Team Leaders Put Patients First at UWMC

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

UWMC Escort Team Leaders exemplify, for all UWMC volunteers, the “Patients Are First” initiative.

We are proud to introduce our 2015 Escort Team Leaders!

Kim Tran: UW Junior. Major: Microbiology. Career Goal: Attend medical school to be either an Emergency Room physician or an OB/GYN.

“Being a Team Leader [and Team Leader Captain] gives me a chance to share my experience as a volunteer with new volunteer members.”


“My favorite part of being a Team Leader is getting the chance to brighten a patient’s day, as well as interacting with all the great staff at UWMC.”


“I like being a Team Leader because I like working with other volunteers and helping to provide a positive experience for visitors and patients in the hospital.”

(UWMC Team Leaders, left to right): James Nguyen, Bryce LaCourse, Dane Alzate, Kim Tran, Alyse Whitlock, Maria Merakov, Karen Lee, Carlos Ramirez, Luke Johnson and Jack Mio.

(Continued on page 2)
“Volunteering as a Team Leader puts me in a position to learn from volunteers, and when they ask me questions I can teach them what I know. I also get to help translate for the Hispanic population.”

“I am looking forward to becoming more involved with my community and having the opportunity to impact it in a meaningful way.”

“I enjoy being a Team Leader because I am gaining new skills and I love being a part of a team.”

“I like helping new volunteers with their first few calls.”

“I like being a Team Leader because I get to be with students with similar interests, talk with nurses and doctors about their experiences and I get to play a positive role in my community.”

“I like being a Team Leader because it gives me the opportunity to share my experiences with other volunteers.”

“My favorite part about being a Team Leader is not only interacting with patients but also aiding escort volunteers with their daily tasks.”

“I like being a Team Leader because it is a great experience and I enjoy helping new volunteers.”

“I like being a Team Leader because it gives me a chance to practice my leadership skills which can show what kind of person I am. I also like that I am able to have input into what I think could be improved for the volunteers.”

Team Leaders Promote Volunteer Program at Dawg Daze

On September 23, 2014 Volunteer Services participated in the University of Washington’s longstanding community building event, Dawg Daze.

Dawg Daze is an annual UW celebration that serves to welcome new students, and engage them in the academic life of the UW.

Escort Team Leaders gathered in the Health Sciences lobby to speak with interested students about their volunteer experiences at UWMC, and to encourage participation in the UWMC volunteer program. This year the Team Leaders distributed about 200 UWMC Volunteer Program information sheets and talked with many interested attendees.

Kim Tran, Karen Lee, Alyse Whitlock and Dane Alzate (pictured) were among the Team Leaders who represented UWMC Volunteer Services and were instrumental in our volunteer recruitment.

Thank you, Team Leaders, for sharing your experiences and passion about volunteering at the University of Washington Medical Center!
UW Medicine Puts Its Best Foot Forward

Members of UW Medicine staff and friends, which also included our own UWMC representatives, participated in the 2014 Puget Sound Heart and Stroke Walk on Saturday, October 11, 2014. Adorned in their purple shirts, team UW Medicine put its best foot forward to raise funds and awareness in the fight against heart disease and stroke! At the date of this writing, event organizers reported 1,336 UW Medicine participants raising over $190,000 in funds to support the American Heart Association. UW Medicine ranked as the top company raising the most funds for this important health awareness event, with UWMC raising the highest amount of the UW Medicine entities. The donations for this event are still coming in! Thank you to all who participated!

UWMC in the Spotlight

Congratulations to UWMC’s Intensive Care Units for receiving the 2015 Family Centered Care Innovation Award from the Society of Critical Care Medicine. This award is presented annually to one medical center, whose ICU units or programs demonstrate novel and effective methods of providing care to critically ill and injured patients and their families.

UWMC has been named America’s Best Hospital for Obstetrics by the 2015 Women’s Choice award. This honor is given based upon a review of services, patient satisfaction scores and record for clinical care and full term deliveries. The mission of the Women’s Choice Award, the Voice of the Female Consumer, is to support women to make smart healthcare choices.
UWMC in the Spotlight (continued)

2014 Golden Eddy Award Recipients

Outstanding Patient and Family Educators

Janice Cherin 4-Northeast
Finley Mullock Rehabilitation Services
Brennen Smith Interventional Cardiology Recovery Unit
Laura Matheson Physician Liaison
Linda Caron 4-South Special Procedures
Dina Dumas Physician Liaison
Kathy O’Connell Maternal and Infant Care Clinic
Adle Wirch Interventional Cardiology Recovery Unit
Laura Matheson Physician Liaison
Linda Caron 4-South Special Procedures
Dina Dumas Physician Liaison
Kathy O’Connell Maternal and Infant Care Clinic

Teams

Gena Sears, Angela Wagner, Transplant Advisory Council
Terry Way, Heidi Brandt (Advisor)
Petra Lamon and Missy Wanner Imaging Services
Jane Cardoso and Laura Buck Lean Team
Dr. Barak Gaster and Dr. Alison Roxby General Internal Medicine Center
Sue Theiler, Nichole Gogna, 6-Southeast
Nkeiru Esonu, Aubri Neagle,
Nancy Steward, Jeanette Bouvet
Joseph Ancheta and Sunshine Gray Radiation Oncology

Special Recognition
Transplant Advisory Council
Inpatient Advisory Council
Radiation Oncology Nursing Staff
Rehab Advisory Council

Ebola Preparedness at UWMC

A comprehensive, coordinated Ebola Preparedness initiative is fully underway throughout UWMC. With the support of an interdisciplinary steering committee, 12 workgroups have defined the procedures, policies, and materials necessary for the care of patients who present to UWMC with a possible or confirmed diagnosis of Ebola. At the same time, the UW Medicine Ebola Response Steering Committee has been established to coordinate plans at all four UW Medicine hospitals. This committee will help with sharing protocols, equipment, and personnel between Harborview Medical Center, UW Medical Center, Northwest Hospital & Medical Center and Valley Medical Center while also providing a single point of contact for coordination and communication within the region.

More information is available on the UW Medicine Ebola webpage: http://www.uwmedicine.org/patient-care/Pages/ebola.aspx
Volunteerism provides a gift for every season. It engages, empowers and enlightens both the giver and recipient. Through volunteering we cultivate a greater understanding of ourselves and others, build a connection to our community, and share in the integral gift of serving others.

UWMC Volunteer Services and the Service League would like to thank our dedicated volunteers with a gift of appreciation. Throughout the months of November and December, volunteers will receive gift cards which can be redeemed in any of our five UWMC Service League retail locations.

In this issue of the Volunteer Voice, we share stories which inspire the holiday spirit of giving. Articles feature the generosity of our community quilting groups, the Spiritual Care program and its benefits for UWMC patients, and we introduce our outstanding Escort Team Leaders and our Service League Board of Directors. The Service League welcomed six new members and continues in its 32nd year with the leadership of a new President, Shawn Roth, and Executive Committee. The Board is proud to make its grants program available again this year and applications will be available beginning November 3. We encourage UWMC clinics, nursing units and programs to apply for additional funds to support patient care needs.

Outstanding holiday shopping opportunities await in our newly expanded Gift Shop. Our Retail Manager, Gini Staton has planned some unique and fun holiday sales events. The income raised through your purchases in our five UWMC Service League retail locations directly benefit patient programs at UWMC.

Thank you volunteers for all of the gifts you give to UWMC!

Renée DeRosier, Director
Getting to Know the UWMC Service League

The UWMC Service League, formed in 1982, is a non-profit organization whose aim is to enhance care and support for patients and families at UWMC.

The Service League Board of Directors oversees the operations of the UWMC Gift Shop, Tea Room and three espresso stands. The revenues from these businesses are allocated to support many programs, including the Social Work Emergency Fund, which provides housing, food, and transportation of patients and families. The Service League funds Living Well with Cancer which includes the Beauty & Cancer and Arts in Healing programs, and awards grants to enrich patient care throughout UWMC. Board members participate in community outreach projects such as quilt distributions to UWMC patients.

The motto of the UWMC Service League is, “We Provide the Extras.”

Shawn Roth is the UWMC Service League Board’s 2015 President. A retired elementary schoolteacher with the Seattle Public Schools, she has also worked as an ESL teacher. Her volunteer experience includes tutoring and fundraising for the PTA, acting as a Pioneer Square tour guide, working with elderly shelter/rescue dogs and serving as a Surgery Liaison at UWMC. She loves to interact with different people, finding new ways to help others. “Volunteering at UWMC is very rewarding and inspiring,” shares Shawn. “My assets are enthusiasm and energy to spare!”

Stuart Miner, the Board’s Vice President, is a Managing Broker for the Windermere Real Estate Company who has volunteered for many charitable groups and projects including Seattle’s Livestrong Foundation Ride and Run, Outreach to the Homebound, and Rebuild It Seattle. His skills include marketing communications, problem solving and traffic generation, as well as recruitment and retention. “Giving back to the community has always been an important aspect of my life,” says Stuart. “We are lucky to have an organization such as the UWMC Service League. It’s a very worthy cause to provide services and programs to enhance the patient experience and make a challenging situation just a little better.”

Secretary Barbara Scott was raised in Mt. Pleasant, Iowa. She retired from UWMC in 2004. She then began volunteering at UWMC in 2008 in Employee Health, transferring to the Information Desk. She has volunteered as a reading tutor with the Seattle Public Schools, as a doula labor and delivery coach (since 1981), as a Block Watch Captain (since 1991), as a PTA Vice President, and as an International Travel Companion for people who have rare terminal diseases. She has also volunteered as a Wedding Coordinator and, since 2008, she has served as a Barista for Street Bean.

UWMC Service League: “We Provide the Extras”

These are just two items that enhance patient care that are funded through grants provided by the UWMC Service League:

- **Lung pillows control movements and provide comfort after surgery.**
- **Heart pillows are used by cardiac patients for therapeutic and curative purposes.**

*(Continued on page 7)*
Eileen Askew says, "I am interested in broadening my non-profit leadership experience as well as serving my community." Eileen has been a member of the Junior League of Seattle since 1999. She has served on the Board of Directors, and has taken on chair roles in a number of projects. She also volunteers at St. Anne School in Seattle, where her children attend. Through her volunteer and work history Eileen has strong experience in finance, budgeting and fundraising.

DeDe Backstrom worked in the Defense & Space division of Boeing before retiring. She was one of the first women managers in aerospace in the 1970s. DeDe has been a UWMC Surgery Liaison volunteer since 2004. She has also volunteered for the Seattle Men and Women’s Chorus, and the Pilchuck Glass School founded by Dale Chihuly. When asked why she wanted to join the Service League she said, "The Service League is an important part of UWMC. I would love to be a part of this process."

Connie Chen was born in Macau, a former Portuguese colony near Hong Kong. She moved to the United States in 1972 to attend graduate school, where she received a doctorate degree in counseling. Connie has 30 years of experience in the field of health care, both administratively and clinically. Connie has worked for the Eastside Mental Health Center in Bellevue and for Valley Cities Counseling and Consultation. She has also volunteered for the American Red Cross. She offers a rich understanding of optimal healing environments and a passion for healthcare.

Tiffany Do is a student at the University of Washington. She has volunteered for UWMC beginning in 2009 as a Patient Escort, Escort Team Leader, and most recently in the Beauty & Cancer Program. Tiffany has worked as a student assistant and has served on the Seattle Youth Commission to help organize events such as the Youth Town Hall with Seattle’s mayor and City Council.

(Continued on page 8)
Janet Meister worked as the Human Resource Director for Greenbaum Home Furnishings from 1991 to 2003. Janet has been very involved in volunteer work, serving as the Board Chairman of the YMCA in Encinitas, California; as Treasurer and President for the Children’s Home Society in Rancho Santa Fe; and as Treasurer for the Beach and Country Guild for Cerebral Palsy. For the last ten years, Janet has volunteered at Children’s Hospital Camp.

Toni Pulikas is a retiree from the University of Washington, having worked at Harborview Medical Center, Children’s Hospital and Regional Medical Center, and the University of Washington Medical Center. She is currently a volunteer tour guide at UWMC. She brings to the Service League her 36 years’ experience working with patients.

Louise Leader was born and raised in Rochester, New York, where she volunteered as a Junior nurses’ aid at Strong Memorial Hospital during World War II. Her current volunteer work includes the UWMC Service League Board, the University District Rotary Club (Community Service Committee; Vocational Scholarship Committee) and the University House Scholarship Committee. She has also volunteered for seven years at Virginia Mason Hospital.

Lydia Rand’s interest in the Service League Board peaked when she was made aware of the activity and the work being accomplished at the UWMC by dedicated individuals in the community. She adds, “I would like to again be a part of a Board that has an ongoing presence in the community.” Currently an employee with H&R Block, Lydia has also volunteered with (among other groups), Mothers March of Dimes, Aid Walk Project and Elizabeth House.

Kathy Schoenbaum worked as a Project Manager at Alaska Airlines and Danbury Hospital before retiring. She now has a consulting business that provides retirement coaching. Kathy performs multiple volunteer roles at UWMC, including Surgery Liaison, ICU Liaison and Art Collection Volunteer. “I’ve worked in hospitals much of my life and greatly appreciate the work that goes into making a hospital stay the best it can be. I’d like to be a part of making it better, whatever way I can,” she says. Kathy has most recently volunteered at Harborview Medical Center.

(Continued on page 9)
The UWMC Service League is pleased to offer $1,000 grants to UWMC clinics, nursing units, and patient programs. Applications are available on the Volunteer Services Intranet page or in the Volunteer Services office. The application deadline is February 13, 2015.

Funding is allocated to support patient programs and activities not covered by departmental budgets. Last year, the Service League awarded nearly $18,000 to UWMC programs and services. Recipients included the Neonatal Intensive Care Unit, who purchased a Medela Baby Scale, the Cardiothoracic ICU (5SE) Unit, who purchased heart models for patient education, the Nutrition Clinic, who purchased patient educational materials on meal planning and diabetes, and the Sports Medicine Clinic, who purchased iPads.

If you have questions about the Service League Grants Program, please contact Renée DeRosier, Director of Volunteer and Community Based Services, at derosier@uw.edu.

Autumn Yoke is a Director of Instructional Services in the Sociology Department at the University of Washington. She has also volunteered with such diverse groups as the Municipal League of King County (a non-partisan organization), the UW Advisor Education Program, the Washington State Achievers Program, and Fremont Wine. She says of volunteering, “My favorite part is meeting new people and doing work that directly benefits, supports, and/or encourages others.”

As a recent graduate from the Michael G. Foster School of Business at the UW, Natalie Wang began her professional career in healthcare as an Operations & Supply Chain intern working at a global device company. Currently, she works as an Operations Analyst for a large physician group in Seattle that is partnered with Swedish Medical Center and The Polyclinic. Through volunteering at the UWMC, Natalie is inspired to build a lifelong career in healthcare.
ICRU: Meet Brennen Smith and Derek Valdez

The ICRU, or Interventional Cardiology Recovery Unit, specializes in the care of patients whose heart repairs or diagnostics are done without open surgery, and with or without sedation. Most of the patients stay a few hours or overnight for these procedures and repairs. The ICRU prepares and admits patients as well, seeing them before and after their procedures. Often the ICRU is involved in the majority of the patient’s care stay.

There are several main areas of focus in cardiology. The ICRU services their sister teams under a larger group called the CVPU (Cardio-Vascular Procedure Unit.) The CVPU includes the ICRU, the Cardiac Catheterization Lab, the Electrophysiology Lab, and a new Hybrid Operating Room/Catheterization Lab. The types of treatments provided throughout this group include imaging, procedural valve repairs and ablations, placement of stents, valve replacements, and cardiac monitoring.

Volunteers in the ICRU provide vital support services which allow the ICRU staff to focus their care on the patients they are serving. ICRU volunteers restock procedure rooms with supplies and linens, assist with room and equipment cleaning, provide patient and family escort (Level Green only), and assist with the transition of patient belongings to receiving units.

The ICRU team greatly values their volunteers. When the unit is well stocked and serviced, they each enjoy taking the time to bring volunteers into patient rooms (always with patient permission) to watch bedside procedures, walk them through nursing skills step by step, or to discuss educational and professional opportunities and pathways.

Brennen Smith is an RN in the ICRU. He recently took on the role of Volunteer Supervisor and has revitalized this volunteer opportunity through his willingness to mentor and train volunteers and through his evident passion for the work he and his colleagues are doing every day.

“We greatly appreciate our volunteers in the ICRU,” says Brennen. “They have done such a great job welcoming others and orienting new folks onto the ICRU, and they are a really valuable part of our care team. They have each shown such great commitment in fulfilling their hours and duties, and have really made a difference in the way our unit is able to respond to high volume days, especially on our busy morning shifts!”

Brennen continues, “Many of the nurses have noticed a huge improvement in the stocking of supplies and linens, which has really allowed us to process patients much more efficiently! The team has also commented many times how much they appreciate these smiling faces and extra hands when things are tight with our staffing.

“The volunteer program has really just given us that edge we needed, and they have each done a great job of jumping in and helping within their scope, just as we’d hope of any healthcare professional.”
ICRU (continued)

that edge we needed, and they have each done a
great job of jumping in and helping within their
scope, just as we’d hope of any healthcare pro-
fessional.”

Thank you, ICRU Volunteer team!

When asked to highlight an ICRU Nursing Unit
Assistant volunteer, Brennen recommended vol-
unteer Derrick Valdez. “Derrick is one of our top
volunteers. He has been here through the en-
tire summer. In addition, he has trained several of
our other volunteers these last few weeks. He is
always quick to lend a hand and has been a great
asset to our team.”

Derrick began volunteering at UWMC in February
2014, starting in the Escort position before mov-
ing on to become an ICRU Nursing Unit Assistant volun-
teer. He spoke about his ex-
periences.

Why did you choose to vol-
unteer at UWMC?
I chose to volunteer at the
UWMC because it is a great
teaching hospital and I knew that it would benefit
me and my future career.

What specific tasks do you perform in your
volunteer role in the ICRU?
I mainly spend time stocking rooms and assist in
the cleaning. By doing this I am making sure the
rooms are as clean as possible and ready for the
next patient. I will also sometimes escort patients
to the front of the hospital, as well as transport
patient belongings.

What benefits have you gained from volun-
teering?
By volunteering at UWMC, I have gained valua-
ble skills in interacting with patients, as well as
connections with those in the medical field for my
future career path.

What is the most memorable moment you
have had while volunteering here?
My most memorable moment would have to be
when I took belongings to a patient who had been
moved, and was thanked by the entire family for
volunteering my time to help those in need.

What do you like most about volunteering in
the ICRU?
I like that it is a small unit. It
gives me the opportunity to
form a personal relationship
with the nurses and learn
more.

What are you studying in
school? What are your other
interests/hobbies?
I am currently in the Psychology program working
towards a BA degree, and then I plan to get my
Doctorate in physical therapy. I enjoy playing la-
crosse for UW as a hobby.

What are your plans for the future? How are
your experiences as a volunteer helping to
shape your future career goals?
My plans are to open my own physical therapy
practice back in my home town. Volunteering at
UWMC is helping to shape my future by giving
me a glimpse of what it takes to help
patients, as well as helping me to
build my connections with those
working in the medical field.

What advice would you give to a
volunteer just starting out at
UWMC?
I would tell them to talk to people.
Don’t be shy. The more you interact,
the more you can learn and the more
you can get out of your volunteer
time. Don’t be afraid to ask ques-
tions.

“The more you interact, the
more you can learn and the
more you can get out of your
volunteer time. Don’t be afraid
to ask questions.”
Shout Outs!

Jennifer Mehlberg, Clinical Assistant Professor from Medical Specialties says, “A shout out to **Sarah Shin** who came in for extra shifts over the summer to help train our new volunteers at Roosevelt!”

Carol Kummet, Palliative Care Social Worker, sang the praises of **Cheryl Ellsworth**. “Cheryl helps me facilitate the Palliative Care team in the Refresh and Reflect gatherings. We are grateful and lucky that she shares her time and talents with UWMC.”

The team at Employee Health gave kudos to **Nasim Meraban** by limerick!

“There once was a volunteer named Nassim
Who is a member of the Employee Health Team
She is hardworking and reliable
This is truly undeniable
To have Nassim on our team is a dream”

What is the best part about volunteering at UWMC?

“I enjoy interacting with patients and making a difference in their days, no matter how small! I love seeing them smile in the hospital despite their reasons for being here.”

~Caleigh McCabe, Escort

“I like working with the pharmacists as well as educating myself about the medications that go into certain IV bags. Wonderful experience!”

~Ryan Han, Pharmacy Assistant

“I love being able to get an inside look at different aspects of such a large hospital, especially a critical unit like the 5E ICU.”

~Kelsey Hinton, Nursing Unit Assistant

“Volunteering in a hospital, and in such a professional setting, is quite a learning experience. The staff has helped me to grow and develop as a volunteer. I really appreciate all that this hospital and staff allows me to be exposed to.”

~Samuel Marbaix, Escort
UWMC Volunteers Participate in Safety Education

Workplace safety procedures are necessary for the well-being of UWMC volunteers and staff. A safe environment helps everyone to feel comfortable and confident.

Robert Lewis, Manager of Clinical Support Services at Harborview Medical Center, recently visited UWMC to present multiple de-escalation training sessions to our department staff and volunteers. He shared his insights into the roots of escalated behavior, and how best to diffuse a tense situation.

When people escalate, says Robert, they are experiencing anxiety. We should learn to recognize anxious behaviors such as pacing, finger drumming, the wringing of hands, and staring.

Showing empathy is a powerful tool we can use to calm someone who is under stress. Do not judge; remember that we do not know what is going on in that person’s life. Make eye contact, listen, and make the person you are serving feel listened to. Tell the person that you will give your best effort to provide help. Some situations may require you to relocate the individual to an area where the conversation can be less disruptive to others.

A sample of supportive phrases to use are:

- “I can see that you are very upset about this. Please tell me where you were seen today and I can try to put you in touch with the manager.”
- “I am not sure that I can help you but I am going to make a call to see if I can get you some help.”
- “Let me help you. Let’s move over to the side.”

If the person is belligerent, it is important to try and shift the focus to the positive. One of the hardest things to do when dealing with an escalated individual is to manage our own behavior and emotions. Setting boundaries early is the key to success. Useful tips to maintain composure include:

- Talking in a low voice
- Stepping back from the person
- If you are sitting, stand up and talk to the person
- Be short, clear, and direct in your explanation

Suggested directive phrases to use are:

- “This is what I need to be able to help you get to your appointment.”
- “We can get someone to help you, but I need you to lower your voice.”
- “You have a lot happening right now. What can I do to help you today?”

In a worst case situation where a person’s anger progresses to an uncomfortable level, call Public Safety at 598-5555, or call 911. If the escalated person is a patient, dial 222. Tell the operator to announce a “Code Grey,” and give your location.

Robert Lewis will be providing a training session for all UWMC volunteers and staff, regardless of their work area, on Wednesday, November 19, from 3:00-5:00 p.m. in Volunteer Services, NN-303. For more information and to R.S.V.P., please call (206) 598-4218. Everyone is welcome!
Spiritual Care: Healing Support through Compassion

On the path of healing from illness during long-term treatment, a patient may experience stress and anxiety. Spiritual and emotional support can provide much needed comfort to patients along their journey.

At UWMC, spiritual care is an integral part of healthcare in addressing the needs of the whole person. Each patient has personal ideas and values that have an impact on his or her process of healing. Spiritual Care is available to offer patients comfort that respects individual needs, traditions and values.

Amy Furth, Clinical Manager & Educator in Spiritual Care, says, “Including Spiritual Care Providers on our healthcare teams is important to fulfilling UWMC’s mission of providing exceptional patient and family centered care.”

JoAn Choi is credentialed as the Coordinator for Ministry to Catholic Patients and Families at UWMC. A former UWMC volunteer, she shares a story: “A woman was a patient in the Antepartum Unit for several months. She was due to have twins and was going into labor at twenty-eight weeks. She was pretty anxious, especially when she started having contractions. I visited her at least once a week. I helped her by giving her a breath prayer that she could use when she was having the contractions. Afterward, she told me how this helped her stay calm. Even the medical team remarked, ‘How can you be so calm?’ Eventually she was able to go home for a few weeks before the twins were born, and I was able to celebrate with her when she came back for the delivery. I welcomed the opportunity to provide a continuum of support.”

The Spiritual Care staff is clinically trained to assist patients of many different persuasions. They also have a wide range of connections to local faith communities. If a patient prefers visits by area clergy or lay leaders, Spiritual Care will assist in contacting a local representative of that person’s religious tradition. “That can mean a lot to people who are far from home,” says Amy.

JoAn adds, “Our Eucharistic minister volunteers bring communion to Catholic patients at UWMC. These patients especially appreciate having the opportunity to receive communion on Sundays because it allows them to experience the sacrament even when away from their community of faith.” Spiritual Care also has a credentialed Muslim Chaplain, Shaykh Qasim Hatem, a UW graduate who teaches classes at the Islamic House on campus.

