2013 Summer Teen Program

Are you seeing blue lately? That’s because the 2013 Summer Teen Program is in full swing!

In June, approximately 75 Summer Teen volunteers were interviewed, oriented, and trained. Volunteers began service on or before the week of July 1, 2013.

During this eight week program, these high school volunteers work as Escorts, providing the following services: Level Green wheelchair transport, delivering specimens, delivering flowers and mail to patients, collecting and cleaning wheelchairs, greeting and directing, and assisting with various projects in clinics and offices throughout the medical center.

This year’s program boasts participants from 34 different high schools, both private and public, in the Seattle area and internationally. These schools include: Archbishop Murphy (Mill Creek), Auburn Mt. View (Auburn), Aviation (Des Moines), Bainbridge (Bainbridge Island), Ballard (Seattle), Bishop Blanchet (Seattle), Cleveland (Seattle), Eastlake (Bellevue), Eastside Prep (Bellevue), Forest Ridge School (Bellevue), Garfield (Seattle), Hazen (Renton), Inglemoor (Kenmore), International Community School (Kirkland), Kamiak (Mukilteo), Kentridge (Kent), Liberty (Renton), Lindbergh (Renton), Meadowdale (Lynnwood), Mercer Island (Mercer Island), Mt. Si (Snoqualmie), Nathan Hale (Seattle), Newport (Bellevue), Roosevelt (Seattle), Seattle Prep (Seattle), Skyline (Issaquah), Taejon Christian International (Korea), University Prep (Seattle), UW Academy (Seattle), and West Seattle (Seattle).

Volunteers in the Summer Teen Program 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.

We are grateful for our Summer Teen Program volunteers’ commitment to providing service excellence to our patients and visitors.

As the program winds down to a close on August 31, 2013, we hope the Summer Teen volunteers will return to school feeling inspired—both to pursue careers in medicine and to continue to serve their communities.

Thanks to all our Summer Teens for your dedication and great work!
A Word From Renée...

Jess Morales, Program Assistant: Goodbye and Thank You!

Jess Morales joined the Volunteer Services team in January, 2010. Many of you already know Jess by sight—his friendly smile brightens the day of the hundreds of patients, visitors, and staff members whom he greets daily at the Lobby Information Desk.

In his time at UWMC, Jess has made a huge impact on the Volunteer Services Program. Jess’ natural leadership abilities shine at the Information Desk, where he trains and mentors new Lobby Ambassador volunteers and staff. Jess was also instrumental in helping to create and develop the Lobby Ambassador Program. His work on developing a comprehensive handbook for use at the Information Desk has helped to more efficiently direct patients and provide them with essential information.

Anyone who gets to know Jess learns very quickly of his passion for epidemiology—and how driven he is in working towards his dream of one day entering this field. Jess is about to take a giant step toward his goal in September, when he will become a full-time UW student, pursuing an undergraduate degree in Microbiology with hopes of continuing on to a graduate program.

“Jess has been a greatly valued employee and has provided excellent customer service to thousands of patients, visitors, and staff alike,” said Cynnie Foss, Lobby & Ambassador Program Manager. “We wish him all the best in the future!”

We are sorry to see Jess go—but excited to watch him succeed as he takes this next step in his career.

Please stop by the Information Desk on Friday, August 9, to wish him well!

“Because of Jess’ mentoring and leadership, I have grown in my role as a volunteer at UWMC. Through his encouragement, I am proud to say that I am now a Lobby Ambassador helping patients at the Information Desk. He has taken time to introduce me to other volunteers, show me the ropes, make me feel welcomed and valued as a member of the team. He has been a mentor to me and has made me feel like a real friend: much more than a coworker. I really love volunteering at UWMC—and Jess has helped me to understand the value of my experience and time here. He is my Obi-Wan Kenobi and I am his Anakin Skywalker.”

~Alex Shinakov, Lobby Ambassador volunteer
Art Therapy Helps Patients at UWMC

Zandi Salstrom is an Art Therapist in the UWMC Service League’s Arts in Healing Program. She holds a master’s degree from Antioch University in psychology, with a specialization in mental health counseling and art therapy. She is a Licensed Mental Health Counseling Associate as well as a Registered Hypnotherapist.

The Arts in Healing Program offers Art Therapy through groups and bedside visits for over 2,000 patients and family members at UWMC each year. Explained Zandi, “The best part about Art Therapy is that it works regardless of patients’ artistic skill or experience with art.”

What is Art Therapy?
The American Art Therapy Association defines Art Therapy as: “[A] mental health profession in which clients [or patients], facilitated by the art therapist, use art media, the creative process, and the resulting artwork to explore their feelings, reconcile emotional conflicts, foster self-awareness, manage behavior and addictions, develop social skills, improve reality orientation, reduce anxiety, and increase self-esteem.” In other words, Art Therapy is a mental health profession in which patients, guided by an Art Therapist, engage in the creative process, in a variety of settings, to help improve the quality of their lives.

How do you become an Art Therapist?
Entry level practice in Art Therapy requires a master’s degree, and in most settings in Washington state, Art Therapists must also hold a master’s degree in psychology and Mental Health Counseling.

Art Therapy in the medical setting helps to promote:

1. Improved mood, relaxation, and decreased perception of pain. While engaging in creative activities such as making art or viewing inspiring art, our brains release endorphins (“natural mood boosters and pain killers.”)

2. Stress reduction and sense of control. In a treatment world where so much of what happens to patients’ bodies is out of their control, Art Therapy provides choices: choice of color, texture, and design; all of which lead to a greater sense of perceived control. Health psychology shows us that there is a direct correlation between perceived control and the reduction of stress. More choices and control equals less stress, which in turn equals a stronger immune system and better health.

3. Self-discovery and self-esteem. Through engaging in art, even reluctant patients can surprise themselves by tapping into their own creativity. These discoveries lead to increases of self-esteem which can help improve perceptions of body image during medical treatment.

4. Self-expression. Art helps give a voice to concerns about existential questions we will all face at one time or another, including those about illness, meaning, purpose, life, death, and so on.

5. Connection and support. During art groups, patients can support one another, and caregivers and families offer support and condolence to other caregivers and family members. For patients in isolation, or those without family or visitors, our program offers connection and support directly at the bedside.

“Art therapy provides hope,” said Zandi. “Knowing that they have something to look forward to, especially for long-term patients, can make all the difference in their day-to-day outlook, mood, and perception of their hospital experience.”
What is the best part about volunteering at UWMC?

“I like helping and getting to know the health care team at UWMC.”
~Kannika Styron,
Regional Heart Center

“I have a lot of chances to observe doctors and nurses treating patients.”
~Kun (Sean) Yang, ICU 5E

“I like all the people. Everyone is very, very nice. Working with them is fun!”
~Elaine Ha, Pharmacy

“Helping people, making people smile—just talking to them. So far all of my patients have really enjoyed talking.”
~Luke Cruz,
4NE, Surgery Nursing Unit

“I really enjoy being part of the atmosphere of the medical field, and seeing what it’s like to work here on a day-to-day basis.”
~Niki Petrakos,
Medical Specialties

“Contact with the wonderful clinicians, staff, patients and families—and a strong sense of community involvement.”
~Linda Milgrom,
Health & Information Resource Center

Stone Soup Quilting Ministry Donation

Patty Federighi, Director of Stone Soup Quilting Ministry, and her husband Doug Daily, delivered a huge shipment of beautiful handmade quilts to UWMC on June 5, 2013. The quilts are gifted to oncology and other long-term patients at UWMC.

“As quilters, we know the silent but powerful statement of concern that a quilt can give,” Patty has explained. “It is a very effective way to reach out to someone who is in a stressful situation. So we simply make quilts as gifts for patients who come for treatment.”

Making the quilts is truly a team effort, starting with donors who provide fabric and batting to designers who prepare kits with simple instructions. The kits are then distributed to quilt shops and guilds to be picked up and pieced together by volunteer sewers. The finished product is truly a result of teamwork, having passed through the hands of many dedicated and talented Stone Soup volunteers.

Thanks once again to Patty and everyone at Stone Soup for your continued generosity and kindness to patients at UWMC.
In 1982, the UWMC Service League was formed. One of its top priorities was to lease the Gift Shop from the hospital in order to raise money for patient care programs. Since then, the retail program has grown to five locations including a tea room and three espresso bars. These locations are staffed primarily by UW students as well as by six staff members who are considered “key” employees. These six people boast a combined total of sixty-two years experience supporting the UWMC Service League.

This is the fifth in a series of six profiles which highlight the contributions of these very important employees.

Billy Broome was born in Bremerton, Washington, shortly after his father retired from a 21 year career in the Navy. After his father’s retirement, both of Billy’s parents went into the hospitality business. They worked for two hotels in the area and Billy began working with his parents. First he worked as a maintenance assistant doing tasks like cleaning pools and changing light bulbs. His second job was at the hotel restaurant where his mother managed housekeeping. Billy bused tables and took room service orders, preparing trays and delivering them to hotel guests.

Billy graduated from UW in 2009 with a major in psychology and a minor in music. Recalling the story of how he came to work for the UWMC Service League Retail Program, Billy explained, “It was a winter day in 2010. A huge snow storm had hit, but luckily I had the day off from my job at the Spaghetti Factory. My girlfriend was working as a barista at the UWMC Lobby Espresso Bar.

“They were terribly short staffed,” continued Billy, “so she mentioned to her supervisor that maybe I could come and help. Before I knew it, I was interviewed, hired, and learning how to be a barista. All in one hour!” Billy went on to become a full-time employee for the Service League, and in October 2012, he took on larger responsibilities at Roosevelt Espresso.

“I really appreciate his parents’ hospitality training,” said Gini Staton, Program Manager. “Billy is all about customer service and has created a wonderful customer service rapport. Billy is responsible for product ordering and communicating espresso needs to me. He’s also a very talented barista.”

Billy enjoys helping patients with physical challenges and he always goes the extra mile to help. For example, there is a patient that visits Roosevelt Clinic regularly who has lost the use of his hands. Billy always helps him get his wallet out, adds the extra toppings to his beverage, removes the packaging from his food, and assists him to a seating area.

Like many of our students who have completed their educations, Billy does not plan to be a barista for the long term. His passion is to become a zoo keeper! Billy has volunteered for the Woodland Park Zoo and currently is employed on Sundays as an exhibit attendant (“the fact guy”) for the Lion, Sloth Bear, and Asian Small-Clawed Otter exhibits.
Pen Pal Party - Montlake Elementary School

In June, 24 Montlake Elementary third graders met with 24 UWMC staff members to celebrate the 2013 Pen Pal Program. These pen pal pairs had exchanged letters throughout the 2012-13 school year. Montlake Elementary third grade teacher Margaret Gingrich uses the program as a lesson in letter writing. It also teaches kids how to communicate with adults and ask questions. Most UWMC staff members see it as a fun letter exchange and a way to inspire young students who may be interested in their professions.

The pen pals shared lunch and took turns drawing silly picture for each other. After lunch, the third graders surprised their pen pals by performing two plays that they had been rehearsing at school. The performances were great and had everyone smiling. As always, this party is bittersweet because it brings to a close the pen pals’ time together.

Thank you to Montlake Elementary third grade teacher Margaret Gingrich for her continued commitment to this program! Thanks also to all the UWMC staff participants for dedicating your time and energy to this wonderful community outreach program.

UW Art Students Create Art for UW Medical Center

For the fourth year, UWMC’s Art Program hosted an exhibition of artwork by students in UW’s Photomedia program. The exhibition, Ripple Effect, was exhibited in the Sky Gallery from June 3 - July 12, 2013. The gallery is located on the main lobby level near Admitting.

Each year, as one of the class assignments, students create an artwork specifically for exhibition at UWMC. This year in early May, fifteen Photomedia students and Professor Ellen Garvens toured UWMC with Art Program Manager Karen Neuhard-Forsythe, to learn about the art collection. In addition to viewing many artworks, the students learned about the history of the collection, criteria for selection, and art collection issues unique to a medical center setting.

Following the tour, students were asked to create an original piece of art. Their artwork was to be inspired by a piece in the collection or some aspect of the medical center. Students were also asked to take into account the information discussed during the tour as well as the exhibition site (the Sky Gallery) when creating their art.

The students took inspiration from many different sources—not just the art they saw. Some reflected on the emotions of being in the hospital, others on the environment itself. Several took the art they saw and transformed its essence into something totally different. The finished pieces were diverse in every way imaginable. Paintings, photos, and sculptures graced the gallery walls.

“I always enjoy working with the students in the Photomedia class,” said Karen Neuhard-Forsythe. “Their energy and ideas are invigorating! I always find myself learning new things from them and seeing what I look at every day in new ways.”

Special thanks to Professor Ellen Garvens and to all of the students in this quarter’s Photomedia class: Alea Baker-Dockrey, Max Cleary, Madeline Collins, Sydney Connell, Yin-che Hung, Katy Lester, Erinn McGraw, Nick Strobelt, Shaoyu Su, Shannyn Toewe, Tina Tran, Zoe Vais, Zhongling Yang, Lydia Zheng, and Tai Zweber.
Nurse Educator Susan Ramage recently visited the Service League Board to thank them for their support. Through a 2013 Service League grant, the Clinical Training Unit for the Child Development Clinic (CDC) at the Center on Human Development and Disability (CHDD) was able to purchase educational materials to help patients and families better understand cerebral palsy, autism, parenting and nutrition.

The CHDD was established forty years ago, when President Kennedy created a network of research and training centers across the United States. These centers focused on using an interdisciplinary approach to serve people with developmental disabilities. Originally called the Child Developmental and Mental Retardation Center (CDMRC), the CHDD evolved over the years to reflect the breadth and complexity of the center’s work involving individuals of all ages with many types of developmental disabilities and related problems.

CHDD includes 125 UW faculty members from 26 academic departments who work through the center on a broad spectrum of problems relevant to developmental disabilities. It is one of only a handful of centers across the nation offering training, research, and interdisciplinary services in one integrated program.

The center houses the UW LEND program. LEND (Leadership Education in Neurodevelopmental and Related Disabilities) offers training to health professionals in leadership roles. “We exist to train clinicians from all different disciplines how to assess kids with developmental disabilities,” explained Susan. “We take trainees from developmental pediatrics, nursing, psychology, speech therapy, occupational and physical therapy, social work, nutrition—all different disciplines come into our program to train.”

The trainees then participate in clinics which exist to serve kids and families. The Child Development Clinic provides thorough evaluation of children from birth through late teens to adulthood.

“The main purpose for this clinic is the assessment and diagnosis process,” said Susan. Children may be diagnosed with autism, ADD or ADHD, cerebral palsy, global delays, or other diagnoses. The clinic works with families to understand the assessments and provides additional follow up.

The High Risk Infant Follow Up Clinic tracks children who were born prematurely or at high risk from four months old until they are eight years old. During regular developmental follow up, the clinic provides recommendations and connects patients to services.

The Nutrition Specialties Clinic evaluates and provides follow up for children and young adults with PKU and other metabolic disorders.

Susan explained that the books provided through the Service League grant help to walk parents through what their child’s diagnosis means. “We can give them to families at the time that they get their diagnosis,” explained Susan. “We like to give them as many tools as possible so that they can understand the diagnosis and move forward.”

The books are written for parents, but teenagers interested in learning about their condition may also read them.

The books provided by the Service League include titles such as:

- **Autism Spectrum Disorders: What Every Parent Needs to Know**
- **Preparing for Life: Complete Guide for Transitioning to Adulthood for Those With Autism and Asperger’s**
- **Children With Cerebral Palsy: A Parent’s Guide**
- **Kazdin Method for Parenting the Defiant Child**

Susan said that since most of CHDD’s funding is directed at training, the CDC is not always able to provide all the extras that they would like to.

She thanked the Service League for their support, adding, “Being able to provide these books to families is a great treat!”
UWMC Service League Board Recognition Luncheon

On June 20, the University of Washington Medical Center hosted a luncheon in the Plaza Café to thank the Service League Board members for their hard work over the past year, and to welcome new members. Executive Director Stephen Zieniewicz attended the luncheon to personally express his gratitude and provide updates about the medical center. Administrators Thomas Staiger, Patty Riley, and Helen Shawcroft also shared updates and expressed their thanks to the board.

In 2012/13, the Service League Board provided oversight for $180,000 in funding to the medical center, including $50,000 to Social Work for emergency funds and housing, 30 hours of hands-on bedside and group art activities for UWMC patients, $12,700 in grants to support 28 patient programs, $20,000 for the purchase of artwork for UWMC, and many more programs and services designed to "provide the extras" for UWMC patients and families.

Guest speaker Zandi Salstrom spoke about her work as Art Therapist for the Service League’s Arts in Healing program. (See page 3 for more about this program.)

