Volunteer Recognition Issue

This year, National Healthcare Volunteer Week is April 6-12. Each year during this special week, we like to show extra appreciation to our volunteers. We encourage all staff members at UWMC to take a moment out of their busy days to personally thank the volunteers in their departments.

Volunteers work tirelessly every day at the medical center to ease the burden on our staff and support our patients, families, and visitors in so many different ways; they are an essential part of putting patients first at UWMC.

In this spirit of gratitude, UWMC Executive Director Stephen Zieniewicz offers his own personal message of appreciation:

“Thank you to all our volunteers at UW Medical Center who so generously contribute to the safety and quality of care we provide to our patients and their families every day at UWMC.

“I would like to recognize UW Medical Center’s 600 volunteers who have provided 90,000 hours of service assisting our patients, visitors and staff. Our volunteers serve in 100 different roles in departments throughout the medical center including nursing units, Radiology, Physical Therapy, Pharmacy, Surgical Services, Emergency Department, and a variety of clinics at UWMC and Roosevelt.

“Volunteers help by escorting patients to appointments throughout UWMC, delivering flowers and mail to patients, providing way-finding at the information desk, and comforting families in the Surgery waiting room and in the ICU as Liaisons. Thank you also to the UW Medical Center’s staff who support and lead our volunteers in many valuable services.”

Happy National Healthcare Volunteer Week!

(Continued on page 10)
League grants provide support for items that enhance the patient experience and care at UWMC that are not traditionally funded through the departmental budgets. More information about these items will be detailed in our summer issue.

Congratulations to our very own Betsy Bott, who has taken a new position as Administrative Specialist supporting UWMC’s Chief Nursing Officer, Grace Parker. Betsy’s many skills and creative talents, along with her high standard of service, have contributed significantly to the achievements of the Volunteer Services department and the Service League. We are grateful for her fine work and dedication as editor of the Volunteer Voice newsletter. Betsy has been an outstanding member of our team and we are thrilled for her to have this new challenge and exciting opportunity!

The Service League Board of Directors recently awarded $20,000 in funding for 27 grants to UWMC patient programs, clinics and nursing units. Thank you to our Directors for their careful review and attention to the details of this important process. Service League grants provide support for items that enhance the patient experience and care at UWMC that are not traditionally funded through the departmental budgets. More information about these items will be detailed in our summer issue.

Congratulations to our very own Betsy Bott, who has taken a new position as Administrative Specialist supporting UWMC’s Chief Nursing Officer, Grace Parker. Betsy’s many skills and creative talents, along with her high standard of service, have contributed significantly to the achievements of the Volunteer Services department and the Service League. We are grateful for her fine work and dedication as editor of the Volunteer Voice newsletter. Betsy has been an outstanding member of our team and we are thrilled for her to have this new challenge and exciting opportunity!

The Service League Board of Directors recently awarded $20,000 in funding for 27 grants to UWMC patient programs, clinics and nursing units. Thank you to our Directors for their careful review and attention to the details of this important process. Service League grants provide support for items that enhance the patient experience and care at UWMC that are not traditionally funded through the departmental budgets. More information about these items will be detailed in our summer issue.

Congratulations to our very own Betsy Bott, who has taken a new position as Administrative Specialist supporting UWMC’s Chief Nursing Officer, Grace Parker. Betsy’s many skills and creative talents, along with her high standard of service, have contributed significantly to the achievements of the Volunteer Services department and the Service League. We are grateful for her fine work and dedication as editor of the Volunteer Voice newsletter. Betsy has been an outstanding member of our team and we are thrilled for her to have this new challenge and exciting opportunity!

The Service League Board of Directors recently awarded $20,000 in funding for 27 grants to UWMC patient programs, clinics and nursing units. Thank you to our Directors for their careful review and attention to the details of this important process. Service League grants provide support for items that enhance the patient experience and care at UWMC that are not traditionally funded through the departmental budgets. More information about these items will be detailed in our summer issue.

A Word From Renée...

The spring issue of our newsletter is dedicated to UWMC’s outstanding volunteers! Its pages are filled with heartfelt stories and personal experiences from the “voices” of our faithful volunteers. Each day, UWMC benefits significantly from the resources and services provided by its hard-working volunteer core.

Volunteers, we are honored by your loyalty to our medical center and grateful for your devotion, kindness and goodwill to our patients and their loved ones. By giving from your heart, you help to make our patients feel safe and well cared for, and a little bit closer to home. We have some wonderful recognition events planned for our volunteers in April—we look forward to seeing you there!

The Service League Board of Directors recently awarded $20,000 in funding for 27 grants to UWMC patient programs, clinics and nursing units. Thank you to our Directors for their careful review and attention to the details of this important process. Service League grants provide support for items that enhance the patient experience and care at UWMC that are not traditionally funded through the departmental budgets. More information about these items will be detailed in our summer issue.

Congratulations to our very own Betsy Bott, who has taken a new position as Administrative Specialist supporting UWMC’s Chief Nursing Officer, Grace Parker. Betsy’s many skills and creative talents, along with her high standard of service, have contributed significantly to the achievements of the Volunteer Services department and the Service League. We are grateful for her fine work and dedication as editor of the Volunteer Voice newsletter. Betsy has been an outstanding member of our team and we are thrilled for her to have this new challenge and exciting opportunity!

