Meet Our 2014 Team Leaders

The Escort Team Leaders, also known as “the Red Shirts,” are a hand-selected group of volunteers with demonstrated excellence in both leadership and customer service skills. Their primary duties are to provide mentorship and guidance to Escort volunteers and perform as role models for providing customer service and assistance to UWMC patients and visitors.

UWMC Escort Team Leaders are extremely dedicated to the “Patients Are First” initiative and they exemplify service excellence for all UWMC volunteers.

We are proud to introduce the 2014 Escort Team Leaders!


“Being a Team Leader [and Team Leader Captain] has been one of the best experiences of my college career. It has given me an opportunity to grow as an individual and learn about who I am and what I want to do in my life. It has also been great being a part of the UWMC family and working with many great volunteers, staff, faculty, and of course, patients and their families.


“What I enjoy most about being a Team Leader is having the chance to help others and making a positive impact on their day.”


“I like being a Team Leader because I get to be a role model for newer volunteers and I get to work with a variety of healthcare professionals.”


“Being a Team Leader means making sure that the first and last experience that a patient has on their way in and out of the hospital is as positive as it can be. It means putting patient comfort, dignity, and humanity first.”

Team Leaders (left to right): Jack Mo, James Nguyen, Michael Lee, Sara Levy, Kim Tran, Maria Merakov, Lauren Berglind, Jeremy Coles, David Mahoney, and Alyse Whitlock.
Meet Our 2014 Team Leaders (continued from page 1)

“Being a Team Leader means putting in more than just volunteering hours. A leader holds responsibilities and experiences that can be passed on to new volunteers. As Team Leaders, we make sure every volunteer has the chance to gain the experience and knowledge, and feel like they are a part of more than just a team, but also a family.”

“Being a Team Leader means making sure that the first and last experience a patient has [at UWMC] is as positive as can be.”

“I love being a Team Leader. Each week brings another interesting challenge, which constantly keeps me on my toes. From helping volunteers orient themselves, to acting as a role model for those who are shadowing, I always need to make sure I am well aware of the locations in the hospital, as well as how to carry out all of the volunteer duties. I am excited to see what adventures the next few months will bring!”

“Being a Team Leader means that I can make a difference for patients in the hospital. I help volunteers learn their important role as an Escort and assist patients with their needs. It’s a win-win situation!”

“A Team Leader is a source of guidance as well as a role model for volunteers. The position is one that provides an opportunity to gain leadership skills in the medical environment.”

“Being a Team Leader means I have the opportunity to share my enthusiasm for excellent, patient-centered volunteer work with other Escort volunteers. I also have the privilege to continue learning from patients, and I get to work closely with talented Volunteer Services leaders.”

“As a Team Leader, I LOVE getting to work with all the amazing staff, volunteers, and patients at UWMC. I really enjoy getting to mentor the new and returning volunteers and share what I have learned.”

What is the best part about volunteering at UWMC?

“My favorite part of volunteering at UWMC is the amazing staff I have the opportunity to work with. Everyone here is helpful and extremely friendly but they’re also highly capable at what they do and that’s really what makes this experience so great.”
~ Dylan Mochizuki, Inpatient Pharmacy

“Volunteering in the ICU has given me a lot of hands-on experience working with very talented nurses from whom I have learned an incredible amount.”
~ Deirdre Laird, 5E ICU

“The best thing about volunteering at UWMC are the people themselves. Everyone is very nice, which actually makes me want to come volunteer here.”
~ Pawanvir Tung, Patient Escort

“I love interacting with the patients and trying to make them as comfortable as possible. Every time I help with a transport or delivery, I truly feel like I am helping. It is great to feel like I am really making an impact.”
~ Shayna Waldbaum, Patient Escort
A Word From Renée...

At the beginning of each new year, we tend to reflect on our passions, our commitments and what drives us to make a difference in our world, the lives of others, and in our own lives. At UWMC, our volunteers and the staff who mentor them are an inspiration and a daily reminder that we can make a difference each day at our medical center. Volunteers, we thank you for your continuous commitment and dedication of heart and soul. This issue of our newsletter is thread together by an important theme—we hope you will take it to heart!

During February and March, Service League Board members will be interviewing grant applicants in preparation for the review and award process which will take place in the spring. The Service League received a large number of grant applications for much needed items to enhance patient care and the patient experience at UWMC.

The Volunteer Services staff has been auditing volunteer records and data for accuracy. A request recently went out to the volunteers and supervisors to review their annual records and hours. We ask staff and volunteers to let us know if changes need to be made to the records.

Friday, February 7 is National Wear Red Day, the campaign to raise awareness for women and heart disease. As Heart Disease is the #1 killer of women, many national groups encourage us to put on our favorite red dress (or shirt) to promote the message for all women to protect their hearts.

Happy Valentine’s Day!

Renée DeRosier, Director

Service League Provides Heart Pillows for Patients

The UWMC Service League supports heart health for cardiac surgery patients through the generous donation of heart pillows (pictured below) for patients who have sternal precautions. Patients who receive bypass surgeries, valve repair or replacements, congenital repairs, ventricular assist devices or transplants are all candidates to receive the pillows.

These surgeries require the sternal bone to be cut in order to access the heart. The healing process can take up to 6 weeks—a critical time when patients must limit the use of their arms, specific movements and lifting, until the sternum is healed. Patients hug the pillows for therapeutic and curative purposes. They sleep with their pillows for added comfort and support of their healing sternum. The patients can often gain up to 10 pounds of fluid following surgeries, which can put them at risk for fluid in the lungs. Coughing is an important way to keep patients’ lungs clean of fluid. Since coughing can be quite painful with the sternal incision, patients embrace the pillows to make coughing more comfortable. When they hug their pillows, it reminds them to protect their incisions, helping to prevent reopening.

In addition to the healing advantages of the heart pillows, they also come equipped with a pen so that staff and family members can autograph and write messages of encouragement.

Leah Spacciate, Nurse Manager on 5NE, enthused, “Patients love the pillows! It is like their badge of courage. We had a patient bring back his pillow 18 years later to use after another surgery.”

The Service League is committed to supporting the health and healing of cardiac surgery patients.

To date, over 1,000 cardiac surgery patients at UWMC have received the huggable heart pillows purchased by the Service League!
Service Culture Standards: First Impressions

The “Patients Are First” Service Culture Standards remind us to always put the needs of patients and families first. This month, the Service Culture Standards Team is focusing on the importance of making a positive first impression. Here are their tips for helping you to prepare for that first all-important encounter:

- **Be ready.** Know your role. Gather the tools and information you will need to serve.
- **Be inspired.** How will you greet people? A warm welcome communicates your engagement and interest.
- **Give yourself a pep talk.** It can be easy to fall into a routine in a high volume, fast-paced environment, where we hear, say and do many things over and over again. Frequently, you will be the first person in your role the person will have ever talked with, requiring your sensitivity and focused attention.
- **Be on time.** Do your best to stay on schedule, and if you are running late, apologize and explain why.

Look for more great tips from the Service Culture Standards Team in our next issue!

Volunteers Making a Difference: Jimmy Nguyen

Administrative Coordinator Sarah Lenti recently shared with us the excellent feedback that she received from a family member in the Emergency Department. The family member wrote, “[The volunteer, Jimmy Nguyen] kept coming by and helping us. He was so great helping to get ice for our grandson’s hand. He was so polite. He really stood out because he made our wait easier.”

Sarah added, “Thanks for taking such good care of our patients!”

Jimmy is a UW student who began volunteering at the medical center in November 2013. Once he completed his Escort requirement, Jimmy began a new volunteer role in the Emergency Department.

Thank you to Sarah for passing along this great feedback. And a giant thank you to Jimmy for helping to create a welcoming and caring environment for this patient and their family.
Interview with Valerie Young, ISIS Volunteer

UWMC’s Institute for Simulation and Interprofessional Studies (ISIS) uses simulation technologies for training purposes, with the goal of improving patient safety and outcomes. In this interview, Valerie Young explains how to get the most out of the volunteer experience—and why there is never a dull moment at ISIS!

Why did you originally choose to volunteer at UWMC?

I wanted to have more volunteer experiences in a clinical setting to help me solidify my interests in a health professional field. I also wanted to further expand my passion in medicine through gaining useful skills and knowledge that would help me become a better physician.

What specific tasks do you perform in your volunteer role in ISIS? How does your work help the ISIS team?

I help with setting up, running and cleaning up simulations, as well as playing specific roles within the simulations. I also help lead ISIS tours, assist in a variety of ISIS-related events, and I help carry out administrative work.

I assist the ISIS team in these ways to make their work more efficient and successful. Also, I provide a different perspective and can offer insight to the team when needed.

What benefits have you gained from volunteering?

Volunteering has furthered my passion for becoming a doctor. Through volunteering, I have seen and learned about a variety of medical procedures and the different complications that are involved. I have also seen firsthand how the many simulations and devices at ISIS can help improve medical practices.

What can volunteers expect from their role in ISIS?

They can expect to learn numerous skills involving teamwork and communication by observing simulations and interactions between health professionals. Additionally, they can expect to learn about the various techniques, methods, simulations, and technology that can be used to help assist health care professionals and improve the quality of treatments.

What are you studying in school? What are your other interests and hobbies?

I am majoring in biochemistry and minoring in Bio-Ethics and humanities. My hobbies and interests include running, swimming, playing piano, and pretty much anything that involves the outdoors (i.e. hiking, snowboarding, etc.). I am very passionate about health in underserved areas and I am involved in a few organizations that focus on rural health care and social determinants of health. I am currently the president of Health Care Alternative Spring Break, where we send over 100 students each year all over rural Washington to shadow in these underserved areas.

I also volunteer for Education Transforming Community Health (ETCH) which focuses on preventative health education to the underserved homeless populations of Seattle. I am also the president of the pre-med club Alpha Epsilon Delta (AED) and I love sharing my passion for medicine and helping other pre-med students learn information and gain valuable experiences to further their own passions.

What is the biggest challenge you have faced in your volunteer work?

The biggest challenge is finding a way to balance out volunteering and all the other extracurricular activities I am involved in, along with the enormous amount of school work.

(Continued on page 6)
Code Red - Fire Response at UWMC

It is important for all UMWC volunteers to be aware of code announcements while volunteering. In the event of a Code Red in the medical center, at the Roosevelt Clinic, or any UWMC building, please adhere to the following procedures:

If there is a fire in your area, it is important to follow the RACE response and/or take immediate direction from staff members. Please be aware of fire alarm locations and evacuation routes in all areas of the medical center in which you volunteer.

RACE
- Rescue patients/other persons.
- Alarm, activate alarm; Fire emergency. (If located in Medical Center, call 222.)
- Contain fire, close doors/windows.
- Extinguish/evacuate according to your department fire plan or as instructed.

When a Code Red is activated, there will be an overhead page with the location announced. All areas affected by the code will go into alarm mode. The alarms may be visual (in-patient care areas and clinics) or visual and audible (public areas and hallways).

Visual Alarm:
- Strobe light.
- Activates a few seconds before audible alarm.

Audible Alarm:
- Slow, intermittent horn or continuous chime.
- Initiate your department’s fire response plan.

If you are transporting a patient, do not go through a fire alarm area. If you happen to be transporting a patient in an area that announces a Code Red, please calmly transport the patient into an area of the hospital that is not in code and check in with staff for direction. Please remember to stay calm and assure the patient that their safety is your priority. Elevator bays located in a Fire Code area cannot be used. If this is the case, move laterally in the building until you are outside the area in code, and wait until the code is cleared.

If you are not transporting a patient and staff has not requested your help, please evacuate the building immediately via the nearest exit and using the stairwells. Re-entry to the building is only allowed after an “all-clear” notification is called overhead, or when instructed by an authorized individual.

Interview with Valerie Young (continued from page 5)

What do you like most about volunteering in ISIS?
There’s never a dull moment volunteering at ISIS. Everyone is very friendly and works together as a team very well. Also, there are always so many interesting things going on at ISIS keeping me busy and allowing me to gain a lot of hands-on experience while helping out in simulations, tours, projects, and events.

What are your plans for the future? How are your experiences as a volunteer helping to shape your future career plans?
I am planning on going to medical school and becoming a doctor. I am especially interested in primary care as well as surgery. In particular, I am very fond of urology, which is a good middle ground between those two health fields. Furthermore, I am very passionate about health in underserved populations and hope to do a lot of work practicing medicine and educating about preventative health to rural underserved areas around the nation and throughout the world.

What advice would you give to a volunteer just starting out at UWMC?
Do what you’re passionate about, and don’t just volunteer for the sake of volunteering and acquiring hours. Find out what it is about health care you are interested in and pursue those opportunities.

There are so many different opportunities for volunteering at UWMC, and you have to figure out where your skills could be most utilized and where you’re gaining the most valuable experiences.

Be there because you want to be there and are interested and passionate about what you are doing. It’s a very rewarding experience if you’re doing it for the right reasons!
Valentine’s Day Card Project - Thank You!

Thank you to everyone who has participated in the Annual Valentine’s Day Card Project so far!

As you can see from the photo at right, we have already received hundreds of beautiful cards. They are all unique and have been skilfully created by hand by UWMC staff members and volunteers.

Thanks to you, we are very close to reaching our goal of 450 cards. With your help, every UWMC inpatient will receive a beautiful handmade card this Valentine’s Day.

For those who are still in the creative process—or would like to start—finished valentines are due in the Volunteer Services office by **February 7, 2014.**

Cards may be delivered in person (NN-303), put in campus mail, or U.S. mail. Additional guidelines:

- Create one or more beautiful and unique handmade Valentine’s Day cards.
- No envelopes please.
- Maximum size - approximately 5” x 7”.
- Materials available in NN-303 through February 6 (or use your own materials).
- **Please include a personalized message and sign your card.** A few examples are: “Thinking of you today,” “Wishing you the best,” “Happy Valentine’s Day,” etc. Please keep the message secular in nature.
- Signatures need not be your name. They may be more general, such as “From all of us at UWMC,” “From UWMC’s Accounting Department,” “From the Forsythe Family,” etc.

UWMC Art Collection: New Acquisition

The UWMC Service League recently purchased a number of new pieces for the medical center’s art collection, including this compelling piece (below) by local artist Patrick LoCicero.

Artist statement: “My paintings refer to the idea of traveling as a metaphor for multiple kinds of passage—literally, symbolically and culturally. I am fascinated by the idea of physically moving from one place to another as well as the concept of moving through memories and associations from one time period to another.

“In my paintings, the use of overlap and collage is directly related to the images I depict. I use the collage material to guide me to the iconography that becomes the focus of the painting. The contrasts that are set up between the collaged surfaces and the painted image are as interesting to me as the play between the actual shallow space and the implied deep space. I am always striving for a close material and conceptual relationship between the painted and collaged surfaces of my pieces.”
2013 Holiday Highlights - Donations and Events

The holidays are always a rewarding time for us in Volunteer Services, with volunteers and community partners spreading joy and cheer to patients throughout UWMC. Please enjoy a look back at some of our favorite moments. Thanks to everyone who participated!

Seattle Seahawk Jared Smith signs an autograph for a patient on 7SE (below).

Executive Director Stephen Zieniewicz greets Seahawks spokesman Tony Ventrella (pictured at top left), and CNO/Associate Administrator Grace Parker welcomes the Sea Gals (above).

Pat Barger (photo at left, center) of Queen Anne Quilters holds up a quilt donation with Service League Board members Judy Lovelace and Shawn Roth; Board members Tiffany Do and Natalie Wang at the Jewels of Hope sales event (bottom left); Pacific Northwest Needle Arts Guild (bottom center) delivering donations to UWMC; Greer Gates and helper (photo at right) at the Jewels of Hope sales event.
Introducing Dr. Smoothie

What a great way to start the new year! The UWMC Service League Espresso Bars and Tea Room would like to introduce you to Dr. Smoothie!

Dr. Smoothie became the innovative leader in the specialty beverage category when they broke ground in 1997 with the introduction of a shelf stable fruit concentrate with no artificial ingredients. In 2013, the company introduced 100% Crushed, a 100% fruit and veggie smoothie meeting the “Five a Day” daily fruit recommendation per 20 ounces. In one tasty 20 ounce smoothie, you get 5 servings of fruit and vegetables. The 100% Crushed brand was developed to help people improve their health through increased fruit and vegetable consumption.

Fruits and vegetables are an important part of a good diet, and everyone can benefit by consuming more of them. Variety is important, as no single vegetable or fruit provides all of the nutrients a body needs to be healthy. Dr. Smoothie’s Veggie Smoothies include over 9 different fruits and vegetables. Plus, one 20 oz. beverage contains 5 servings of fruit/vegetables as recommended by the Food & Drug Administration, United States Department of Agriculture, National Cancer Institute, and the World Health Organization.

If you are a fruit or vegetable lover, are health-conscious, or truly just want the best-tasting smoothie...try 100% Crushed:

- 100% fruit/vegetable blend.
- NO artificial ingredients.
- Shelf stable.
- Vegan.
- Gluten free.
- Soy free.
- Dairy free.
- Wheat free.

Available in:

**Butternut Squash Mango & Veggies** - Mango and squash are perfectly matched with 7 veggies including carrots and greens in a taste sensation that will keep you wanting more! The taste moves back and forth between mango and squash, with hints of veggies popping through. Veggies never tasted better.

**Carrot Orange Veggie Medley** - An enticingly complex assortment from the garden with a pop of orange to start. The more you drink, the more the carrot taste shines through, then some celery with 10 fruits and veggies jumping from one taste to the next, and back to orange. Simply superb.

<table>
<thead>
<tr>
<th>Size</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>16 oz.</td>
<td>$4.75</td>
</tr>
<tr>
<td>20 oz.</td>
<td>$5.25</td>
</tr>
</tbody>
</table>

Get your “five a day” the tasty way! Dr. Smoothie products are scheduled to arrive mid-February.

Did you know?

Fruits and vegetables that are yellow or orange are high in essential vitamins, minerals, fiber and carotenoids. Source: fruitsandveggiematters.gov

About one third of all cancers are attributable to poor dietary habits. Source: National Cancer Institute

Adults should eat at least 5 portions (400g) of a variety of fruit and vegetables each day. Source: fruitsandveggiematters.gov

One of the easiest and tastiest ways to eat more healthy is to increase the consumption of fruits and vegetables. Source: theditchannel.com
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, ICRU (Interventional Cardiac Recovery Unit), 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.

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, Cardiac Cath ICRU, 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.

If interested in any of these positions, contact Cynnie Foss during her office hours, M-F, noon-1:00 p.m. or at fossc@uw.edu.

Welcome New Volunteers

Volunteer Services recently interviewed, placed, and trained 59 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: