Volunteer Voice

Volunteer Recognition Issue

In honor of National Healthcare Volunteer Week, April 12-18, this issue of Volunteer Voice is dedicated to celebrating our outstanding volunteers at UWMC.

Volunteers perform a vital role in the quality care that is a hallmark of UWMC. As part of the “Patients Are First” initiative, they enhance the hospital experience for patients and their families through their conscientiousness and hard work. It can be a challenging time when people find themselves in need of medical services, and the role of a volunteer can go a long way toward helping them feel supported.

In the spirit of gratitude, UWMC Executive Director Stephen Zieniewicz shares his message of appreciation:

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

“I would like to recognize UW Medical Center’s 800 volunteers who, in 2014, have provided nearly 80,000 hours of service assisting our patients, visitors and staff. Our volunteers serve in 90 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, Roosevelt and the Eastside Specialty Center in Bellevue.

“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.”

Thank you, volunteers, for all you do!

UWMC Executive Director Stephen Zieniewicz with volunteers (l-r) Marcos Arreola, Shelby Harrison, Jessica Tuan, Jack Mo, Ami Tsuchiya and Richard Verver.

(Continued on page 18)
A Word From Renée...

UWMC volunteers, thank you for your welcoming smiles, comforting words, and caring hearts. Your enthusiasm, compassion, and dedication is what makes our patients and their families feel welcomed, safe and well cared for every day. In your many different roles, you provide vital services as essential members of the health care team. Thank you for making UWMC a wonderful place to work!

In this month’s issue of the Voice, our volunteers share what inspires them; and our supervisors “Shout Out” words of praise for their dedicated volunteers. You’ll see we included many opportunities to celebrate that you won’t want to miss!

“The smallest act of kindness is worth more than the grandest intention.” ~ Oscar Wilde

Service League News
The Service League Board of Directors recently completed their review of 40 grants, resulting in $31,000 in funding awarded for supplemental patient comfort and educational items. The number of grant applications was at its highest number on record. Special thanks to our directors for their careful review and thoughtful deliberation in this meaningful process. Directors will meet again in April, to review and select artwork for donation to UWMC.

Would You Like to Join Our Team?
The UWMC Service League is recruiting new members for positions beginning Fall 2015. Contact Renée DeRosier to learn more about the Service League’s interesting and rewarding opportunities: derosier@uw.edu, or call 206-598-4454.

To all our wonderful volunteers

NATIONAL HEALTHCARE VOLUNTEER WEEK
APRIL 12-18, 2015
“Every time I step foot in the hospital I’m reminded why I wanted a career in the medical field. When I see the compassion from staff members toward patients it makes me realize that this is where I want to be, in a place where I can lend a helping hand.

“As the team leader captain I carry out responsibilities that should be executed in an orderly fashion so that things run smoothly. Being in this role means that I should be ready to help out my peers and answer questions when needed.

“In the two years that I have been a part of UWMC, I’ve met many volunteers, patients and staff. All had valuable personal stories and experiences to learn from. From peers and staff, I have learned that although we can be so different in character, once in the hospital we all have one goal in mind: to use our time to help patients. From patients, I have learned that time is valuable. I remind myself that while I’m still young and capable of achieving my goals, I should work hard so that I can continue to help them.”

~ Kim Tran, Escort Team Leader Captain

“I do a variety of volunteer jobs here at UWMC. My favorite is surgery liaison, where I am the liaison between the OR, the Recovery Room, physicians, and the patients' families. While my duties are simple, I see how much it means to the families to have someone available to answer questions, to make a call to find a patient’s status, or to just make them comfortable with a pillow or a blanket.”

~ Kathy Schoenbaum, Surgery Liaison

(Kathy also volunteers as an ICU Liaison, Art Collection Volunteer, and serves on the UWMC Service League Board.)

“I have gained an understanding of how medicine is taught through volunteering at UWMC’s Institute for Simulation and Interprofessional Studies. I am able to interact with healthcare professionals and learn about new technologies and techniques. The Institute fosters teamwork skills within medical groups that are essential to improving patient care. Having the opportunity to be a part of this group has strengthened my passion for healthcare and I have learned how patient care is being improved.”

~ William Gerull, Simulation Institute Volunteer
Volunteer Voices

“I started with the ICU Liaison volunteer group here at UWMC in September and have been welcomed with open arms. This group has created a community of support, mentorship and encouragement. I’ve never met people more free-flowing with compliments. Every time I interact with another member of the team I leave feeling appreciated, supported and blessed for having such a wonderful work environment.”

