Volunteer Recognition Issue

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Thank you from UWMC Administration

“Thank you to all of our volunteers at UW Medical Center. Your generosity and commitment to UWMC makes a difference to our patients and their families. The hours of service you contribute helps improve the safety, quality of care and service excellence at UWMC. I greatly appreciate the dedication and passion you demonstrate while working across all services at the medical center.”

~ Geoff Austin,
Interim Executive Director

“We love the UWMC volunteers who give so generously of their time on our nursing units—they are truly part of the team! Volunteers make a difference every single day. Even help with small tasks can make a huge difference in the workload of a busy nurse. Volunteers at UWMC are dedicated, hard-working, and professional—and their positive and friendly attitudes make each day a little better not only for our nurses, but also for the patients and families we serve. Volunteers truly help to support us in our mission to make sure ‘Patients Are First’ at UWMC.”

~ Grace Parker,
CNO & Associate Administrator

Celebrating People in Action

National Healthcare Volunteer Week
April 10-16, 2016
A Word From Renée…

Every day, UWMC patients benefit from the great work performed by our outstanding volunteers. The hours of service provided by our volunteers in one year at UWMC, is equal to that of 38 full time employees. Your commitment to welcoming and greeting patients, transporting them to appointments, visiting with them at the bedside, providing a warm blanket, or stocking supplies, makes you an essential and valuable member of the team! In this month’s issue of the VV, we feature personal stories shared by our volunteers about their rewarding experiences and passion for their volunteer work at UWMC.

This month, we not only celebrate National Healthcare Volunteer Week, April 10-16, we will host our fabulous volunteer recognition party on Wednesday, April 27, from 3:00-5:00 p.m. in the Plaza Cafeteria Conference Rooms. All active volunteers who have completed 30+ hours of service are welcomed. Please join us - bring a friend and enjoy the great food and prizes!

The medical center staff and care providers are preparing for a special visit from The Joint Commission which will take place at UWMC this spring. A team of surveyors will spend one week evaluating and assessing compliance within federal health care laws for safe and effective patient care. This visit only takes place every three years, and I am proud to say that UWMC traditionally receives high marks from the surveyors. Please help us prepare for this important assessment by taking extra time to review the information included in our newsletter.

Farewell and thank you to Irene Seto, our Friday morning Escort volunteer, who retired from her post after 31 years of outstanding service. Irene was a world traveler and a role model for joyful and healthy living. When asked why she volunteered for so many years, Irene replied, “It makes me happy to volunteer here.” Irene, we will truly miss you and wish you all the best in your retirement!

A special thank you to our Service League Board Officers for your leadership, guidance and “big picture” vision as we worked together to carefully review and amend the organization’s bylaws. The updated changes will provide much needed process improvements for the smooth facilitation of board operations. Service League directors, your enthusiasm for our mission of providing the extras to enhance the patient experience and care at UWMC has been inspiring. Thank you for your continued hard work and dedication to the mission of the Service League.

“At the close of our days on earth, the questions will be not how much we have, but how much we have given; not how much we have won, but how much we have done; not how much we have saved; but how much we have sacrificed.”

~ Dale Turner

Renée DeRosier, Director
Volunteer Voices

"From seeing a two-day old infant in the arms of an overjoyed mom to learning how to alleviate an elderly woman’s worries, the experience of being an Escort volunteer has been rewarding in ways I never could have anticipated. It has allowed me to grow in self-confidence, learn how a hospital operates, and practice handling stressful situations. What I have most enjoyed is the conversations I have had with patients who share their lives with me, and also with other volunteers and hospital staff I meet."

~ Johanna Eck, Escort

"In gardening terminology, a volunteer is a plant that grows on its own. Seeds are often blown in the wind and disbursed in various directions. They can land in neighboring gardens, and the plants provide color, pleasure and appreciation to those who come in contact with them. I see this as being both my role in, and my reasons for, volunteering at UWMC."

~ Deborah Tokarz, Health & Information Resource Center Volunteer

"My volunteer position with the Neonatal Intensive Care Unit has been instrumental to my schooling and totally changed my career goals! As a Speech Language Pathology Master's student, I wanted more exposure to what SLPs did in the NICU. I fell in love with pediatric feeding and am now beginning my second year internship with the amazing therapy team at the NICU. I would have never unearthed this opportunity if I hadn't become a volunteer. Thank you to Amy, Tiffany, Cynnie, and all the NICU nurses, therapists and staff for the incredible experience!"

~ Lisa Zeppieri, NICU Nursing Unit Assistant

"At UWMC I’ve learned that everyone can make a difference for the patients and the hospital. Volunteering allows me to see how the medical center is run and it will make me more aware as I pursue a nursing career in the future. One thing I love the most about volunteering at UWMC is that everyone is kind. The most rewarding part of volunteering is seeing smiles from the patients as they leave the hospital. It makes me happy and I feel like my efforts are also contributing to their healing process."