Outgoing Directors for 2012/13 include Ethan Hwang, Greg Shaw, Chantelle Slayter, and Phelan Trinh. Returning Directors for 2013/14 are Jane Anderson, Greg Bakke, Paul Jeganathan, Janet Meister, and Ceola Peoples. Officers for 2013/14 are President Barbara Scott, Vice President Shawn Roth, Treasurer Judy Lovelace, and Secretary Louise Leader. New board members for 2013/14 are Connie Chen, Tiffany Do, Stuart Miner, Jack Mo, Beverly Robinson, and Natalie Wang.

Thanks again to all the board members for your dedication and commitment to patients and families at UWMC.
UWMC Gift Shop: Coffee Taste Test

And the winner is…

On June 27, the UWMC Gift Shop and their coffee supplier, Coffee Bean International/Panache conducted a drip coffee blind taste test. Customers were invited to taste three different blends of regular brewed coffee. 63 participants shared their valuable opinions and the results were close.

The purpose of the taste test was to see if customers, mostly regular daily customers, would like to see a change in their “daily grind.” The results proved that the current brew is still very popular—the winning brew won by one vote. Results are as follows:

With 24 votes, Café Aldea Nicaragua was the coffee of choice. Café Aldea is a single origin coffee and is one of a few “care” coffees roasted by CBI. CBI has a long-standing partnership with Mercy Corps, a global network of professionals dedicated to building grassroots programs in oppressed and impoverished countries. $2.00 from every pound purchased from CBI is given back to the Nicaraguan communities that grow it.

Portland Blend, a medium roast currently served in the gift shop, came in a close second with 23 votes. This blend has been extremely popular and some of our regulars identified it immediately.

Double French Roast, also a medium blend, came in third place with 16 votes.

Based on these results, the gift shop is considering using the top two coffees on an alternating monthly program, beginning October 1, 2013.

Help Wanted: Social Work, Physical Therapy & More

Social Work & Care Coordination: Seeking two longer-term volunteers (minimum 9 months) who will serve a minimum of 6 hours weekly (hours are flexible, M-F, 9-5) supporting social workers in two areas—the Neonatal Intensive Care Unit and the Roosevelt clinics (primarily General Internal Medicine).

These two positions will help the social workers assist families with local and state applications for services, finding and sharing needed community resources (including health insurance, housing, transportation, etc.) and other tangible tasks that help to support patients and their families.

The ideal candidates will be able to learn and grow the role over time. Applicants will be carefully evaluated for their interest and ability to commit. This is a great opportunity for someone who is organized, able to work independently, comfortable working with staff and patients, detail-oriented, and likes to help others.

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

Nursing Units: Open to adult/college volunteers. 6NE (General Medicine, Family Medicine), 6SE (Orthopaedics, Ophthalmology), 4NE (Medical Surgery), 4SE (Transplant), 5SE (Cardiothoracic ICU), 5NE (Medical Surgical, Telemetry), Radiology, ICRU (Interventional Cardiac Recovery Unit), 6S (Antepartum Service Unit), 6E (Labor & Delivery) and Regional Heart 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.

If you are interested in any of these positions, please contact Cynnie Foss at 598-4453 or stop by Volunteer Services (NN-303) during her office hours, M - F 12:00 noon - 1:00 p.m.
UWMC Art Collection: New Acquisition

The UWMC Art Collection recently acquired a number of new pieces, including this beautiful painting (pictured at left) by Garfield High School graduate and Seattle artist Maija Fiebig.

Artist Statement: “I see and look for patterns everywhere. From textiles to the details of leaves or skin close-up, I find and recreate these patterns in my work.

“My parents collected rugs and textiles, and our house was filled with patterns...Drawing from patterns in nature, textiles, and fashion, I create new forms through the repetition of shapes and colors.

“My paintings’ otherworldly environments are places I want to crawl inside, surrounded by color and living detail...

“Nature and patterns inspired me to make work that is as intricate and beautiful as the world surrounding us.”

Welcome New Volunteers

Volunteer Services recently interviewed, placed, and trained 120 new volunteers.

The following volunteers have begun work in their chosen roles. We are delighted to have you with us! You are already making a difference for our patients, families, visitors and staff.

A BIG welcome to:

Do you have a story idea or photo to submit to the Volunteer Voice? Send it to bbott@uw.edu. Submissions are welcome!

The Volunteer Voice newsletter is published bimonthly.