~ Devin Shuman, ICU Liaison
(Devin is also a Health & Information Resource Center volunteer)

“My volunteer role has helped solidify my career choice of Physical Therapy. After this experience, I feel all careers should require volunteer hours in the profession. Volunteering provides a clearer picture of healthcare professions than any website could, clearer even than by speaking with someone in the field!

“I love working alongside UWMC staff to see their dedication and passion for what they do. They also treat every patient as an individual, working in a way that is catered to that patient’s unique needs and individual preferences.

“For me, the most rewarding part of volunteering at UWMC is interacting directly with patients and their families, making them smile, even when they’re experiencing a difficult time in their lives.”

~ Brooke Lindsley, Physical Therapy Volunteer

“As an escort volunteer, I have the privilege of going to a lot of places and meeting people in this huge hospital. I enjoy interacting with patients and getting to know their experiences at UWMC. I have also gained knowledge about how the different departments work together to provide the best service, such as using volunteers to efficiently transport the patients to clinics and delivering samples to be analyzed.

“As a recent graduate of the UW, I am happy to be helping out as a Husky. I am humbled to serve the patients and staff at the hospital. Not only do I gain invaluable experiences through volunteering, it has inspired me to continue pursuing a career dedicated to medicine.”

~ Roy Hsu, Escort Volunteer
Volunteer Voices

“I love being able to meet new people every day, both patients and other volunteers. The patients each have unique life stories, which I find interesting and insightful. When I work with other volunteers at the hospital I find myself able to relate to them and the classes they are taking, which are similar to mine. I can ask questions of more experienced volunteers about their future career paths.

“One of the most rewarding aspects of volunteering is being able to meet a variety of people from completely different backgrounds and still having the ability to relate to them, or finding some insight into their lives that make me appreciate my own life even more.”

~ Jessica Tuan, Escort Volunteer

“By volunteering my time at UWMC I have learned how big an impact volunteers make on the hospital. We are able to take care of the smaller jobs while the nurses and other staff can focus on doing the jobs they are trained to do. By volunteering on a nursing unit, I have gained knowledge of the kinds of materials that nurses use most and what materials are critical to their job on a daily basis.

“No matter how big or small the task is. I am very thankful that I have the opportunity to volunteer at UWMC because it is a great medical institution.”

~ Brooke Brown, Orthopaedics Nursing Unit Assistant

“I have learned what it takes to be a leader. I gained a lot of insight from other Team Leaders, Dispatchers, and Escort volunteers. I also learned nursing skills and health care work by watching nurses help patients. Volunteering at UWMC is preparing me for my future career in interacting with patients in my field.

“UWMC staff members are caring, helpful and knowledgeable. They are professional and take care of patients first and foremost. Working with patients has taught me how important it is to be understanding. The patients sincerely thank me. One smile from a patient is enough for me to push myself to work even harder.

“The most rewarding part of volunteering at UWMC is that I, a student attending Bellevue College, am able to work alongside the best and friendliest people.”

~ Christine Namgoung, Escort Team Leader
Volunteer Voices

“I have learned so much about hospital protocol and the various roles played by health professionals and UWMC staff. I love the unyielding dedication of the medical center towards providing the highest quality of care and comfort to both patients and their families. Volunteering in the arts and healing program, I have had the opportunity to interact closely with many of the moms in the antepartum unit. Their strength to persevere during the toughest of times inspires me every day.

“The most rewarding part of volunteering is being a part of something much bigger than myself. Giving back and making a patient smile even through the simplest of acts, such as making conversation or helping them down the hall, is the biggest reward of all.”

~ Katie Tom, Art Collection Volunteer

“I remember one nurse in particular who was very kind. She asked me about myself and what I wanted to do. After I said that I wanted to go into nursing, she immediately encouraged me and told me how wonderful it was. The conversation with the nurse, and seeing smiles on patients’ faces from either flower deliveries or getting discharged, definitely motivated me to become a nurse even more. I feel welcomed at the UWMC. I’ve also encountered many sweet patients or family members who thank me profusely, which makes my day much better.

“I am proud to call myself a volunteer at the UWMC and hope to continue to volunteer here as long as possible. Thank you for this wonderful opportunity!”

~ Andrea Yi, Escort Volunteer

“Working with UWMC staff and patients has allowed me to feel like I am actually part of the healthcare team while I am volunteering. In my previous hospital volunteer experience, there was a disconnect between staff members and volunteers. It is quite the opposite at UWMC. In the Emergency Department, all of the staff members are willing to answer any of my questions and are very appreciative of the volunteers. They really do a great job making volunteers feel like the work they are doing matters. The patients have also expressed their gratitude, which is icing on the cake. Being a volunteer with UWMC has shown me how rewarding it is to serve others in healthcare. Without the opportunity of volunteering with UWMC, I would not have these patient interactions to remember so fondly for when I further pursue a career in medicine.”

~ Hannah Lampert, Emergency Department Assistant
Shout Outs!

Dori Khakpour, Research Dietician at the Endocrine and Diabetes Care Center, gave a shout out to Stephanie Lana for her twelve years of service as a volunteer. "She has worked side by side with our Patient Service Specialists, helping to make packets and charts, back in the days when we had paper charts. She is now an integral part of the front lines, helping in the office.

“She is so much a part of the staff that when she calls in sick, we consider her to be missing work! We appreciate her presence.”

“The Interventional Cardiology Recovery Unit would like to send a big thank you to Claire Cooper, who helped us during a very busy and short-staffed holiday season,” says Brennen Smith, RN. “We were in the process of hiring a few staff members and found ourselves short on help; she came in and helped keep us going! She has been a great volunteer with the ICRU.”

Brennan continues: “In the ICRU we have so many things happening all the time, and our volunteers have to learn many skills that good practitioners need, such as observation, intuition, and awareness. Peter Molina has been a great addition to the team. He has done an amazing job helping our staff and patients. Thank you, Peter!”

From Susanna Felak, Medical Assistant at General Internal Medicine Center (Roosevelt): “We have three WONDERFUL volunteers: Anthony Fok, who has been with us for almost two years; Yidan Pei, who joined us last year; and Jennifer Jeng, our newest volunteer.

“Anthony is very well trained in our department, thanks to his willingness to do any job asked of him. He has a good attitude, a thirst for knowledge and experience, and an infallible work ethic. He has even brought some fellow hard-working friends — Jennifer and Yidan — to help us out! Anthony has been invaluable to our clinic and we can't thank him enough.

“Yidan has been exceptional since we first met. She came for her interview smartly dressed, with her best foot forward, and she has lived up to all expectations. Yidan is polite and personable, caring, intelligent, and will go far in her career. She has many skills to bring to the table. She even helped us with translating a flyer to her native language!

“Jennifer is fairly new, but she has already shown how smart and reliable she is. She is here on time and works hard until the end of her shift. She has learned how to do many essential tasks here, and is happy to help out wherever she can. We appreciate having Jennifer here to help us out — it makes serving our patients' needs that much easier!”

Zandi Salstrom, Art Therapist in the Arts and Healing Program, states, “The Arts in Healing Program would like to recognize two volunteers: our Art Therapy graduate students, Amie Wicklund and Gwen Wilson, for being warm, thoughtful, and ready for any task they're presented. We’re so grateful to have them here for the rest of 2015!”

“Jade Yang has been a fantastic new volunteer up on 5SE,” says Erik Stiles, RN in the Cardiothoracic ICU (5SE) department. “After orientation, she has taken the initiative to learn many nuanced tasks on the unit. I have heard from the staff that she is doing a wonderful job and is a very positive reflection on Volunteer Services. The extra experiences she’s sought out on the unit will not only make her a well-rounded volunteer, but will serve her well in her career pursuits.”
Shout Outs! (continued)

The staff at the Otolaryngology / Head and Neck Surgery Center gave special thanks to three of its volunteers:

“**Farhan Himmati** has been super helpful in the Ophthalmology Clinic! He checks in like clockwork when he's here to see if there is anything he can help with, from stocking/cleaning rooms to uploading imaging into our database (which is more helpful than you would ever know). Working solo in the eye clinic doesn't always allot me the extra time to do these things as often as I would like, so I am VERY thankful to have Farhan's help. And what's even better is that he always does it with a smile on his face! He asks great questions and seems eager to learn about ophthalmology, so I am happy to provide him with any knowledge and experience in any way I can.”

~ Bailie Alvarado, Ophthalmic Specialist, UWMC Otology / Eye Center

* * * * *

“**Diane Cheung** has shown a willingness to do whatever is needed to help run an effective clinic here in UWMC Otolaryngology / Head and Neck Surgery Center. From cleaning rooms after each patient visit to stocking supplies, Diane has exceeded our expectations in every encounter. She is proactive and takes initiative in tasks that need to be done, such as filing for audiograms after each patient visit, which makes a big difference on a busy clinic day. We appreciate her pleasant attitude and her enthusiasm to learn new skills.”

~ from UWMC Otology / HNS Team

* * * * *

“We highly value volunteer **Maria Merakov** in our UWMC Otology / Laryngeal Department. She brings with her a lot of technical skills as an Epic-trained Speech-Language Pathology student at UW. We have received positive feedback from clinic staff about Maria’s efficiency in helping prepare patient rooms and properly handling dirty laryngeal scopes for Otology staff to clean. We are extremely thankful to have an extra set of helping hands just when we need it the most! Thank you Maria!”

~ from UWMC Otology / Laryngeal Team

Jeremy Nettles, Operations Supervisor in 4SE (Medical-Surgical), praised the three volunteers helping his team. “**Keen Li** is always so flexible, and eager to assist staff and patients in any way he can. He has been such a huge help with so many projects! **Caleigh McCabe** is such a self-starter. As soon as her shift begins, she’s out on the unit stocking and taking care of other unit tasks. She’s so efficient! And **Jasmine Sharifi** is always happy, and really organized. Everyone on the unit loves having her around!”
Volunteer Profile: Jack Mo

Jack Mo began volunteering at UWMC in April 2012 and has contributed over 600 hours of service. He began volunteering as an Escort and was promoted to an Escort Team Leader in September 2012. In August 2013 Jack became an Escort Team Leader Captain. In addition to these roles, Jack has also served as a student volunteer representative on the UWMC Service League Board.

Jack graduated Magna Cum Laude in 2014 from the University of Washington with a major in Biochemistry and a minor in Bioethics and Humanities. He will be attending the UW School of Medicine in September 2015. We wish him all the best on his journey to become a Family Medicine Physician!

Why did you choose to volunteer at UWMC?
I was planning to go into medical research; however, I wanted to learn more about the clinical side of medicine and the service component of the field. I chose to volunteer at UWMC because I believed that being an Escort Volunteer would be a great way to learn about interacting with patients and contributing to the community.

How do you think volunteering at UWMC has prepared you for medical school?
Volunteering at UWMC gave me a chance to learn about how a hospital functions, and to become more acquainted with our healthcare system. Most importantly, my role as a volunteer truly helped me to mature as an individual and to solidify my motivations for entering the field of medicine.

What area of medicine do you hope to go into?
I hope to go into Family Medicine. I believe that getting to know one’s patients is the most important aspect of providing healthcare. As a Family Medicine physician, one gets to see his/her patients over a long period of time, which makes developing this type of working relationship easy.

What advice do you have for other volunteers interested in pursuing medical school?
You probably know that getting into medical school is not an easy task, but do not let that daunt you. You do not need to have perfect grades and high test scores, or have an exhaustive list of extracurricular activities. What medical schools care most about is who you are as an individual. They want to see that you are passionate about medicine and genuinely want to get into the field for the right reasons. Work hard to do well in school, but take time to enjoy life as well. This will allow you to have more meaningful experiences and grow more as an individual.

What has being a Team Leader and Team Leader Captain meant to you?
We are all influenced by the world we live in and communities we are a part of, and we do not get to where we are by ourselves. I believe that it is important to help those around us. Even the small things we do for each other every day can make a big difference.

Volunteering at UWMC has been one of the best experiences of my life and it has been a privilege to serve as a Team Leader and Team Leader Captain. These roles have taught me a lot about what it takes to be an effective leader and how to manage a team. More importantly, it has given me the opportunity to share my experiences with the volunteers I work with and pass along what I have learned to them.

Do you have a memory of working with a patient that stands out?
One moment that stands out to me was during a patient discharge. The first time I discharged this patient, we had a great conversation about what she was going through, as well as about our lives and families. About three months later, I was called to discharge this same patient. I was surprised that she still remembered me and what we’d talked about. She was very happy to see me and we had another wonderful conversation. This experience showed me how simply taking the time to get to know a patient can have a meaningful impact on their experience. This reflects what being a volunteer is about and shows how much we can actually do for the patients we serve.

What parting words do you have for your fellow volunteers?
I am glad that you have chosen to volunteer at UWMC; you have an exciting opportunity in front of you. Thank you for what you do for the hospital and the patients!
What is the best part about volunteering at UWMC?

Jack Roberts, Lobby Ambassador and Liaison

When you walk into the main lobby of UWMC, you may see the friendly face of Jack Roberts at the Information Desk. Jack has served as a UWMC volunteer for more than seventeen years and wears more than one hat. In addition to his role as Lobby Ambassador, Jack is also a Heart Transplant Liaison. In the past Jack volunteered in the Cardiac Cath Lab/ICRU, the CT Scan department, and served as a member of the Service League board of directors.

When asked what he has gained from his role as a volunteer Jack replied, “Respect for one another, and the ability to please customers and patients.”

Jack’s volunteer work as Heart Transplant Liaison is especially meaningful to him. “As I have been in a similar situation, visiting patients being worked up for a possible heart transplant has given me comfort. I have had patients who initially wouldn’t speak to me become friends after their transplant.”

He also added, “I love working alongside the Information Desk personnel and I think we have a great rapport.”

Jack reflected on his volunteer experience at UWMC. “It is the best 17-plus years I have ever spent. I wish I had started earlier, and could volunteer five or six days a week. When a patient comes up to you and thanks you for what you have done for him, it just blows your mind.”

“I still can recall the ‘thank you’ from the first patient that I helped discharge. Nothing has made me happier than getting a smile and a ‘thank you’. I definitely want to continue my career path in the health care industry and see the patients’ smiles and tears of joy.”

~ Renee Tan, Escort

“The technicians and pharmacists that I get to work with are great people. I feel that the work I do as a volunteer really does impact the patient’s care, and flow of the pharmacy.”

~ David Lee, Pharmacy Assistant- Inpatient

“I have a lot of gratitude and respect for the UWMC staff and I enjoy working with them in patient/family care, to make UWMC a world class hospital. Volunteering offers me the opportunity to make a difference in the lives of families.”

~ Turner Prewitt, Heart Transplant / ICU Liaison

“I love being surrounded by the friendly staff and other volunteers. I also love being a part of the community and knowing that I’m helping out.”

~ Megan Fu, Escort
Collegiana Offers the Comforts of Home Away from Home

This issue features the second of two stories about the Department of Social Work and Care Coordination at UWMC.

A patient due for surgery at UWMC had traveled to the hospital from out of town with his spouse. On learning that the appointment needed to be rescheduled due to another patient’s lung transplant, the couple found themselves in difficult circumstances. They had no resources to accommodate an extended stay. They found help from the UWMC Department of Social Work and Care Coordination through their stay at The Collegiana. “The Collegiana staff was so helpful in accommodating our needs. It was such a blessing in our lives and helped so much during an extremely stressful time,” they said.

Another patient needing surgery at the medical center hailed from a rural area, and it was necessary for her to find lodging nearby for the post-op. Thanks to The Collegiana, they were able to do so. “Your wonderful establishment provided everything and more in the most pleasant atmosphere,” the patient reported.

The Collegiana was established in 2007 as an affordable lodging option for UW Medicine patients and their families. Located nearby UWMC on 12th Avenue NE, the facility has 28 units which include private rooms, common kitchen areas, and a patio. A Health Sciences Express shuttle stop stands near the front entrance to allow ease of access to the medical center.

Prior to the Collegiana’s acquisition, housing needs were provided through contract rooms and apartments. For many years, Senior Associate Administrator Helen Shawcroft had been working with Social Work and Care Coordination and UW Real Estate to find economical housing. In 2006 Helen was made aware of the sale of Safeco Insurance properties, which included the Collegiana, to the University of Washington. Funding to procure The Collegiana was provided by UWMC Administration and the Service League.

The Service League’s generosity to The Collegiana has been ongoing. In addition to giving needed items such as furniture and games, the Service League also awards financial grants for housing assistance for needy patients and their families.

Connie Chen, a Service League board member, has been volunteering at the Collegiana for almost two years as a liaison between the housing complex and UWMC.

Connie relates, “Most of the guests who come in for treatment are from out of town, which can be a difficult situation. It is important that they feel they can get around in the surrounding community, and consider the Collegiana a ‘home away from home.’ My interactions with the patients and their families include visiting with them, and providing them with some neighborhood resources. Guests are always very appreciative of the Collegiana and they welcome the opportunity to talk with someone, particularly those who come without their family members.”

(Continued on page12)
Collegiana Offers the Comforts of Home (continued)

“I once met with a young man who was having surgery the following day. He told me, ‘You are the last person I’m having a conversation with before my surgery. My family is coming after my surgery.’ It was rewarding for me to offer some encouragement, comfort, and assurance. I was fortunate enough to meet him again later, with his family, at the Collegiana. He asked me, ‘Will you be here next week?’ I hope I run into you again!’ I am glad I have this opportunity to contribute in a small way to the service at the Collegiana.”

Corey Andrews, Guest Service Manager of the Collegiana, expressed his appreciation of Connie’s contributions. “Connie has made a great positive impact on many of the patients staying with us. She goes a long way in making them feel more comfortable given the circumstances they are facing. She has been a bridge in communication between the Collegiana, as a place of lodging, and the hospital where a patient or family member is receiving treatment.”

Caregivers also commented:

“My patients really appreciated being able to get out of the hospital, take a shower, and get some rest.”

“Thanks to you, I was able to bridge a gap between the hospital and transitional housing for a new mom and her baby.”

“The family I was working with was exhausted from waiting in the ICU for several days. Having a safe and easy-to-access place to sleep made such a difference for them.”

Volunteer Services would like to thank Connie Chen for volunteering her time to help UWMC patients and their families.

Get on the “Hand” wagon!

Help prevent the spread of infection by practicing good hand hygiene at UWMC. Wash your hands and apply hand sanitizer gel frequently throughout your shifts.

Let’s keep our patients and staff safe and healthy!

The Volunteer Services office will be closed on the following holidays:

* Memorial Day: Monday, May 25, 2015
* Independence Day: Friday, July 3, 2015

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

Volunteers in other areas should check with their supervisor to see if their assistance is needed during the holidays.
2015 UWMC Volunteer Celebration

Wednesday, April 29, 2015
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 30+ hours of service.

Event sponsored by the UWMC Service League

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

PRIZES!
Enter to win physician & nurse shadowing opportunities and a U Village Gift Card!
SALUTE TO VOLUNTEERS

TUES., APRIL 21
7:10 PM

Festivities

Were you one of the millions of Americans who volunteered their time last year? If so, the Seattle Mariners and Serve Washington 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!

Tickets

- $12 View Level
- $22 Main Level

To buy tickets or for more information, please call or visit:
(206) 346-4519  Mariners.com/Volunteer
SPECIAL DISCOUNT FOR UWMC VOLUNTEERS FROM SEATTLE SOUNDERS FC!

Seattle Sounders FC has partnered with UWMC Volunteer Services to offer UWMC volunteers discounted $23 tickets ($34 value) to the Wednesday, May 27, 2015 match at 7:00pm vs. The Colorado Rapids!!

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

Follow this link:
https://oss.ticketmaster.com/aps/seattle/mls/EN/link/promotion/home/79379a41c93f459f91a658b48a5e9f78e2608-3

1. Click: Find Tickets  2. Enter Promo Code: UWMC2015  3. Click on Section 149 to select seats  4. Add seats to cart  5. Check out

These tickets are for the fabulous Hawks Nest seats in Section 149.

We hope to see you on game day!!!
Thank you for all you do!!!
Art Program News

The UWMC Art Program is currently hosting an art exhibition, “DATA”, in the Sky Gallery. “DATA” is a collaborative art show with UW medical students and art students from UW Professor Ellen Garven’s Advanced Photomedia course, “Context, Collaboration, and Installation.”

The class assignment theme was Data Collection. How can you collect and visualize data in an interesting way? The students were to realize projects that have fun with data, question it, accumulate it and use it as parameters for their photography. It was a way to have a conversation on the perceived divide between science and art, and between the medical students and the art students.

The resulting four group projects interpret data on color, perceptions associated with color, personal data, and the equipment or tools of two specific roles: artist and doctor. Each group has written an artist’s statement, giving a bit of insight into their work.

Please take a few minutes out of your busy day to stop by the Sky Gallery and view the exhibition. The show runs from February 9 – April 17, 2015. Proud UW students strike a pose at the “DATA” art exhibition.

Retail Program News

To celebrate spring and promote wellness, healthy drinks and tasty products have been added to the already great variety of beverages and snacks in the UWMC Gift Shop and Tea Room.

Beginning April 1st the Tea Room will be serving Fit-Lyte Smoothies in strawberry, mango orange and mixed berry. Fit-Lyte is a fresh fruit tasting smoothie made with stevia and a white tea-coconut water infusion. Less sugar, less calories.

For an extra boost you can now Add a Scoop. Add a Scoop is a supplement powder boost you can add to your favorite blended beverage, yogurt or our Umpqua Oatmeal. Try a scoop of Whey Protein, Energy, Antioxidant, Trim & fit and Multi-Vitamin. It’s gluten free, GMO free and taste free.

New additions to the Gift Shop include products made right here in the Pacific Northwest. Uncle Woody’s Caramel Corn offers handcrafted all-natural ingredients produced in a nut-free facility here in Seattle. Flavors include the original caramel as well as a savory truffle salt, and white cheddar.

Skout Trailbars are an all-natural and organic bar made in Portland that contains a full serving of fruit, natural protein, fiber and vitamins. It’s vegan and kosher, dairy-free and soy-free. Flavors include cherry & vanilla, apple & cinnamon, chocolate & coconut, blueberry & almond, chocolate & peanut butter.
Help Wanted: Volunteer Opportunities

**Nursing Units:** Open to adult/college volunteers. These nursing unit assignments provide great opportunities for pre-nursing/pre-med student volunteers who have completed their Escort prerequisite. Nursing unit volunteers will assist nursing staff with Level Green patient transport, patient comfort tasks, stocking, errands and clerical duties. **4S (Special Procedures), 4SE (Transplant Surgery), 5E ICU (30 hr. minimum to be considered), 5S (Postpartum/Newborns), 5NE (Cardiothoracic ICU), 5NE (Cardiothoracic Surgery, Telemetry), 6S (Antepartum Services), 6E (Labor & Delivery), 6NE (General/Family Medicine), Emergency Department (30 hr. minimum to be considered), ICRU (Interventional Cardiac Recovery Unit), Otolaryngology (Ear, Nose, and Throat), Radiology, Surgery Center (Post Anesthetic Care Unit).**

**Outpatient Clinics:** Open to adult/college volunteers: Do you want to learn more about how a medical clinic operates while assisting staff and patients? All of the following clinics are seeking volunteer support with a variety of operational tasks such as file management, patient handout/paperwork support, patient escorting, running errands, and other tasks as requested: **Bone & Joint Clinic Surgery Center, Center for Pain Relief, CHDD (Center on Human Development & Disability), Dermatology, ECHO/EKG Lab, Maternity & Infant Care Clinic, Medical Specialties, Pre-Anesthesia Clinic, Radiation Oncology, Regional Heart Center, Surgical Specialties, Transplant Services and Women’s Healthcare Clinic.**

**Physical Therapy/Occupational Therapy Opportunities:**

- **Sports Medicine Clinic (Husky Stadium):** Open to adult/college volunteers: Assist in the new Stadium Sports Medicine Clinic. Open to all adult/college volunteers that have served a minimum one month and sixteen hours as an Escort volunteer. Volunteers help with group classes, Level Green transports, phone calls, equipment clean-up, and observing and assisting physical therapists.

- **Exercise Training Center (Roosevelt Clinic):** Open to adult/college volunteers: Physical Therapy that specializes in Geriatric, Weight Loss Management, Lymphedema, Vertigo/Vestibular, Pelvic Floor, Orthopedic and General Rehabilitation. Occupational Therapy specializes in hand to elbow injuries that include rehabilitation treatment after surgery. Volunteers assist staff with stocking supplies and linens, cleaning exercise equipment, exercise class oversight, and clerical support as requested.

- **UWMC Physical Therapy (UWMC 8E):** Open to adult/college volunteers: Assist therapists in group classes, transport Level Green patients to and from the department, answer calls/take care messages, assist with equipment clean up and overall department organization, observe patient treatments with a physical therapist.

*If you are interested in any of these positions, please contact Cynnie Foss by visiting Volunteer Services (NN-303) during her office hours, M - F 12:00 noon - 2:00 p.m. or by appointment fosscc@uw.edu. An in-person meeting is required.*

Welcome New Volunteers!

In January and February, Volunteer Services interviewed, placed and trained 56 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: