a difference for patients, families, visitors and staff members at UWMC.

A BIG welcome to: