A Valentine To Our Patients
A Valentine To Our Patients (continued)

Our creative tradition has continued for the eighth year as UWMC staff, volunteers and community members joined in making beautifully handcrafted Valentine cards that will be delivered to the rooms of all hospital inpatients on February 14. Participants attended group events hosted by Arts in Healing Program staff in the Plaza Café as well as, for the first time, at the HUB and the UW Tower Cafeteria. This year, Arts in Healing partnered with the Whole U in bringing this project to a broader UW community.

A “hearty” thank you to all who contributed—a thoughtfully made card can go a long way to bring cheer to an ailing patient. Everyone’s efforts are very much appreciated!

Our goal is to create 550 exquisite handmade cards. If you have not had the chance to join us there is still time! Another group card-making event will be held in the Plaza Café conference rooms on Wednesday, February 3, between 11:00 a.m. and 5:00 p.m. Come before or after your shift, or during your break or lunch. Bring your co-workers or friends! If you cannot attend this event you can feel free to use materials you may have at home. Please see the card guidelines below.

Valentines are due in the Volunteer Services office (NN-303) by Monday, February 8, 2016.

If you have any questions please contact Karen Neuhard-Forsythe, UWMC’s Art Program Manager, at 598-6308, or email neuhardk@uw.edu.

A special thank you to the UWMC Service League for funding this special community event.

You can create one or more Valentine’s Day card.

Maximum size: approx. 5”x 7”.

No envelopes please.

Please include a personalized message inside. A few examples are: “Thinking of you today”; “Happy Valentine’s Day”, etc. Please keep the message secular in nature.

Sign your card. Signatures need not be your name; they may be more general (a few examples are: “From all of us at UWMC”, “From UWMC’s Accounting Dept.”, “From the Smith family”, etc.).

Cards may be dropped off at the Volunteer Services office (NN-303), put in campus mail, or U.S. mailed to UWMC Volunteer Services, 1959 NE Pacific St., Box 356144, Seattle, WA 98195.

Valentines are due in UWMC’s Volunteer Services office by Monday, Feb. 8th, 2016.
For many years the UWMC Service League, dedicated to “Providing the Extras”, has been pleased to offer grants, which enhance patient care and services, to several departments throughout the medical center. Although this fiscal year we are unable to offer our grant program due to budget restraints, we are proud to share words of praise from some of our FY15 grant award recipients.

**Occupational Therapy.** “The Rehab Advisory Council wrote the ‘Rehab and Beyond Manual’ to help rehab patients and their families navigate the rehab process, and to support them beyond the hospital after they discharge. The Service League grant allowed us to print these manuals for patients to take home. We were also able to have the manual translated into Spanish for our Spanish-speaking patients and families. We were also awarded an iPad which has been useful in assisting patients through the development of their coordination, hand strength, hand function and cognitive retraining. Service League funding has enabled us to enrich the rehab process for our patients and their families and we are eternally grateful!”

~ Finley Mullock, Occupational Therapist, Rehabilitation Medicine Occupational Therapy

**Cardiology.** “I work with the inpatient heart failure population and those at higher risk for readmission within 30 days. Often times they don’t have either the resources or knowledge to care for themselves once they leave the hospital. That is where my role comes in: to provide education about heart failure, and to supply the resources that the Service League has funded, such as blood pressure cuffs and scales, to those who cannot afford them. These are essential items to monitor heart failure at home (just like a glucometer for diabetics). I can’t tell you how grateful patients have been to receive such assistance from the Service League grants. The Service League has provided a valuable resource to the Social Work and Care Coordination Department as well as other departments that work with heart failure patients.

~ Hilary Law, MN, RN, Heart Failure Transition Nurse

**Rehabilitation.** “The iPads provided to Inpatient Rehabilitation Medicine (8N) significantly impact our patients’ quality of life, patient education, and advocacy. The devices are used by patients to communicate with family members or employers; for our patients who are students, they continue participation in high school or college. Patients also use the iPads to find out information about their disabilities or illness, participate in on-line support groups and obtain information on their legal rights. I think this statement speaks for all patients using the devices: “It was so useful, I don’t know how I would have made it without it.”

~ Curt Johnson, Rehabilitation Counselor

**Oncology.** A Chester Chest was awarded to the Blood and Marrow Transplant Unit (8NE). Nurse Manager Sandra Olson says, “Having a Chester Chest will allow us to have another “tool” to teach patients or their caregivers how to flush their line using a simulation tool instead of a real person. We think it will help caregivers feel more comfortable as they learn.”

~ Sandra Olson, Nurse Manager, 8NE Blood and Marrow Transplant Unit
A Word From Renée...

Thank you for your compassion, warmth, and the willing assistance you provide to our patients, visitors and staff at UWMC. There are times when you may be the first, or last, person our patients encounter when they visit the medical center. Your kindness will make a lasting impression on their experience at UWMC - every connection counts!

Our medical center is experiencing significant and important growth. We opened several new nursing units and service areas featuring state of the art technology for the most advanced care, to serve the needs of a growing patient population. As the cost of health care increases, our medical center faces the challenge of providing the highest quality care while managing costs. Volunteers provide hundreds of hours of service, which helps our hospital in cost savings. Our organization continues to be a leader in outstanding healthcare in the city, state, region and nation! Becker’s 2015 Hospital Review named UWMC one of the 100 best hospitals in the country in Orthopedics and Cardiology, and one of the 50 greenest hospitals in America.

Our volunteer program remains one of the largest and most vibrant in the area. In 2015, 800 volunteers provided 80,000 hours of service in 76 placements in UWMC clinics, nursing units and departments. 372 new volunteers were recruited and trained to provide service transporting and discharging patients, assisting patients and visitors as liaisons and greeters, assisting staff and maintaining the stocking and inventory of supplies. Departments like the ICU, ED, Pharmacy, NICU and patient transport benefit greatly from the services provided by many volunteers each day.

Renée DeRosier, Director

New ICUs Open in 5SA and 6SA

The University of Washington Medical Center has completed its Montlake Tower expansion and will open two new Intensive Care Units on the 5th and 6th floors (5SA and 6SA). The addition of two patient care floors and 48 patient rooms will benefit the specialty care needs of our growing medical center. Every detail for outstanding patient comfort and healing was considered in the planning and creation of these state of the art nursing units to include direct access to the Operating Rooms and Radiology as well as enhanced family, visitor and staff support spaces. Each spacious room is equipped with a private bathroom and shower; ceiling lift; dialysis functionality and a large family waiting area with a sleeper sofa, separate lighting and family locker. The nurses stations are strategically located for direct observation and access to each patient room. 5SA will primarily serve as a cardiothoracic care unit, while 6SA will provide specialized care for medicine and oncology patients.

“It took an incredibly impressive team effort to create our new units and we are very excited about moving in and putting them to use. We are confident that they will allow our interdisciplinary teams to take outstanding care of our patients and their families,” says Dr. Patricia Kritek, Associate Medical Director of Critical Care.

Keri Nasenbeny, Assistant Administrator of Patient Care Services, adds, “I am so proud that patients and families were involved in the planning and care process of our new units.”
Dr. Buster Alvord had a dream: to establish a brain tumor treatment center where care was 100% patient and family-focused, fully integrating multiple disciplines. Where cutting-edge technology would be implemented by the top specialists in Neurosurgery, Radiation Oncology, Neuro-Oncology, Pathology and Radiology. Where all the needs of brain tumor patients and their families would be included in a comprehensive and compassionate treatment plan.

Johnese Spisso, Chief Health System Officer for UW Medicine and Vice President for Medical Affairs for the University of Washington, has accepted the position of President of UCLA Health, Chief Executive Officer of UCLA Hospital System and Associate Vice Chancellor of Health Sciences at UCLA effective February 8, 2016. Johnese will oversee all operations of UCLA hospitals, clinics, and outreach strategy in their region.

In a recent message, Paul G. Ramsey, M.D., CEO of UW Medicine, Executive Vice President for Medical Affairs and Dean of the School of Medicine, University of Washington, states: “Although I am very sorry that Johnese will be leaving UW Medicine, I would like to congratulate her on this major new leadership appointment. Johnese has made truly major contributions to UW Medicine’s mission of improving the health of the public in her leadership roles, first at Harborview Medical Center and most recently in her role as Chief Health System Officer for UW Medicine and Vice President for Medical Affairs for the University of Washington.

“Johnese has made many outstanding contributions including her leadership related to the integration of Northwest Hospital and Valley Medical Center into UW Medicine, the operational development of the UW Medicine Accountable Care Network and the strategic planning efforts that have expanded UW Medicine’s network of collaboration with regional hospitals. Johnese has strongly supported a culture of high quality patient care and patient-centered service. The passion that Johnese shows each day for the best patient care is seen across all UW Medicine hospitals and clinics. I am enormously grateful for the extraordinary commitment that Johnese has made to UW Medicine’s mission to improve health.

“Please join me in thanking Johnese and wishing her the very best in her new major administrative role at UCLA. I will announce plans for interim leadership soon, and we will be organizing a reception to thank Johnese for her many enormous contributions to UW Medicine.”

Dr. Buster Alvord, a leading physician scientist and former head of the UW Department of Neuropathology, passed away in 2010 but his legacy lives on in the new Alvord Brain Tumor Center, which opened in December 2015 on the 7th floor of the Pacific Tower at UWMC. It is the first of its kind in the region, thanks to a generous gift from the Alvord family. The Center’s aim is to schedule tests, exams and consultations on a single day, allowing specialists to discuss treatment options with patients as soon as possible. Patients are also assigned a registered nurse to manage their cases for the best possible coordination across the continuum of brain tumor care.

A grand opening celebration for the center is planned for Spring 2016.
Spotlight: Surgery Center Nursing Unit Assistant

The Surgery Center Nursing Unit Assistant role serves both the Pre-Op (Preoperative) and, primarily, the PACU (Post-Anesthesia Care Unit) areas of our surgical department. This assignment provides support through the following duties: transporting surgery patients (Level Green only), assisting nurses, medical assistants and hospital assistants with stretcher/bed transport, delivering specimens from work areas to labs, wiping down and clean stretchers, bringing nutrition to patients, assisting nursing staff with other duties as directed, and stocking supplies in patient rooms.

Judy Gold, RN2 and Volunteer Supervisor, spoke about the PACU and the important ways in which volunteers provide support.

“Volunteers are an integral part of our department and work flow, working closely with a variety of staff members, assisting us to provide the very best care to our patients. Your help will be greatly appreciated!”

Mallika Singh has been a volunteer in the PACU for the past three years. She says of her experience, "I enjoy the independence and trust vested in the volunteers, which allow us the freedom to decide what tasks to prioritize and how to best help the various healthcare professionals we assist.”

Interested in Volunteering?

The Surgery Center Nursing Unit Assistant position is currently available. If you are an active UWMC volunteer with the complete prerequisite Escort hours, you are eligible to inquire about this position. If interested please contact Volunteer Program Manager, Cynnie Foss at fossc@uw.edu.
Escort Training Prepares Volunteers for Safe Patient Transport

To ensure that all UWMC Escorts are well-trained for their vital role, each volunteer participates in extensive patient safety and infection control education, and hands-on training focused on best practices.

UWMC Escort volunteers provide invaluable support to our Patient Transportation Team and medical center by performing Level Green patient transport. They also provide essential services including: specimen deliveries, patient flower/mail/book/magazine deliveries, wheelchair rounding, patient wayfinding assistance, and on-call project support.

All new UWMC volunteers attend a two-hour orientation with a core competency focus on infection control protocols, patient safety, wheelchair safety, emergency codes and procedures, patient confidentiality, customer service and AIDET. Problem-solving tools are also provided as a resource to help volunteers through challenging situations that may arise when assisting patients or when performing their duties.

As an introduction to our complex medical center, each volunteer participates in a self-guided tour/scavenger hunt to develop their skills in identifying clinic and inpatient locations. They also shadow another active volunteer during patient transport and specimen deliveries. Shadowing more experienced Escorts allows them to observe and ask questions from their peer and mentoring volunteers. Before providing the important duty of transporting patients, each volunteer is required to attend an Escort Training Intensive class, an interactive training program designed so that new volunteers can both learn and practice their volunteer role simultaneously.

A Volunteer Services staff instructor teams up with Transport Supervisor Jordan Mollot to lead weekly trainings. Jordan shares his expertise on wheelchair handling and safety, infection control, patient transport and discharge procedures. Volunteer Services trainers instruct in: greeting and interacting with patients, utilizing the service elevators for transport, offering blankets to comfort patients, and specimen pick-up/drop-off protocols at the labs and team building. Volunteers also practice their skills by transporting each other in wheelchairs. The training ends with a review/quiz and all participants receive a Husky Paw sticker to proudly display on their badge as a symbol of completion and readiness to perform their duties. Our goal is for all volunteers to be well-trained to perform safe and consistent procedures when transporting and assisting UWMC patients. We want each volunteer to feel prepared and empowered to perform the essential duties of their role as they continue to learn about patient care here at UWMC.

Jordan Mollot adds, “The escort volunteers are an invaluable resource for the Transport Team and they will always hold a special place in my heart. When I started at UWMC over six years ago it was as an Escort volunteer. The experience allowed me to gain the crucial experience that I needed in a health care setting to pursue a career in the industry.” Thank you to Jordan and our staff instructors Anna Bode, Kim Tran and Bridget Karp. We are very proud of the thorough training and leadership you provide for our team!
Shout Outs!

Pamela Slack, Ambulatory Technician Manager in Outpatient Pharmacy Services praised Hejie Choi. “She is amazing. She’s been volunteering with us for some time and is very reliable and self-motivated. We can count on her to arrive on time and get right to work. She always checks in with us to see if we need help with anything, and keeps our area up to date with very organized filing. It makes our work so much easier!”

Deborah Frieze, Inpatient Pharmacy Manager, says, “We love our volunteers. Congratulations to two of our Pharmacy volunteers, David Lee and Sophia Ro, who were both accepted to UWMC School of Pharmacy! Way to go!”

“We would like to recognize and thank all of our volunteers in Radiology for all their help and support,” says Marshall Hickman, Charge Nurse in Radiology. “A big shout-out to Sherry Hilsman, who is hard-working, conscientious and a model volunteer; Rachelle Sonneborn, who is diligent and has a fantastic personality; and Charles Kistler, who is industrious, friendly, and interacts well with everyone.”

Holiday Office Closures

The Volunteer Services office will be closed on Monday, February 15, for President’s 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.

“We must dare to be great; and we must realize that greatness is the fruit of toil and sacrifice and high courage.”
Volunteers Help Protect Our Patients

A critical part of volunteering at UWMC includes staying healthy to protect our patients, their families, and our staff. Here are some important things we do:

Tuberculosis is an infectious bacterial disease that most commonly affects the lungs, but it can be found in any area of the body. TB is a global pandemic: according to the World Health Organization, one third of the world’s population – two billion people – are infected with the disease. TB is the second highest cause of infectious disease fatality, after HIV. Before the volunteer role can begin, each candidate is screened for tuberculosis and is required to receive testing annually thereafter.

Volunteers must also receive flu shots, initially before volunteering and then annually. Seasonal vaccinations are offered to both active volunteers and staff through UWMC’s Employee Health. Not only can flu shots keep you from getting sick; according to the Centers for Disease Control and Prevention website, they are also an important preventive tool for those with chronic health conditions.

What Can We Do Every Day?

Consistent hand hygiene is key. Each volunteer should frequently wash his or her hands for a minimum of 20 seconds with hot water and soap before and after a shift, for maximum protection against spreading germs. In addition, hand gel stations are located throughout the hospital to clean hands before and after each transport. Remember to gel in/gel out when visiting in patient rooms.

Meet UWMC’s Employee Health Team: Retha Hay, ARNP; Mary Blanchard, RN; Jeff Gates, RN; Nuria Siraj, Program Coordinator and Ellen Murphy, Nurse Manager.
What is the best part about volunteering at UWMC?

“UWMC is a big hospital, so I have the opportunity to talk to a lot of people. I am always working on something and helping someone. Overall, I enjoy helping patients.”

~Yuxing Sun, Pharmacy Assistant

“I really enjoy being able to see the huge impact that medical professionals can make on a patient’s day. I cannot wait to be a part of a medical team like the one I see at UWMC.”

~Anna Rasmussen, Labor and Delivery

“I love being able to help, and this is also a great learning experience. I get to work with people who take their work seriously and are willing to spend time helping me improve my skills.”

~Jackeline Siquibache, Radiology

“Every time I volunteer I am able to help discharge patients, bring flowers to them and simply talk with them. I have come to enjoy the conversations I have with patients.”

~Makenna Berg, Escort

Remembering Jack Roberts

UWMC volunteer John ‘Jack’ Roberts, who committed nearly 18 years and 9,244 hours of service to the patients and staff of UWMC, passed away in January after an extended illness.

Jack is best remembered for his Thursday morning presence as a Lobby Ambassador at the Information Desk, where he always greeted patients and visitors with warmth and a smile. He also served as a member of the Service League Board of Directors, and as a volunteer in the Cardiac Cath Lab/ICRU. As a UWMC transplant recipient, Jack was most passionate about his service as a Transplant Liaison. He would visit cardiac transplant patients pre- and post-operation to offer them words of encouragement and support. Jack’s joy in his commitment to his volunteer work was both inspiring and humbling.

Regarding his volunteer service, he had recently shared, “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.”

We will forever be grateful for Jack’s kindness, generosity and good humor. He will be missed.
Volunteer Services would like to thank our volunteers and community partners who take part each year in spreading joy and cheer to patients throughout UWMC during the holiday season, making the days even more meaningful.

At top left, members of the Seattle Seahawks, with the Sea Gals, visited with patients on the Nursing Units. At top right, Service League member Connie Chen participated in distributing quilts to patients with Volunteer Services Program Coordinator Joy Murphy.

(Left): The Pacific Northwest Needle Arts Guild deliver gift bag donations to UWMC. (Above): the Santa Claus Conspiracy team stands ready to distribute teddy bears.
Retail Celebrations for February and March

Customer Appreciation Day - Thursday, February 25th

To say thank you to all of our UWMC customers who support us each and every day, the UWMC Service League would like to offer you special discounts at each of our retail locations.

♦ Gift Shop
  25% off almost everything (except food, beverages and flowers)

♦ Tea Room
  50¢ off any tea beverage

♦ Lobby Espresso, Pavilion Espresso, Roosevelt Espresso
  50¢ off any coffee beverage

Please remember that your purchases help the Service League support UWMC Patient Care Programs. The Service League “Provides the Extras”.

Valentines Day

To celebrate Valentine’s Day, the Gift Shop is well stocked with special greeting cards and delicious chocolates by Abdallah. Stop by and take a look!

March Glassybaby Sales at the Gift Shop

With the start of daylight savings time on the 13th, St. Patrick’s Day on the 17th, the first day of Spring on the 20th and Easter on the 27th, March is a special month!

Glassybaby will be bringing their road show to the Gift Shop on March 15-16. Your purchase will enter you to win a $44 Glassybaby of your choice!

Glassybaby is the wonderfully charitable local company which creates hand-blown, collectible glass votive candle holders that make exceptional gifts.
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)
4 South is a patient service area developed to provide cost-effective high quality patient care for outpatients and short stay patients at the University of Washington Medical Center.

4NE (Medical Surgery)
The 4NE nursing staff provides excellent nursing care to those medical/surgical patients who are acutely ill and in varying stages of recuperation from diagnostic, therapeutic and surgical intervention. The nursing staff delivers specialized care for patients requiring the skill and knowledge for the general surgery, thoracic surgery, neuroscience (medical and surgical) and otolaryngology patient populations.

4SE (Transplant Surgery)

5E ICU (30 hr. minimum to be considered)

5NE (Cardiothoracic Surgery, Telemetry)
5NE is an acute care telemetry unit. We provide skilled nursing care to patients with an extensive range of 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.

6E (Labor & Delivery)

6S (Ante-Partum Services)

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

6NE (General/Family Medicine)
6NE Medicine/Cardiology unit specializes in providing 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. Patients with respiratory, medical, cardiac, or surgical diagnoses who require telemetry monitoring are admitted to this unit.

Emergency Department (30 hr. minimum to be considered)

ICRU (Interventional Cardiac Recovery Unit)
ICRU stands for Interventional Cardiac Recovery Unit, which in many ways is similar to an anesthesia recovery unit, but specializes in the care of patients whose heart repairs or diagnostics are done without open surgery, with or without anesthesia/sedation, and most patients stay only several hours or overnight for these procedures and repairs.

(continued…)
Outpatient Clinics UWM C: 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.

Anatomical Pathology
Cardiac Transplant
CHDD (Center on Human Development & Disability)
ECHO/EKG Lab
UWMC Echocardiography Lab specializes in cardiac ultrasounds, images and videos of the heart as it functions. ECHO/EKG helps support patients from SCCA, Transplant, and other upcoming areas of Cardiology like TAVR and Watchman programs. They service outpatients and inpatients as well as various research studies.

Maternity & Infant Care Clinic
Medical Specialties
Otolaryngology (Ear, Nose, and Throat)
Pre-Anesthesia Clinic
Radiation Oncology
Regional Heart Center
Provides 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
The Surgical Specialties Center utilizes a multidisciplinary approach to provide specialized care that includes patient education from multiple sources including nursing, dietary, wound care and social services. Adult patients are evaluated and treated pre- and postoperatively for conditions requiring general, abdominal, vascular, plastic/reconstructive, thoracic, oncological surgery.

Bone & Joint Surgery Center
The Bone & Joint Surgery Center/Rheumatology Clinic specializes in Orthopaedic and Rheumatology, open Monday-Friday, 7:30 a.m.-5:00 p.m. They offer eight surgical and non-surgical specialties in Hand, Elbow, Shoulder, Hip/Knee, Spine, Podiatry, Metabolic Bone, Orthopaedic Oncology, and Rheumatology.

Center for Pain Relief
The Center for Pain Relief at UWMC-Roosevelt is dedicated to 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.
Outpatient Clinics Roosevelt Clinic (42nd & Roosevelt) - continued:

Dermatology
The Dermatology Clinic at UWMC-Roosevelt provides comprehensive dermatological care for patients with various skin conditions. They evaluate all patients with skin conditions needing general to specialized care; treat patients from adolescent through geriatric age groups; offer surgical procedures for patients with symptomatic benign and malignant skin conditions; and aid in the management of chronic skin conditions, including use of phototherapy.

Diabetes & Endocrine Care Clinic
This 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
The Exercise Training Center was established as an integral part of the Bone and Joint Center and Sports and Spine Programs. It supports the Primary Care Clinics: Family Medical Center, General Internal Medicine Clinic, Women's Health Care Center and the Center for Pain Relief. Exercise Training provides physical therapy, hand therapy and pelvic girdle rehabilitation services. Their mission is to design and implement effective exercise and treatment programs to optimize the health and function of their patients.

General Internal Medicine
The General Internal Medicine Center at UWMC-Roosevelt 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
The Pediatric Care Center at UWMC-Roosevelt provides comprehensive primary and specialty care for babies, children and young people up to age 21.

Women’s Healthcare Clinic
The Women’s Healthcare Clinic provides high-quality, comprehensive primary and specialty healthcare to women, emphasizing wellness and prevention. Services include primary care and health maintenance for women.

Behind the Scenes:

UW Institute for Simulation and Interprofessional Studies (UWMC)
UW-ISIS is the simulation center for UW Medicine and provides communication training, skills training, and simulation-based training for UW Medicine healthcare professionals, as well as paramedics and students in the schools of medicine, nursing, pharmacy, and the MEDEX PA program.

Anesthesia Tech
Anesthesia technicians have a key role in the safe delivery of anesthesia. From 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. The first call is usually made to them when anything related to anesthesia equipment needs to be troubleshoot, and their expertise is used to assist the anesthesia providers during emergent or critical situations. It is a fast-paced, rewarding field where you are actively involved in caring for the sickest and most vulnerable people of our community.

Outpatient Pharmacy (requires a Washington State Pharmacy Assistant license and AIDS/HIV training)
The primary purpose of the Department of Pharmacy Services is to promote optimal clinical outcomes for our patients. Outpatient Pharmacy supports outpatient medications and medication orders.

Inpatient Pharmacy (requires a Washington State Pharmacy Assistant license and AIDS/HIV
Volunteer & Community Based Services Team
(Continued from page 1)

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Welcome New Volunteers!

From October through December 2015, UWMC Volunteer Services placed and trained 69 new volunteers. We are delighted to have you with us!

A BIG welcome to:

The world is hugged by the faithful arms of volunteers.

-Terri Guillemets

Do you have a story idea or photo to submit to the Volunteer Voice? Send it to howelv@uw.edu. Submissions are welcome! The Volunteer Voice newsletter is published quarterly. Contributors to this issue: Renée DeRosier, Cynnie Foss, Veronica Howell, Karen Neuhard-Forsythe and Gini Staton. Edited by: Veronica Howell.