Renée DeRosier, Director

Volunteer Voices

“Although I have only recently started volunteering at UWMC, this experience has already had a huge impact on the way I view myself and others.

“I’ve noticed that most of the patients I’ve come across, regardless of their reason for being in the hospital, maintain a positive attitude and outlook.

“As someone who wants to pursue a career in nursing, I feel that volunteering and interacting with the patients here at UWMC has altered my perception of life, and how I choose to move forward, for the better.”

~ Kelsey Kato, Escort
“Volunteering is a wonderful experience! When I first began, I remember being pleasantly surprised by how amiable and welcoming the UWMC community was. My experience volunteering has taught me about the transformative power of a smile. The other volunteers, the Patient Care Specialists and all the staff exhibit a friendliness that inspires me to do the same.

“The UW Medical Center is a place that allows me to give back a little to the community that raised me, truly an invaluable experience.”

~ Megan Fu, Teen Escort

“I have been volunteering at UW Medical Center for almost a year now—which is crazy to me as it seems like yesterday that I started!

“Volunteering here has taught me a lot about working in an environment with patients, and how to handle many situations.

“I came here not knowing how involved I would be allowed to get—and learned that even just transporting someone from one tower to the next, you learn a lot, from how to interact with patients, to what doctors and nurses do to help patients.

“I am very thankful for all of these learning experiences, as they have helped influence me even more to go into the medical field.”

~ Shelby Harrison, Escort

“I have gained a deeper appreciation of medicine through volunteering at UWMC.

“I am honored to have had the chance to interact with various patients, doctors and staff members. Working with them has provided me with a great deal of insight into the workings of a hospital. It is certain that from this volunteer experience, I have solidified my passion to become a medical doctor in the hope of helping patients myself.”

~ Franco Yip, Information Desk
“Que Dios te lo Pague” - Carlos Ramirez, Escort

“As a patient at UW Medical Center, I was welcomed and helped by a wonderful team of health care professionals. I wanted to volunteer at UWMC to be part of this wonderful team. In the short time that I have been here, I have seen and experienced more than I thought I would. **What I have enjoyed most is being able to help the Spanish-speaking community.**

“On one occasion, as I was passing the front desk, I saw a man having trouble understanding a hospital employee. I asked them if they needed help. In Spanish, the man told me he didn’t know where to go. I offered to escort him to his appointment and, on the way, we had a very nice conversation about where we lived in Mexico.

“He is from a city that is two hours away from my hometown! We talked about where we had traveled in Mexico, how difficult it is to find authentic food here, and our love for traditional Mexican music.

“When I was done helping him check in at his appointment, he told me, “Que Dios te lo pague.” It most closely translates to “may God give you many blessings.”

“By volunteering here, I can help the Hispanic community become better connected with the health care system. I have family members that tend to delay medical care because they fear no one will speak Spanish and they won’t be able to communicate their needs. It is my goal to make UWMC Spanish-speaking patients feel more comfortable and welcome. I hope it may encourage them to seek care sooner. I am proud to help improve medical care for Latinos.”

Making a Difference for Patients - Romany Surla, Escort

“Since I started volunteering at UWMC last fall, I have really enjoyed my time here helping people of all ages, races, cultures and ethnicities. I look forward to coming to the hospital every week! I have a great camaraderie with the other volunteers, patient care technicians and nurses in the dispatch room. Everyone is here because they want to be, which is the best kind of job environment.

“My favorite part of volunteering here is interacting with the patients. People are so kind to me, and extremely appreciative of even the little things that we can do for them. **Many of the patients I have helped are a true pleasure to be around.**

“I have the opportunity to perform many tasks for the patients, including taking them by wheelchair from the front entrance to the oncology radiology department of another clinic, transporting them from their room to the cafeteria, taking them by the pharmacy before they are discharged from the hospital, or helping them out to their car upon discharge—all of which allow me the occasion to spend time with a variety of UWMC clients.

“Those patients whom I see every week coming back in for treatment often remember me, and are always friendly and glad to see a familiar face.

“I value my time spent volunteering at UWMC. I feel fortunate to have the opportunity to perform this important service for people who need to come here.”
Volunteer Terry Way Wins 2014 Maria Hall Award

Congratulations to Terry Way, 5E/5SE ICU Liaison Volunteer, for winning the 2014 Maria Hall Award for Excellence in Patient and Family Centered Care. The Patient and Family Advisory Council created this award to honor caretakers, staff, volunteers or family members who provide exemplary patient and family centered care.

Kristin Killian, 5E ICU RN, nominated Terry for this year’s award. In her nomination, she wrote, “Terry works intimately with patients and families at their most vulnerable time, and helps them navigate the hospital. He helps with cots, tea, finding showers, and even where to find food at midnight.

“More importantly, he listens to their stories. ‘If it weren’t for Terry, we’d have felt much more isolated,’ said the wife of a recent patient. As with so many others, he made a lasting impression on this patient’s family.”

Thank you, Terry, for your commitment to making a difference for families of ICU patients and for your commitment to patient and family centered care.

We would also like to mention that NICU Child Life Program volunteer Erika Beckstrom was also nominated for this year’s Maria Hall Award. Thank you, Erika for your continued commitment to siblings of NICU patients and their families.

Patient Appreciates “Extra Thoughtfulness” of Volunteer

A grateful UWMC patient wrote to Patient Care Services with her glowing feedback about HIPRC volunteer Linda Milgrom. Patient Relations Manager Bo Secord kindly passed the story along to us:

“On Thursday afternoon, I had errands at the Medical Center, and then had to swing by the Northgate Clinic to drop off a form with my UW FamMed care provider. But then on the way to the bus, I passed by your cozy Patient & Family literature and computer center, near the main info desk on the third floor. Eureka—would they have a fax machine that I could use?

“They did indeed. Volunteer Linda was cheerfully helping several people at once with email access and bus information. But she welcomed me right in, and somehow slipped my fax into the mix and sent it right off.

“Now it happens that FamMed’s fax was busy. To my chagrin and gratitude, Linda was very patient and serene at sending my piece of paper no less than five times, all while interpreting for me the fax machine’s every beep and trill. It took over half an hour, during which time she helped more people, and I settled in to read your interesting mix of pamphlets and book titles.

“That gave me a chance to reflect on how important the Patient/Family corner really is. For someone in the hospital, and most certainly if they come from another city or country as many do, it is terribly disorienting to feel uncentered and cut off from usual communications. What a gift it must be for them, just to take a break from the busy action in the main hallway and re-establish those connections for a while.

“Linda really went out of her way to help me, and seemed pleased just to be of assistance. Clearly, she just saw it as a routine bit of business as usual. But to those of us who flocked in that day, and probably every day, it was a message of extra thoughtfulness and caring on the part of UWMC.”
A Big Thank You to Volunteers From UWMC

In honor of National Healthcare Volunteer Appreciation Week, we’ve asked site supervisors from all areas of the hospital to share with us the many ways that volunteers add value to their departments.

Nuria Siraj, Mary Blanchard, and the Employee Health team:

“Nasim Meraban has been a volunteer in Employee Health for nine months, and always brings a positive attitude and smile as she tackles various clinic projects. She comes every Wednesday and has never missed a day. Simply put, Nasim is fantastic and delightful!

“Nasim is a very dependable volunteer. She is very smart, helpful and efficient. She is an important member of the Employee Health team. We consider her a great asset and are happy to have her.

“Nasim is a hard-working and dedicated volunteer. She is always a pleasure to work with, has a positive attitude, and completes a myriad of given tasks with promptness and enthusiasm. We are lucky to have such a great volunteer.”

Kyle Rodrick, Supervisor, Resource Team PCTS:

“The UWMC volunteers provide a tremendous amount of support to our Transport/Courier services and to our patients!

“Volunteers do a majority of the discharges (patients going home) from the units, and they are able to escort them from their room on the unit down to Outpatient Pharmacy, sometimes Admitting to retrieve possessions, and then wait with them while they get picked up in front of the hospital.

“Volunteers also help transport stable patients to their appointments and back to their rooms. When our courier services gets busy, they also assist in transporting non-blood and non-STAT specimens throughout the hospital.

“Thank you, volunteers, for all that you do!”

Daniel Kaiser, RN, Director, Operating Room:

“The dedicated Surgery Liaisons play an important role with maintaining our commitment to ‘Patients Are First.’ The unknown can be very stressful for friends and families, and our volunteers provide a communication avenue to help families and friends as they maneuver the labyrinth of our facility as they may seek the comfort of coffee or a meal. I believe that I echo the operating room staff by applauding the professional effort our volunteers employ to provide exceptional service to our surgical patients, families, friends and medical staff.

“Thank you, volunteers!”

Shelley Deatrick, PACU Nurse Manager:

“Our Nursing staff really appreciates our Liaisons! They are key to answering questions for the families and really help us by escorting the families to the bedside.

“Our PACU volunteers are so very helpful with cleaning and stocking, in addition to helping our Hospital Assistants with patient transport. They are always willing to do whatever we ask.”

Todd Krinke, ISIS Lab Ops Manager:

“We really appreciate how flexible our volunteers are and how willing they are to assist with tasks that range from data entry and document creation to acting out roles in some of our simulations. They are always eager to try out and learn about new equipment and technologies, and they often offer unique insights and perspectives when we are brainstorming solutions to novel problems in our lab.

“Our current ongoing project that we have assigned to our volunteers involves taking all of our recently reorganized course documentation and uploading the data to our Department of Surgery wiki page. When we first began this data migration, I was unfamiliar with how to edit the wiki pages myself. I sat down with Celinne Macarulay, who was our first volunteer to help launch this project, and before long she had some templates in place that other volunteers could use to more easily and consistently make their own changes.

(Continued on page 7)
A Big Thank You to Volunteers (continued from page 6)

“These are the kind of volunteer projects that have provided significant benefits for our lab—and they would not have happened without the efforts of our volunteers. I’ve been really impressed with the work that they put into these projects with relatively minimal oversight required. Current volunteers who have worked since Fall Quarter are: Will Gerull, Celinne Macarulay, Kanako Singh, Michelle Tan, Annie Young, and Val Young.”

Tara Brown, UWMC Recognition Program & Events Coordinator:

“Diane Rismoen has been the UWMC ‘nook volunteer’ for the last 6+ years and boy, has she made my life easier! She is absolutely amazing. Every Monday she checks the nook in HR BB-150 to make sure it’s stocked effectively for employee recognition that week. She makes a beautiful display of the items, and is also sure to organize the storage closet and get rid of extra boxes so that it’s easier to access.

“Diane is quick to let me know when we’re low on inventory so I can order more. She also takes some of the work home so that she can make the goody bags there. To some this might not seem like a huge task, but informal employee recognition at UWMC is benefited by her work, and I personally am saved hours of traveling to and from UWMC to stock items so that I can work on larger projects.

“Over the past 6+ years, Diane and I have shared many fun lunches, emails, and conversations about life, photography, cupcake and cake decorating, family and pets. She is a wonderful lady and I feel honored to have the opportunity to work with her. Thank you, thank you, thank you!!”

Jimmie Southwood, Administrative Fellow:

“Over the past four months, I have had a chance to work with several volunteers who have graciously given UWMC some of their free time on nights and weekends. They have played an important role in ensuring UWMC staff are utilizing the whiteboards on inpatient units as intended. I couldn’t be more grateful.”

Cindy Brazell, Nurse Manager, Emergency Department:

“The volunteers have been a great addition to the Emergency Department! Over the past year, we have added volunteers in the ED every day. We appreciate the enthusiasm they bring to their volunteer role. They assist the staff daily with meeting the UWMC Service Culture Guidelines.

“Volunteers offer assistance to our patients and families by answering call lights, bringing patients warm blankets, offering assistance with transporting patients, and just helping to keep the environment clean and organized.

“Thank you to our volunteers! The providers and staff appreciate your support in providing excellent service to our patients in the Emergency Department.”

Kelly, Sue, Erika, Mary and Craig, Regional Heart Center:

Volunteers Kannika Styron and Pam Ellard are so wonderful and so reliable! They prepare our patient packets for the next day and prepare spare packets so we are always good to go. We look forward to seeing them weekly and they both go above and beyond, assisting in any areas in which we need help.

“Thank you so much to both of them for all they do for us! We appreciate you both very much!”

Jeanne Sevaaetasi, PSS, and Marla Brown, RN, Emergency Department:

Jeanne: “I want to give a BIG hooraah for Linhchi Pham. She volunteers in my department (UWER) as a volunteer on Saturday evenings. We think the world of her! She is always willing to help and assist when needed. Pretty much all of us would like to adopt her—she has so much spirit and is a very caring young lady! I think she deserves special recognition.”

Marla: “Linch is a volunteer in the ER. She is exceptional. She’s always pleasant and enthusiastic. She never shies away from work and is always eager to help. She’s a pleasure to work with. The staff and patients all love her!”

(Continued on page 8)
A Big Thank You to Volunteers (continued from page 7)

Erin Snowberger, RN, PACU:

“Dan Chen has been such a faithful volunteer! She helps with the tasks of keeping our pre-op bays cleaned, stocked and ready for the next patient check-ins. This has allowed us to get our patients roomed and checked in for surgery in a quick and efficient way.

“She is very hard-working. Once a task is checked off her list, she consistently follows up with our charge nurses or medical assistant to find out what she can next do to help us out. I have been very impressed with her solid work ethic! She is a valuable asset to us in the perioperative area!

“Tuan Phan has been volunteering with us in perioperative services since the start of the year. He spends about 12 hours a week with us. He is very inquisitive, and we are so appreciative of the time he gives us each week. He has been so great at getting our stretchers cleaned and re-made between patients, and our rooms set up for the first cases the next day. He is always so pleasant, and friendly, and eager to take on any task we have for him that day.

“All of our volunteers make such a difference with our patients! They allow us to provide more efficient care to our patients by assisting with many of our support tasks. Our patients love seeing their energy and smiles. Volunteers make such a positive difference in the care we are able to provide to our patients on a daily basis.”

Deborah Frieze, Inpatient Pharmacy Manager:

“The volunteers in the Inpatient Pharmacy provide a tremendous value to our department. They assist in a variety of ways to help us provide medications to our patients in a timely fashion. The volunteers are always cheerful and ready to assist in any manner. We in the pharmacy really appreciate the time they give us. Thank you, volunteers!”

Chantelle Slayter, Program Assistant, Volunteer Services:

“I want to thank all of the Lobby Ambassadors at UWMC for being great. It is a pleasure to work with all of you. Thank you to Greg Bakke, James Calamia, Gita Gisin, Taryn Kralman, Betty Larsen, Jimmy Le, Elizabeth McDaniel, Diane Rismoen, Jack Roberts, Marcella San Martini, Barbara Scott, Irene Seto and Franco Yip.

“Thanks to all of you for your hard work and dedication, as well as your generosity and kindness. You make the medical center a warm and welcoming place.”

Kristin Killian, RN, 5E ICU:

“Our student volunteers bring so much energy and enthusiasm to their work on 5E ICU. Whether assisting a nurse in an emergency or refilling supplies, their contributions are invaluable! We are so grateful for their service!

“Our ICU patients and their families are so thankful for the time and caring provided to them by our team of volunteer Liaisons. Liaisons have eased the burden of stress our patients and families experience while in the ICU by providing emotional support and helping them to navigate the hospital.

“They are, quite simply, wonderful.”

Dorthea McMahon, Nurse Manager, Resource Team:

“The volunteers who serve in the patient escort role provide a wonderful and valuable service to our patients. The volunteers performed nearly 10,000 transports in the past year! Our volunteers are often involved helping patients discharge from UWMC or navigate from one appointment to another.

“The energy and enthusiasm our volunteers bring to the escort role positively influences our ability to meet the service and satisfaction needs for our patients and families. Our patient transport team would be lost without our volunteers, and we appreciate the partnership and commitment to help serve our patients! Thank you, Escort Volunteers!”

Susanna Felak, Medical Assistant, GIMC:

“Anthony Fok is an incredible volunteer and all-around great person! We appreciate his help immensely at the General Internal Medicine Center!

(Continued on page 9)
A Big Thank You to Volunteers (continued from page 8)

“He is always here on time and works hard through the duration of his volunteer shift, and is enthusiastically willing to help out wherever needed. No matter how interesting or mundane the task, he tackles it with a positive attitude and seems happy with the satisfaction of a job well done.

“Anthony has an incredible work ethic and a thirst for knowledge that can’t be beat. We have every bit of faith that he will go far in this world, and wish him the best on his journey through life, and through the medical field as he moves onward with his career. Thank you and good luck!”

Reverend Amy Furth, Clinical Manager & Educator, Spiritual Care:

“We really do depend on our volunteers to extend much-needed and appreciated care to our Roman Catholic patients while they are in the hospital. On behalf of Spiritual Care, I would like to thank our Eucharistic Ministry volunteers—Michael, Rosemary, Deborah, and Robert—you are a blessing to UWMC patients!”

Margrit Walde, NR, Assistant Nurse Manager, 4NE:

“Chunchun Zhang has been a volunteer on 4NE for about a year. Chunchun is very helpful to patients by helping with restocking supplies, doing clerical tasks, and answering patient call lights. She demonstrates her commitment to patient care by arriving promptly and consistently for her shift.

“Luke Cruz has been a volunteer on 4NE for quite a while. Luke is a great help to us by helping to take patients to their rides when discharged, restocking supplies and helping patients on the unit.

“A big thank you to Chunchun and Luke from 4NE!”

Vangie Schasse, Assistant Nurse Manager, Maternity & Infant Care Center:

“I’d love to recognize our mother-baby unit volunteers as a group! They are all so helpful that we look forward to their arrival and miss them dearly when they are absent. Anastasia, Elsie, Alyse, Kimberly, Tran, Veronica and Zoe (recently joined by Julie and Karen) help all of our staff with so many things. They help answer phones and call lights, they help set up rooms and restock supplies. But the most notable duty is escorting our new moms and families to the NICU on 4SA to see their new babies. This happens numerous times every day with many patients and we so appreciate their help with this simple but so helpful service! We LOVE our volunteers!”

Becky Rusnak, Director of Administrative Operations, UWMC Administration:

“All our volunteers are great! Michelle Le has been helping support the CNO and Crystal Leibas has been supporting the Executive Director. Dick Shaw is just great. He is always willing to help out with whatever is needed.”

Service League Board members (left to right): Judy Lovelace, Barbara Scott, Katie Douglas, Natalie Wang, Jane Anderson, Connie Chen, and Shawn Roth.
Every year, Volunteer Services receives a wonderful donation of teddy bears from our friends at HDR Engineering, Inc., in Bellevue, WA. These donations are delivered to clinics and departments throughout UWMC, spreading smiles and joy to our patients and families.

Debra Cobb Hanson, an HDR employee who helped with the delivery shared, “Your staff is incredible and your patients are true warriors. When people are in need of medical help, they are vulnerable—to see a team of people working so diligently to meet their needs is heartwarming. If HDR can work alongside this great team with our teddy bear donations, it is our pleasure to contribute!”

We would like to express our deepest thanks to our community partners at HDR for continuing each year to make a difference for patients and families at UW Medical Center.

Above: UWMC Program Coordinator Joy Murphy with Debra Cobb Hanson and Judy Hines of HDR.

Other photos: Our UWMC patients and their care teams.
Volunteer Profile: Dick and Judy Shaw

Dick and Judy Shaw have been a volunteering “power couple” at UWMC for many years. Dick currently volunteers in the Medical Director’s office, helping with clerical work.

“It’s called ‘credentialing,’” explained Dick. “It’s making sure all the doctors are properly credentialed. Every month, there are about 200 more doctors!”

Dick started volunteering at UWMC in 2000, and has held numerous volunteer roles. He has performed patient transport, volunteered in Pre-Surgery and Transplant, and served on the UWMC Service League Board for many years. Notably, Dick served as Service League Board President in 2008.

Dick is modest about his service, joking, “The key thing that I do is provide transportation for my wife, so that she can do her important work!”

“Sometimes patients ask Judy for her email and they keep in touch.”

Judy began volunteering at UWMC in 2008. “He recruited me!” she said, laughing.

“I’m the Knitting Lady,” shared Judy. “That’s what they call me. It’s a really ancient skill. I teach knitting—and sometimes crocheting—and sometimes embroidery—in the Antepartum Clinic. I once even taught a couple of kids how to finger knit.

“Some of my patients are here from a really long way and don’t have any visitors,” she continued. “We don’t just knit, we talk too.”

“It’s just an excuse to get the conversation going,” added Dick.

Judy told a story about teaching knitting to a patient from India.

“She was really a long way from home,” said Judy. “And I think, culturally, she would never have learned how to knit. She really enjoyed that. She actually sent me a picture of her baby wearing the sweater that he eventually grew into.

“Some of the ladies are here for a really long time. They need something productive to do. I’ve had people who started out knowing nothing about knitting and they leave with a sweater for their baby.”

Sometimes patients ask Judy for her email and they keep in touch.

“Medical Director Tom Staiger said, “We are very fortunate to have an outstanding volunteer, Dick Shaw, in our Medical Staff Administration office.

“Dick has been our volunteer for over 5 years. We consider him to be part of our team. He is a dedicated, reliable and highly valued volunteer. Dick has become an essential contributor to our provider credentialing process. We depend upon him to perform a final part of the process. His attention to detail provides an important last check to help us insure our process is reliable.”

(Continued on page 12)
Volunteer Profile: Dick and Judy Shaw (continued from page 11)

“His lovely wife Judy also volunteers, teaching knitting to mothers with high risk pregnancies. She is a talented knitter and is always willing to share tips and tricks with staff in our office. We love hearing about their grandchildren and traveling adventures. UWMC and our patients benefit greatly from the volunteer contributions of the Shaws.”

Lorraine Auerswald, RN, 6E MICC, shared, “I cannot say enough good things about Judy Shaw; she is so kind and patient with the patients. She is so valuable to our unit. Our patient population really appreciates the diversion that knitting and crocheting offers. Judy is really good with the patients as well as the staff.

“I so appreciate the dedication and time that Judy gives so selflessly. Judy is truly a shining star!”

Assistant Nurse Manager, Maternity and Infant Center, Teri Bottoms said, “Judy has her traveling cart piled high with all colors and a selection of knitting needles and crochet hooks. Judy has brought happiness, surprise and wonder to many inpatients as she has passed along the skills of learning how to knit or crochet. Judy visits us like clockwork every Tuesday afternoon. She checks in with the nursing staff regarding who may want to learn how to knit. She is not challenged by language or cultural differences—just takes it all in stride and finds a way to teach the patient how to knit.

“We hear frequent remarks by patients saying, ‘I didn’t think I could do it but Judy was so patient and kind, and taught me what I needed to know.’ Occasionally, Judy makes close buddies of her “OB knitting students” and they continue to send her photos of projects they have continued after discharge from the hospital.

“Judy has made such a positive difference in the lives of many, many OB patients. She is encouraging and celebrates with the patient when they make something new—oftentimes for their family or baby-to-be. Judy saves many patients from long, boring hospital days—and in the end, the patient goes home with a new skill that they can use for years to come.”

What do you enjoy most about volunteering at UWMC?

Ayush Sharma, Escort: “I have had some pretty amazing experiences with UWMC staff and patients! The patients are incredibly nice and genuinely sweet. I have tried to make their stay at UWMC as pleasurable as possible by doing a few things—such as asking them if they want me to sing in the elevator while we wait (if it is a long wait). They end up liking it and thanking me too!

“Small interactions like this make me and the patient happy and put a smile on both of our faces. Of course, if the patient just wants some quiet, I obey their wish, and still try to make their last moments at UWMC pleasurable as they leave for home.”

Cindy Chung, Escort: “I’ve really had some great experiences with escorting patients. Probably my favorite thing is getting a chance to speak with the people I’m discharging or transporting. There is such a diverse group of people coming through the hospital, and each person has their own wisdom and stories to share. I enjoy hearing about them a lot.”

Barbara Scott, Information Desk volunteer and Service League Board President: “Volunteering with the Service League has been one of the highlights of my life. The board members come from a diverse background. We have men and women, working and retired, and students serving. They are a delight to work alongside as we make decisions to “provide the extras” to patients, families, and staff through our financial support.”

Bridget Karp, Escort: “Everyone at the Medical Center—from volunteers to patients—brightens my day when I get to volunteer with them, and I can’t express enough gratitude for this experience.”
“Volunteering at UWMC is amazing, and I’m so thankful that I got this opportunity. It is such a reward to see the grateful smiles of patients whom I could help using the best of my knowledge and my abilities. Indeed, my volunteer experience has influenced my life in many ways, such as developing communication and social skills.

“Most importantly, it has made me love my future career even more, knowing that I’m able to give my time and to provide the encouragement and support to people who are in need of help. I realized that I could brighten their day, and that is what makes my volunteer experience meaningful.”

~ Marina Banjanin, Escort

“Volunteering means community building, personal growth, and the ability to share the healthcare experience.

“Personally, it allows me to develop a strong yet compassionate inner core that shapes the type of professional I want to be: someone who understands the value of their work and the team effort required to make providing quality healthcare to everyone in need a fundamental human right.”

~ Pratishtha Chhabra, Escort

“Volunteering at UWMC has matured me and given me a greater appreciation for what I have and finding enjoyment from it. Sometimes it can be a bit tough to wake up a few hours earlier and go and put my time in but, once I go, I always leave feeling inspired.

“One day, I volunteered before and after class. In the morning, I had to transport a patient back to his room—he was all on his own. He was definitively the saddest, most disheartened patients I transported that morning. We spent our time together in silence as I could tell that he did not want to talk, not even when we had to wait a longer time for the elevator to come.

“I returned to UWMC after I finished class, and right before I was to leave, I was sent on one last transport. I always look forward to discharges, so I was excited. It turned out it was the same patient that I had escorted in the morning. This time, his spouse was with him and I could not recognize him as the same person from just a few hours earlier. We laughed and chatted as we rode the elevator (which came immediately this time) and made our way out to the front entrance.

“After a week full of tiring tests and assignments, this patient’s change and happiness invigorated me. Whenever I think back to that day, I smile. From that one patient, I realized that no matter how sad someone is, it is amazing and wonderful how quickly they can bounce back and totally reverse their feelings.”

~ Maya Maung, Escort
UWMC Art Program - Sky Gallery Exhibition

UWMC’s Art Program is currently hosting “Ripple” in the Sky Gallery. This is a collaborative art show with students from UW Professor Ellen Garven’s Advanced Photo Media class, “Context, Collaboration, and Installation.”

Each of the nineteen students in the UW Photo-media class was given the assignment to produce a piece of art that would be appropriate to hang in a hospital setting. To gain a better understanding of the differences between most public collections and galleries versus one in a medical setting, students met with the Art Manager of UWMC’s collection, Karen Neuhard-Forsythe.

Karen led the students on a tour of the medical center’s art collection. She also led the class in discussion of the many issues that impact the selection of art for a hospital setting, as well as appropriate ways to present their art.

Afterwards, each student was allowed to explore their own ideas, and produce a piece of art for exhibition in the Sky Gallery. Some took inspiration from art work, and others from impressions formed while touring the medical center. Each student has written an artist statement giving a bit of insight into their artwork and their source of inspiration.

Please take a few minutes out of your busy day to stop by the Sky Gallery and view the exhibition. The Sky Gallery is located on the third floor in the hallway behind Admitting.

The show runs from February 19 through April 11, 2014.

Upcoming Sky Gallery Exhibition
Mid-May - July 2014
The UWMC Art Program will host a photo exhibition by photographer David Johnson.

Volunteer Voices

Leah Jarvik, Escort: “I have gained quite a lot from my role as a UWMC volunteer. Most importantly, I have gained an intimate knowledge of how a hospital functions.

“Interactions at UWMC are what makes this position so wonderful! Meeting so many people from so many walks of life is inspiring, to say the least. Whether I am talking with staff, patients, or other volunteers, it is a privilege and a joy to hear snippets of so many different kinds of stories.”

(Elsie) Shin Sawai, Escort: “Volunteering at UW Medical Center has meant a lot to me. This not only allows me to contribute to the community but really helps me learn a lot. I learned about the hospital’s system of communication. It is amazing to see how all the departments are connected, and I am very glad to participate through deliveries and transports. I have also learned the joy of helping people.”
What does volunteering at UWMC mean to you?

“My volunteer service means a lot to me because it has helped me gain experience in the hospital setting and it has taught me about different roles in the hospital. “One of my favorite parts of volunteering is transporting patients—I like to talk to them and sometimes hear interesting things about their lives.”
~ Emma Deas, Escort

“I have really enjoyed volunteering at UWMC. I am happy to help out the patients and their families. “I believe that the warm atmosphere of the hospital is significant to the improvement
~ Young Suk Hong, Escort

“Volunteer Service to me means giving back to the community. Every time I volunteer, I meet great people and feel rewarded for helping patients. “Volunteering at UWMC has influenced me to strive for a career in the medical field. I am truly blessed to be here.”
~ Alan Nguyen, Escort

“Volunteering at UWMC helped me get into the professional program I had applied for at UW. “I am so excited to be starting the program and so thankful to have had the opportunity to gain firsthand experience observing and assisting in the department!”
~ Tess Wilson, Physical Therapy

“I have been volunteering here since April and have enjoyed myself because of how many people I get to help. “If you love to help people and want to get experience with customer service, I would recommend volunteering at UWMC as an Escort!”
~ Luke Johnson, Escort Team Leader

“I really appreciate how the staff are very helpful in explaining things to us. They are so clear in their instructions. And the leaders are very friendly and kind. “I really love to help the patients. They are so friendly!”
~ Tirhass Ghebreselasie, Escort

“Every time I volunteer, I am constantly inspired by all of the enthusiastic hospital staff and the personal stories told to me by patients while transporting them. “I love knowing that every time I escort someone, I have a chance to brighten their day—and when I succeed it makes this experience very worthwhile.”
~ Bryce LaCourse, Escort

“Volunteering at UWMC has allowed me the opportunity to experience the daily routines that go on in the hospital, whether it’s delivering specimens or transporting patients to their appointments. My future plans involve applying to medical schools and volunteering lets me see whether the work environment is right for me.”
~ Chenkai Lu, Escort
UWMC Service League Retail Operations News

UWMC Service League Retail Operations is very fortunate to have two fabulous volunteers who dedicate valuable time and effort to the program.

Shawn Roth (pictured at right): Shawn and her family are all UW alumni. Her father was a UW Professor for 30 years. So when Shawn heard about the UWMC Service League at a volunteer fair, she knew it was a good match.

Shawn started in the fall of 2008, volunteering one full day a week as a Surgery Liaison in the second floor waiting room. From personal experience, she knew the importance of helping family members stay connected with the care of their loved ones.

Shawn became a Service League Board member the same year, serving on the Retail and Finance Committees. She is currently the board’s Vice President. As if all this isn’t enough, Shawn expressed interest in helping with the Gift Shop display case located on the first floor by the BB elevators. Her creativity makes a huge difference. Shawn keeps the display case fresh and most importantly—current!

Patty McHugh (pictured below): After 20 years of managing and bookkeeping for her husband’s dental clinic, Patty and her husband Bill decided to sell the practice. But that didn’t mean it was time to retire. Bill went on to teach at UW Dental School, and Patty volunteered in the gift shop at Highline Hospital.

In 2002, Patty decided to travel with Bill to UW and share her skills with UWMC Volunteer Services. She started by volunteering one day a week, splitting her time between clerical work and helping in the gift shop. Eventually, Patty requested to work a full day in the gift shop.

Patty’s organizational skills were soon apparent, and she was assigned the task of checking in and ticketing new merchandise. Patty assists in selling raffle tickets, helping vendors and customers during special sales events, and assisting the buyer at gift shows.

From 2003-2009, Patty sat on the Service League Board, serving as Committee Chair for Retail Operations and a year as Vice President. She has continued her Wednesday shift in the gift shop to this day. When asked why she continues to volunteer, Patty said, “I find it very rewarding knowing that my work helps reduce payroll costs—and that savings ultimately helps fund the mission of the Service League.”

Construction has started on the third floor restrooms located to the east of the gift shop, and as a result, the gift shop has temporarily lost 12 feet of space. Merchandise has been moved into the Tea Room and hours of operation have been extended to a 6:00 p.m. closure instead of 4:00, and a 10:00-3:00 opening has been extended to Saturdays.

Construction is expected to continue until June. Once completed, the gift shop will be considerably larger. A much needed improvement!

Upcoming Special Sales Events
April 30, May 1: Sara Danielle Designs
The gold and silver in this beautiful fine jewelry collection is recycled, and all scrap material is refined for reuse.

May 6 - 8: Two Old Bags
Offering a great variety of fun, affordable jewelry and accessories.

June 10 - 11: Jewels of Hope
Handmade jewelry with 100% proceeds benefiting UWMC cancer research and Service League programs.
2014 UWMC Volunteer Celebration

Wednesday, April 30, 2014
3:00pm-5:00pm

UWMC Plaza Café Conference Rooms
UW Medical Center Cafeteria

There will be delicious food and beverages. You may drop in anytime.

Call 206.598.4218 to reserve your spot. Each volunteer is invited to bring one guest.

This event is for all active UWMC volunteers who have completed 50+ hours of service.

Meet UWMC Administrators, UW School of Nursing Admissions & UW School of Medicine Admissions staff, UWMC medical staff, and fellow volunteers.

PRIZES!
Enter to win nurse & physician shadowing opportunities and a U Village Gift Card!!!
Salute to Volunteers

2014 Seattle Mariners

Pricing

• $8 View Level
• $20 Main Level

Reserve your tickets

Visit: Mariners.com/Volunteers
Password: Volunteers

Deadline to purchase: April 21 at Noon

MON., APR 21
7:10 PM

Event Details

Were you one of the millions of Americans who volunteered their time last year? If so, Serve Washington and the Seattle Mariners want to thank you for your service at a special night just for volunteers.

Salute to Volunteers Night is the perfect way to recognize your employees’ efforts or hold a team-building event with your community organization.

Pricing

• $8 View Level
• $20 Main Level

Reserve your tickets

Visit: Mariners.com/Volunteers
Password: Volunteers
Deadline to purchase: April 21 at Noon

FOLLOW THE STEPS BELOW TO PURCHASE TICKETS:
1. Visit the link: Mariners.com/Volunteers
2. Select “Buy Tickets” then enter Volunteers as your Special Offer Code.
3. Purchase and print your tickets instantly.
SPECIAL DISCOUNT FOR UWMC VOLUNTEERS FROM SEATTLE SOUNDERS FC!

UWMC Volunteer Services has partnered with Seattle Sounders FC to offer UWMC volunteers discounted $18 tickets ($30 value) for the 1:00 PM Saturday, April 26, 2014 match vs. The Colorado Rapids!!

Please follow the instructions below and take advantage of this fantastic offer.

Follow this link: https://oss.ticketmaster.com/html/go.html?l=EN&t=seattlemls&o=242&g=650


These tickets are for the fabulous Hawks Nest seats in Sections 147 & 149

We hope to see you on game day!!!

Thank you for all you do!!!
Help Wanted: Volunteer Opportunities

**Nursing Units**: Open to adult/college volunteers. 6NE and 6SE (General Medicine), 4NE (Medical Surgery), 4SE (Transplant). 5SE (Cardiothoracic ICU), 5NE (Medical Surgical, Telemetry), Radiology, and Cardiac Cath ICRU 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.

**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.

**Lobby Ambassador**: Create a welcoming environment by greeting and assisting patients and visitors at 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.

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

**NEW POSITION! UWMC Volunteer Opportunity in Bellevue!**

**Eastside Specialty Center**: This is an exciting opportunity to be a part of UWMC’s new state-of-the-art facility, services, and team! Ideal for those who live on the Eastside. UW Medicine Eastside Specialty Center has multi-specialty clinics providing physician visits/consultations to patients on the Eastside. Volunteers are needed to assist with welcoming, way-finding, Level Green patient transport, and other duties.

Welcome New Volunteers

Volunteer Services recently interviewed, placed, and trained the following 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:

- Ifrah Alia
- Dane Alzate
- Austin Bland
- Julian Conn
- Busch
- Ryan Hau
- Roy Hsu
- Sarah Jordan
- Ariana Kamaliazad
- Leo Lansky
- Haseeb Malik
- James Marayama
- Scott Mills
- Stephanie Reed
- Caitlin Ross
- Lisa Tobis
- Pei-Chun Tsai
- and Daniel Yi.