~ Tuan Tran, Escort
Volunteer Voices

“I love volunteering in an environment that I would normally not be a part of. As an anesthesia tech volunteer, I get to work closely with the staff at UWMC. I have learned so much about anesthesia, surgical procedures, and really about life in general. The staff has been incredible to work with!”

~ Jessica Cooper, Anesthesia Tech Volunteer

“Volunteering at UWMC has been a wonderful opportunity and experience. As an escort, I get to see the entire hospital and spend valuable time with patients. Escorting has been instrumental in gaining knowledge of life in a hospital. Thanks, UWMC!”

~ Max Neu, Escort

“I like that UWMC has so many positions available to a volunteer, from Escort to Emergency Department volunteer. I decided to remain an Escort because of the high amount of patient interaction that is involved. I also like that an Escort is able to explore so many areas of the hospital.”

~ Marcos Arreola, Escort

“Volunteering at UWMC has taught me the importance of being present in the moment. Working with patients, medical and support staff has deeply influenced my passion for a career in medicine.

“My first home was, in fact, in the NICU at UWMC! I was born four months preterm, and at three and a half weeks old I received lifesaving heart surgery.

“This March I celebrated three years as a volunteer within the same NICU community that kept me alive. The process of reconnecting with those who have cared for me as a patient has been a healing journey.

“In addition, I have gained extremely valuable experience volunteering in the Cardiothoracic Surgical & Medical ICU units during this past year.

“I am grateful to the patients, families, and staff at the medical center. I wish to continue my growth as a UWMC community member for many years to come!”

~ Kathryn Keeley Campos, NICU Nursing Unit Assistant
The Joint Commission is an independent, non-profit organization that accredits and certifies over 21,000 health care organizations and programs in the United States.

Lisa Robinson, Manager of Clinical Regulatory Compliance & Accreditation at UWMC, talks about an upcoming visit to the hospital by The Joint Commission.

“Every three years a team of surveyors from The Joint Commission spends a week at UWMC to evaluate our compliance with federal health care laws and a set of standards designed to maximize safe and effective patient care. The Joint Commission’s next evaluation is scheduled for April/May/June. Although the medical center has a general idea of when the survey team might arrive, the actual dates are not announced.

“This survey covers every area of the hospital - from the operating rooms to the kitchen, the inpatient units, ambulatory clinics and more. Although UWMC strives to be ‘survey ready’ at all times, it never hurts to think about how all of us might answer The Joint Commission’s questions. The information below was designed as a refresher especially for UWMC’s volunteers.”

Please read through this Q&A to prepare yourself for this upcoming survey.

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<tr>
<th>Topics</th>
<th>Question</th>
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| Introduction                  | Describe your role/years as a volunteer, and the customers you serve.    | Escort example: “I am a volunteer Escort and my main duty is to provide Level Green* wheelchair transport. I also deliver flowers to patient rooms, do specimen deliveries, and help greet and direct patients. I was trained by the Volunteer Services staff.”  
                          |                                                                            | Nursing Unit Assistant example: ‘I am a Nursing Unit Assistant and I assist with Level Green* wheelchair transports as assigned, I help stock carts and rooms with supplies, deliver nourishment to patients, and assist with clerical tasks. I was trained by the staff on this unit for my specific role.  
                          |                                                                            | Other volunteers: Describe your role and let them know you were trained by staff on the unit.                                                                                                              |
| Introduction                  | How were you oriented to your position?                                  | ♦ UWMC New Volunteer Orientation  
                          |                                                                            | ♦ Escort Training Intensive (when applicable for Escorts)  
                          |                                                                            | ♦ Unit or Department-Specific Orientation                                                                                                                                                                      |
| Orientation                   | What kind of annual training do you receive? (For volunteers in service 12+ months) | ♦ UWMC Annual Competencies  
                          |                                                                            | ♦ Orientation and Training on volunteering                                                                                                                                                                      |
| Infection Control             | How do you reduce the risk of infections to patients, staff and visitors? | Practice hand hygiene: wash my hands for 20 seconds at the beginning and ending of my shift; “Gel In and Gel Out” after each patient transport or activity when I transport or interact with a patient, and going in and out of a patient’s room.  
                          |                                                                            | Wear gloves when cleaning wheelchairs and transporting specimens.  
                          |                                                                            | Do not come to work when I am sick.                                                                                                                                                                             |
### Volunteers: Are You Survey Ready? (continued)

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| **Infection Control (continued)** | What infection control precautions and training have you received? | ♦ Tuberculosis Screening and Flu Shot  
♦ **Volunteer Orientation and Escort Training:** Demonstrated hand washing technique, including “Gel In and Gel Out” practice; demonstrated appropriate specimen transport, glove removal and wheelchair cleaning. Training renewed through Annual Education for volunteers serving 12+ months of service.  
♦ **In the event of a specimen spill:** Immediately wash exposed skin with soap and water. Notify department supervisor or transport dispatcher. Report to Employee Health (7:30am-4:30pm, Monday - Friday) or Emergency Department (all other hours, weekends and holidays). |
| **Emergency / Disaster Preparedness** | What is your role in disasters? | Report to staff or check with my supervisor for direction. |
| **Patient Safety** | What is your role in patient safety? | ♦ Know my volunteer role and do only the tasks I am trained to do.  
♦ Identify errors and areas where errors could occur and share with my supervisor.  
♦ Know and avoid risks in the hospital (spills, distractions, interruptions, do not perform a task that I am not trained to perform.)  
♦ Always ask my supervisor or staff for clarification and directions when unsure. |
| **National Patient Safety Requirements** | Name two patient identifiers you use at UWMC. | At all times, first, introduce yourself; ask the patient his/her name and say that you are the volunteer who will be taking them to their appointment (naming destination).  
♦ Read the name on the patient’s chart/door  
♦ Check the patient’s wrist band |
| | When do you use/check the two patient identifiers? | For patient transport |
| **Patient Complaints** | What do you do when a patient or family member has a complaint? | ♦ Listen so that the patient/family feels heard  
♦ Direct and refer patient to speak with unit/clinic staff, or staff at the Information Desk  
♦ Notify my volunteer supervisor of complaint  
♦ **Information Desk Volunteers:** Refer patient to speak with the Manager of the specific service/clinic/unit, or a Patient Relations representative (598-9636) |
| **Concerns About Care/Safety of Patients** | Who do you contact when you have a concern about the safety or quality of care provided at UWMC? | Report to my volunteer area supervisor/manager or Volunteer Services Manager. |
Volunteers: Are You Survey Ready? (continued)

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<th>Topic</th>
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<tr>
<td>Tough Survey Questions</td>
<td>What if you don’t understand a question the surveyor is asking you?</td>
<td>Ask the surveyor for clarification by asking them to repeat or restate the question.</td>
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<td>What if you don’t know the answer to the question?</td>
<td>♦ Explain that you don’t know the answer</td>
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<td>♦ Explain that you will ask your supervisor or check with the Volunteer Services Manager.</td>
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<td></td>
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<td>♦ Don’t panic! Tell them what you do know.</td>
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“I love the opportunity to serve in a health care environment, and volunteering has increased my desire to provide assistance to staff and patients in need. Thanks to volunteering at UWMC, I have a greater familiarity with the details of a large hospital and research center.

All of the many classes I’ve taken at the UW related to health sciences (Biology, Chemistry, Public Health), and all the lectures I’ve attended are a direct result of my work as a volunteer here at UWMC.”

~ Walt Neves, Surgery Liaison Volunteer

“Volunteering in the ICU has been incredibly rewarding. I love seeing how well-cared for our patients are. And it has helped teach me a lot about what to expect when I become a nurse!”

~ Alisa Claeys, 5E ICU Nursing Unit Assistant

Katie Douglas Wins 2016 Maria Hall Award

Congratulations to Katie Douglas, Treasurer for the UWMC Service League, for winning the 2016 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.

Katie is a Patient Advisor who has served on the Rehab Advisory Council since its inception, and who is sought after for other committees as well. In the words of Carol Charles, Social Worker, “She always inspires us to our best awareness of the patient’s perspective. She asks questions from that patient/family viewpoint, emphasizing patient strengths, choices, and coping. She reminds us to avoid medical jargon and acronyms. Katie is an advocate for patient involvement and choice, and encourages practices that help patients/families create productive relationships with the healthcare team. She herself models strong skills in collaboration with the healthcare team. She is respectful, diplomatic, and trustworthy, honoring confidentiality during sensitive discussions.”

Thank you, Katie, for your commitment to making a difference for families of ICU patients and for your commitment to patient and family centered care.
Position Spotlight: UWMC ICUs

In order to meet the increasing demand and specific needs of a growing ICU population, UWMC has created two new, specialized units in the Montlake Tower. On January 26th and 27th, patients were moved from 5E and 8NE to the new 6SA ICU. 6SA ICU is a 24-bed specialized unit for Medical and Oncology patients. 5E is now a 114-bed Surgical Intensive Care Unit, and 8NE is now a 30-bed Acute Care Unit.

On February 28th, Cardiothoracic and Vascular ICU patients were moved from 5SE to the new 5SA ICU in the Montlake Tower. 5SA is a Cardiothoracic Surgical ICU, caring for post-operative cardiac and thoracic surgery patients as well as cardiomyopathy patients requiring mechanical circulatory support.

Cardiology ICU patients will remain on 5SE, now a 17-bed Cardiac Care Unit that focuses on patients with advanced heart failure, acute coronary syndrome, congestive heart failure, post myocardial infarcts and cardiogenic shock.

The launching of 6SA and 5SA was a result of more than three years of discussion and planning, involving not only staff but ICU Liaison volunteers who played a critically active part. Together, they helped design spaces that promote patient and family centered care; helped create a move plan; drafted a brochure to help families understand the move, and were present on move day to escort the families to the new units.

The following ICU Liaisons contributed to the planning and success of the new ICUs: Kay Burke, Katy Folk-Way, Jean Madsen, Michael Maller, and Turner Prewitt. The staff working with these volunteers had these kind words to share:

"Thank you so much for all of your help with the new ICUs! Clearly your work has helped create meaningful change: it wasn't that long ago that families weren't allowed to spend the night, and now it is our norm! Your efforts have made a difference and we thank you."

~ Associate Administrator Keri Nasenbeny

"You all exhibit, among a multitude of wonderful traits, one of the best human characteristics out there - tenacity. When you have such helpful insights and ideas, and the tenacity to stick with them (for YEARS!), you folks are making productive change magic for our ICU culture. Thank you to all of the volunteer 5E ICU Nursing Unit Assistants for their dedication and hard work helping us move to 6SA!"

~ Kristen Killian, RN3, ICU Liaison Supervisor and 6SA Volunteer Supervisor

Thank you, UWMC ICU Liaisons, for making such an impact and difference for our ICU patients and families!

With this ICU unit growth comes the need for increased volunteer support. 6SA and 5E (Medical and Oncology/Surgical Units) are in need of help and are planning to combine their volunteers for overall coverage and support. To be considered for this role you must be an active UWMC volunteer with a minimum of 30 hours of service.

5SA (Cardiothoracic ICU) and 5SE (Cardiac Care Unit) are also looking for volunteers to support their units. Both units require the Escort prerequisite (16 hours and 1 month of service) to be considered. If you are interested in any of these exciting opportunities please contact Volunteer Program Manager, Cynnie Foss, at fossc@uw.edu.
Shout Outs!

Omar Sabha, Program Operations Specialist for the Bone & Joint Surgery Center / Rheumatology Clinic, gave a shout out to Argerey Stapakis. “She has been nothing short of AMAZING. She has been coming in twice a week for two hours a day, assisting our Rheumatology department in getting a grasp on our ghost files system. She has been able to review patient records and medication lists and assist in making the nurses more efficient. She has also volunteered her time with a very energetic attitude.

“She is truly the best volunteer I have ever worked with. Thank you!”

“Daniel Eun and Aubrey Scheffel have been a great support to the Physical Therapy staff,” say Emily Sharp and Catherine Kieu, Physical Therapists. “They have been constantly productive in helping the team. We really appreciate all of their hard work!”

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

“Maylea Li truly has a heart for helping the staff with whatever is needed. She is enthusiastic and upbeat. She works and attends classes, and still comes in to support our clinic. She is absolutely delightful.”

~ Jenny Stork, Patient Care Coordinator

* * * * *

“We have the pleasure of having Youji Hong as one of our reliable Oto volunteers. She does an outstanding job helping staff stock supplies and clean patient rooms. She is very responsive, always has a can-do attitude, and gets along with everyone. We appreciate her positive demeanor and her willingness to take on projects to improve clinic flow. We decided to offer her a salaried position to be a part of our Oto Team. Youji and all the volunteers are an important part of our organization and we are very fortunate to have them.”

~ Christine Eyler, RN3

Donate your magazines to UWMC patients!

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

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

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

Our patients and visitors thank you in advance!
What is the best part about volunteering at UWMC?

“I love being able to talk to patients and maybe make their day a little bit better. I also enjoy mentoring new volunteers and helping them learn about the hospital.”
~Paige Goetz, Escort Team Leader

“I enjoy watching the interactions between the medical professionals and the patients. I learn something new every time I volunteer!”
~Caitlyn Gard, 5E ICU Nursing Unit Assistant

“I love that I am developing better friendships with many people who volunteer, as many of us share classes at UW. I’ve learned a lot about them and what they hope to get from volunteering at UWMC.”
~Amanda Pan, Escort

“I like that I am developing in a very nurturing environment. Everyone on staff wants you to succeed and is willing to work with you on everything. You feel welcomed and ready to pass on those feelings to the patients.”
~Megan Cooper, Physical Therapy

Holiday Office Closures

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

- ☼ Monday, May 30, for Memorial Day
- ☼ Monday, July 4, for Independence Day

MEMORIAL DAY

Escorts may volunteer on holidays between the hours of 9:00 a.m. and 5:00 p.m. Please report to staff at the Information Desk.

Volunteers in other areas should check with their supervisor to see if their assistance is needed during the holiday.
Pen Pal Program: UWMC Connects with Kids

The Pen Pal program, a community outreach effort sponsored by the Service League, began in 1992 as an exchange between Physical Therapy department staff and a group of special needs students at Montlake Elementary. The program was so successful that the school requested it be expanded to include the third grade class as a whole.

This school year, forty-four third graders and UWMC staff from a wide range of departments have been exchanging letters each month. Teachers use the program as a tool in developing good letter writing: using proper grammar, salutations, closings, and correct spelling. It also helps the children learn how to communicate with adults and ask questions. Many UWMC staff members see the Pen Pal program as both fun and a way to inspire young students who may be interested in their professions.

Kids ask such questions as, “What are your favorite foods? What are your hobbies? What is your job like?” The letter writers get to know one another as they share their similarities and differences.

At the end of the school year, as part of the program’s “tradition”, the happy staff and excited students meet at the hospital’s South Campus Center for a party filled with fun snacks, balloons, and a lot of laughter. They sit together, talk, and do puzzles. The class also performs a skit that they have rehearsed especially for this event.

Holly Johnson, Program Coordinator in Sports Medicine, has been a participant in the Pen Pal program more than once. She says, “I enjoy being able to connect to a child through letter writing — something that seems so lost in today’s world. Being a pen pal allows me to engage in my love for writing and receiving letters, and the thrill of receiving a personal letter, especially from a third grader, makes my day!”

“I enjoy helping the kids with their letter writing skills, and being a part of the local community. I also like being a positive role model to them as an employee of UWMC, and as a Registered Nurse,” says Charles Gardner, Assistant Nurse Manager in the General Medicine/Family Medicine Unit.

“...The thrill of receiving a personal letter, especially from a third grader, makes my day!”

Joy Murphy, Volunteer Services Program Coordinator, organizes the program each year. She adds, “It’s a way to bring the medical center and the community together. The UWMC staff really enjoy the interaction with the children. The best part for me is planning the party at the end of the year, just to see them meeting each other for the first time!”

We thank Montlake Elementary third grade teachers Paula Eisenrich and John Marshall for their commitment; the UWMC staff who took time from their busy lives to engage with the curious youngsters, and to the Service League for their generous sponsorship of this important community effort year after year.
Community Partners Making a Difference

Volunteer Services sincerely thanks our community partners for their donations throughout the year. Their generosity brings delight and comfort to UWMC patients and their families.

Joy Murphy (left), Volunteer Services Program Coordinator, stands with the Creative Kindness Sewing Group from St. John’s Catholic Church in Covington. Creative Kindness provides custom, handmade hats for UMWC Oncology patients.

We received a donation of adorable teddy bears from HDR Engineering, Inc., in Bellevue, WA. Pictured are (l-r): Janet Palmeri, Social Worker; Deborah Cobb-Hanson and Judith Hines, HDR Engineering; Joy Murphy, Volunteer Services Program Coordinator; Tracy Ng, Palliative Care Social Worker, and Renee DeRosier, Director of Community Based Services and Volunteer Services.

Erika Beckstrom, UWMC staff, expresses her gratitude to HDR Engineering:

“I am a Certified Child Life Specialist and I work in the Neonatal Intensive Care Unit (NICU). It’s a place where babies are cared for after moms give birth at only 5-6 months pregnant, instead of at 9 months.

“The NICU can be a very stressful environment for parents and families, particularly for the siblings in my program. The ‘ISEEU’ NICU Sibling Support Program is a place where I get to educate the patients’ siblings on the care of their extremely premature baby. In the program, when I introduce myself to these scared children, I bring in a teddy bear and I congratulate them on being a big sister or big brother. I want them to find joy in this situation, no matter how stressful it is. Sometimes I only get to meet them when their baby is dying. During this time, these teddy bears are a huge source of comfort while I educate and help walk such siblings through a hard time.

“Recently, a mom whose baby died a few months ago told me that her four year old daughter loves and cherishes the teddy bear I gave her because it reminds her of the happy time when she first met her baby sister.

“On average, I see about 300-400 siblings that visit the NICU in a year. Since the University of Washington Medical Center is primarily an adult hospital, and one that is so close to Seattle Children’s Hospital, we rarely get donations for the children associated with the NICU. This being said, I wanted to thank you on behalf of my siblings for choosing the ‘ISEEU’ program to receive these priceless teddy bears.”
**Art News**

**ART 340: Context, Collaboration, and Installation**

**Context, Collaboration, and Installation**

**RIPPLE**

February 2 — March 10, 2016

This class of 14 UW Photo Media students were given the assignment to produce a piece of art that would be appropriate to hang in a health setting.

Students toured the UWMC Art Collection and met with the Art Manager to discuss the selection of art for a medical setting. Each student was left to explore on their own and produce a piece of art for exhibition in the Sky Gallery.

**Upcoming Art Exhibitions:**

- Student Photo Show (Sky Gallery): late spring
- UWMC Photo Contest Winners (Sky Gallery): late spring

**Arts in Healing Happenings**

The Arts in Healing program said a sad but joyful goodbye to our three art therapy interns at the end of winter quarter. Amie Wicklund, Kim Kingston, and Gwen Wilson completed their yearlong internship at UWMC and are now beginning their own careers as art therapists, and either mental health or marriage/family counselors.

It has been a pleasure working with these three talented women. We wish them the best of luck as they embark on this new chapter in their lives!

**The Healing Power of Music Therapy**

Music therapy is bringing the healing power of music to UWMC patients! As our newest, yet integral offering in the Arts in Healing program, music therapy uses melody, rhythm, beat and gentle movement to help patients with their healing process.

Our Music Therapist Gayle Cloud, MT-BC is becoming a familiar presence at UWMC as music therapy services are gaining in recognition and patient requests. Gayle is currently working with patients in the Rehab and NICU units in both group and bedside settings. She is looking to introduce the benefits of music therapy to other units as well.

Music therapy helps to support, maintain and restore mental, physical and emotional health. Its creative and emotional qualities have been shown to enhance mood, self-awareness and creative expression; support social connections, and promote wellness and relaxation. Some clinical benefits include reduced pain and medication use, lowered heart rate and blood pressure, improved mobility and gait, and enhanced cognition.

One doesn’t need to be a musician to engage in music therapy. And music often allows people to express themselves in ways that words cannot. Patients have conveyed their appreciation for the therapeutic benefits that music therapy provides with comments like: “That was fun, and relaxing too”; and, “Thank you for using music to help us through such a difficult time.”

Gayle is nationally board certified and has a degree in music therapy from Seattle Pacific University. Before becoming a music therapist, she spent many years as an international performer, songwriter and recording artist. You can contact Gayle at cloudg@uw.edu.
Retail News

Mother's Day May 8th! She teaches, inspires, and gives all of who she is, every day.

Don't miss a special tribute sale at the UWMC Gift Shop
April 26 & 27, 10:00 a.m. - 2:00 p.m.

Celebrate mom with a terrific gift item specially purchased for this event.

Show her how much you care with a lovely selection of books.

Make her smile with beautifully scented soy wax candles.

Speak from the heart with a limited edition heart sculpture offering artistic ways to express love.

Give the gift that gives back by purchasing a very special bracelet by Chavez for Charity - clear, cream and white colored bracelets. Chavez for Charity donates an additional 25% of gross profits to the UWMC Service League.

Other special gift items include tee-shirts and socks, scarves and handbags, jewelry, 'mom' trinket trays, and of course...candy and cards!

All proceeds from the sale of these items benefit UWMC Patient Care Programs.

And beginning May 2nd, also in time for Mother's Day, you will find the UWMC Tea Room selling individually packaged 3" Single-Serve Cheesecakes in chocolate truffle, huckleberry and lemon. Yummy!
Are you interested in a new volunteer opportunity? Please contact Volunteer Program Manager Cynnie Foss by visiting Volunteer Services (NN-303) during her office hours, M - F 12:00 noon - 2:00 p.m. or by appointment: fossc@uw.edu. An in-person meeting is required.

**Nursing Units/Nursing Support:** 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)
Patient care for outpatients and short stay patients.

4NE (Medical Surgery)
Nursing care to those medical/surgical patients who are acutely ill and in varying stages of recuperation from diagnostic, therapeutic and surgical intervention: general surgery, thoracic surgery, neuroscience (medical and surgical) and otolaryngology patient populations.

4SE (Transplant Surgery)
Acute care med-surgery unit that specializes in solid organ transplant, renal disease and dialysis, vascular and general surgeries, and plastic surgeries.

5E Surgical ICU/6SA (Medical Oncology ICU) (30 hr. minimum to be considered)
5E is a 14-bed Surgical Intensive Care Unit and 6SA is an Oncology ICU.

5NE (Cardiothoracic Surgery, Telemetry)
Acute care telemetry (monitoring vital signs) unit including cardiac and thoracic issues including: chest pain, advanced heart failure, arrhythmias, thoracic and cardiac transplants, Ventricular Assist Devices, as well as high-risk thoracic and cardiac surgery.

5SE CCU
Cardiac Intensive Care Unit specializing in patients with advanced heart failure, acute coronary syndrome, congestive heart failure, post myocardial infarcts and cardiogenic shock.

6E (Labor & Delivery)
Care for women giving birth and assisting with the transition to parenthood in the early post birth period.

6S (Antepartum Services)
Care for women experiencing low and high risk pregnancies from 20 weeks gestation through childbirth.

6SE (Orthopaedics/Ophthalmology)
Acute care medical-surgical unit specializing in Orthopedics, the Sarcoma population and general medical-surgical patients.

6NE (General/Family Medicine)
Acute care for diverse medical/surgical/cardiology patients who are acutely ill or injured and in varying stages of recuperation from diagnostic, therapeutic or surgical interventions.

(continued...)
### Nursing Units/Nursing Support - continued:

#### 8SA (Medical Oncology)
Acute care unit providing care for adults with leukemia, lymphoma and who are receiving blood or marrow transplants (BMT) through the Seattle Cancer Care Alliance.

#### 8SE (Oncology Infusion)
Outpatient infusion servicing UWMC oncology and Seattle Cancer Care Alliance patients who need antibiotic infusions, chemotherapy infusions, blood product infusions, symptom management or procedures during any phase of their treatment course.

#### Emergency Department (*30 hr. minimum to be considered*)
The ED provides highly skilled, state-of-the-art care to our surrounding community through evaluation and stabilization of emergency medical conditions and provision of appropriate education and follow-up.

#### ICRU (Interventional Cardiac Recovery Unit)
Specializes in the care of patients whose heart repairs or diagnostics that are done without open surgery, with or without anesthesia/sedation, and most of our patients stay only several hours or overnight for these procedures and repairs.

#### Nuclear Medicine/PET (*Positron Emission Tomography*)
Computerized Tomography imaging tool that can pinpoint the location of cancer within the body.

#### Radiology
Provides the full range of state of the art technology for diagnostic, interventional, and therapeutic services for patients on behalf of referring providers.

#### Surgery Center (*Post Anesthesia Care Unit*)
Surgical Services performs over 14,000 procedures a year—for inpatients and for day-surgery patients. Procedures are scheduled by the Regional Heart Center, Digestive Disease Center, Transplant Clinics, Otolaryngology and Surgical Specialties Clinic.

#### Outpatient Clinics UWMC: *Open to adult/college volunteers. Do you want to learn more about how a medical clinic/department operates while assisting staff and patients? All of the following specialty departments are seeking volunteer support with a variety of operational tasks such as file management, patient handout/paperwork support, patient escorting, clinic operations support, running errands, and other tasks as requested.*

#### Cardiac Transplant
Part of the Regional Heart Center, specializing in cardiac transplant patients.

#### CHDD (Center on Human Development & Disability)
Provides assessment, training, and research of children & adults with or at risk for developmental disabilities, autism, genetic disorders and syndromes.

#### ECHO/EKG Lab
Specializing in cardiac ultrasounds, images and videos of the heart as it functions.

#### Maternity & Infant Care Clinic
Provides comprehensive pregnancy-related services and ongoing care for women in low-risk to high-risk pregnancies.

#### Medical Specialties
Specializes in Kidney, Liver & Lung Care; Transplantation and Medical Specialties' services evaluate and treat a multitude of medical conditions.

#### Otolaryngology (Ear, Nose, and Throat)
Specializes in treating diseases and disorders of the ear, nose, throat and related structures of the head and neck.

*continued...*
Pre-Anesthesia Clinic
Provides a safe, efficient & supportive environment for pre-surgical patients.

Radiation Oncology
Provides comprehensive radiation treatment, evaluation, consultation and follow-up for patients with a wide range of cancers and non-malignant conditions.

Regional Heart Center
Comprehensive cardiac services within the Puget Sound area as well as full-service regional collaboration in cardiovascular medicine with physicians and communities throughout the five-state region of Washington, Wyoming, Alaska, Idaho and Montana (WWAMI).

Surgical Specialties
Specialized care that includes patient education from multiple sources including nursing, dietary, wound care and social services. General, abdominal, vascular, plastic/reconstructive, thoracic, and oncological surgery.

Urology Clinic
General and specialty urological care: prostatitis, kidney stones, incontinence, strictures, male infertility, sexual dysfunction, all urologic cancers, incontinence, interstitial cystitis, pelvic pain, prolapse, bowel dysfunction and urinary tract infections.

Outpatient Clinics Roosevelt Clinic (42nd & Roosevelt): UW Medical Center-Roosevelt houses a number of primary and specialty care clinics. These clinics are located in two adjoining buildings in the University District.

Bone & Joint Surgery Center
Specializes in Orthopedic and Rheumatology offering 8 surgical and non-surgical specialties in Hand, Elbow, Shoulder, Hip/Knee, Spine, Podiatry, Metabolic Bone, Orthopedic Oncology & Rheumatology.

Center for Pain Relief
Specializes in predicting, diagnosing and preventing pain from becoming a disabling disease. This state of the art outpatient clinic provides comprehensive pain evaluations and inter-professional treatment services for patients with difficult to treat and complex persistent pain.

Dermatology
Provides comprehensive dermatological care for patients with various skin conditions.

Diabetes & Endocrine Care Clinic
Provides care for patients with thyroid, adrenal, or calcium disorders; osteoporosis; male or female reproductive disorders; polycystic ovary syndrome; type 1 or type 2 diabetes; pre- and post-transplant diabetes; pancreatic diabetes.

Exercise Training
Supports the Primary Care Clinics: Family Medical Center, General Internal Medicine Clinic, and the Women's Health Care Center and the Center for Pain Relief, providing physical therapy, hand therapy and pelvic girdle rehabilitation services.

General Internal Medicine
Provides comprehensive primary care for adult patients, including preventive medicine services, assessment and treatment of acute medical problems, and monitoring and treatment of chronic diseases.

Pediatric Care Center
Provides comprehensive primary and specialty care for babies, children and young people to age 21.

Women's Healthcare Clinic
Provides high-quality, comprehensive primary and specialty healthcare to women, emphasizing wellness and prevention.

(continued…)
Behind the Scenes:

Administration
The offices that provide leadership, management, and administration of UWMC.

Anatomical Pathology
A medical specialty that is concerned with the diagnosis of disease based on the macroscopic, microscopic, biochemical, immunologic and molecular examination of organs and tissues.

Anesthesia Tech
Provide simple cleaning to ensure surfaces are properly disinfected to help minimize potential for cross contamination between patients, to operating life-saving equipment in the Operating Room during surgical cases.

Inpatient Pharmacy (requires a Washington State Pharmacy Assistant license and AIDS/HIV training)
Responds to all medication needs for our hospitalized and clinic patients.

Outpatient Pharmacy (requires a Washington State Pharmacy Assistant license and AIDS/HIV training)
Promotes optimal clinical outcomes for our patients. Outpatient Pharmacy supports outpatient medications and medications orders.
2016 UWMC Volunteer Celebration

Wednesday, April 27, 2016
3:00 p.m.-5:00 p.m.

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!
2016 SEATTLE MARINERS

SALUTE TO VOLUNTEERS

MON., APRIL 11
7:10 PM

EVENT DETAILS:

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.

PRICING:

• $10 View Level
• $22 Main Level

To buy tickets or more information, please visit: Mariners.com/Volunteer and enter the promo code: Volunteer
SPECIAL DISCOUNT
FOR UWMC VOLUNTEERS
FROM SEATTLE SOUNDERS FC!

Seattle Sounders FC has partnered with UWMC Volunteer Services to offer UWMC volunteers discounted $27 tickets ($39 value) to the Saturday, May 21, 2016 match at 7:00pm vs. The Colorado Rapids!!

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

Copy and paste this link into your internet browser:
https://oss.ticketmaster.com/aps/seattle/mls/EN/link/promotion/home/67e7d464d5141b4a25806011b04d63f64683f62a

1. Click: Find Tickets 2. Enter Promo Code: UWMed2016 3. Click on available Balcony Loge Upper Deck seats (small 300 sections) 4. Add seats to cart (promos prices will show when added) 5. Check out

Tickets are for Balcony Loge 1st 4 Rows of Upper Deck

We hope to see you on game day!!

Thank you for all you do!!!
Welcome New Volunteers!

From January through February 2016, UWMC Volunteer Services placed and trained 36 new volunteers. We are delighted to have you with us!

A BIG welcome to:

Positions Available for Lobby Musicians

Do you play a musical instrument? If so, you may want to consider volunteering your talents as a UWMC Lobby Musician. The main requirement is a very high level of proficiency (no beginners, please). Volunteers may play as often as weekly, biweekly, or as infrequently as monthly. Most volunteers play for a period of a half hour to an hour.

If you have questions about this volunteer role, or to set up an audition, please send an email to Art Program Manager Karen Neuhard-Forsythe at neuhardk@uw.edu.

New University of Washington Light Rail Station Opens!

A free community celebration was kicked off on March 19 to mark the opening of the University of Washington light rail station, located near Husky Stadium on Montlake Boulevard. The Sound Transit light rail will connect the UW campus to downtown Seattle and points farther south.

Volunteers who currently have a UPass can enjoy unlimited rides on the light rail! (Tap the reader prior to entering the train, and again at the destination stop.) Tickets can also be purchased at the station.

More information can be found through this link:
http://www.soundtransit.org/Schedules/Link-light-rail

Expanded Office Hours for Volunteer Services!

Beginning Monday, April 4, Volunteer Services will be expanding its office hours to 8:00 a.m. - 4:30 p.m., Monday through Friday.