Rituals at the bedside may also include meditation, prayer, guided imagery, music, or other religious/spiritual customs befitting the patient’s preferences. Preaching or proselytizing by clinical spiritual care providers is prohibited; instead they offer support as a form of responsive care. “We want to meet people where they are, without judgment,” says Amy. “We hope to be a compassionate presence.”

“I think that what we can offer is generous listening,” JoAn suggests. “We give generously of ourselves in receiving their stories. That’s really the most important thing, and then the ritual pieces supplement that, to meet their needs for spiritual support.”

Amy Furth, Clinical Manager for Spiritual Care, with Chaplain Jo An Choi.

(Continued on page 15)
Spiritual Care (continued)

She continues, “We help them to give witness to themselves and to honor them in their vulnerability. I always think of it as an equalizer, too. It doesn’t matter who you are when you are outside; when you are here you are just like everybody else, in a vulnerable and fragile position.”

Relationships with caregivers can have a positive impact on the healing process. Amy recalled, “One of our spiritual care interns who was here for the summer, was referred by a nurse to a young man who was waiting for a heart transplant. Both of them are in their late 20s. Over ten weeks, the intern and the patient developed a close, supportive relationship. The patient talked about his uncertainty, and the ups and downs of waiting during his treatment. He was a Christian for whom prayer was a major means of support. When the opportunity for a transplant came, our intern was able to pray with him and his family before the operation, and was there with him after the successful surgery.”

JoAn and Amy both spoke about the deep rewards that come with their work:

JoAn: “I am in awe of the courage and the strength of some of our patients undergoing very difficult situations. They accept, they trust, and do the best that they can. For instance, in visiting with a patient who was going home to hospice, I felt her calm as she reflected and talked about her life… It helps me to be more at peace, too, just sensing that from the patient. I feel nourished. It’s a privilege to be able to witness someone’s life, to hear his or her stories, and to hold those in my heart.”

Amy: “The trust that people place in us is humbling. I think it really informs our whole lives through awareness and gratitude for every day. We had a wedding for an ICU patient recently, which doesn’t happen very often, that was just lovely. The patient had been sick for a long time was just well enough to marry his fiancé. His nurses helped to take him outside on a sunny afternoon with their families gathered around. One of our Spiritual Care Residents who knew the couple led the service while I officiated.”

Finally, Amy had this to say:

“I think that all of us who work at UWMC have a calling; we are attracted to this place because we want to make a difference.”

Spiritual Care at UWMC is offered 24 hours a day, 7 days a week. For more information, please call (206) 598-9174.

Volunteer Services would also like to thank our volunteer Eucharistic Ministers who are a part of the Spiritual Care team, whose selflessness help make the program a success.

Thank You!

A special thank you to our talented knitting and crocheting volunteers who help to keep our UWMC newborns warm and snug with donated hats!

Rachel Stansbury, Betty Larsen, Janet Jamison, Linda Hunnell, Claudia Tarlyn, Shirley Neilson
UWMC Celebrates Its Quilting Community

In the fall, Volunteer Services had the privilege of hosting a tea for the Vashon Island and Stone Soup quilting groups, as a way of saying thanks for their generosity of time and talent in creating hand-crafted quilts that comfort and touch the lives of patients and their families at UWMC.

The Vashon group includes family members, friends, and church members. They craft up to 150 quilts per year, providing donations to the medical center biannually.

The Vashon Quilters also met with Tana Irish, RN3, and Courtney Guadiz, RN3, staff on the Oncology Units, where the Vashon Island quilts have been given to patients.

Tana Irish remarked, "What a pleasure it was to have the opportunity to meet the ladies from the Vashon Island Quilters! It is a bright spot in a nurse's day to give a patient a quilt these wonderful women have so lovingly made and to see the smiles it brings!"

Shortly after their visit, June Langland shared that the group had a “fun and interesting time. We all decided we needed to go right home and get busy working on more quilts! The tea was great!”

The Stone Soup Quilting Ministry is a ministry of The Quaker Quilting Center of the North Seattle Friends Church. They deliver donations to the medical center three times a year, and up to 100 quilts annually.

During their tea and visit, Carol Kummet, Palliative Care Social Worker, spoke to them about how their beautiful creations affect the lives of the Palliative Care patients and their families.

We thank our quilting communities for their continued kindness!
HOLIDAY DVD DRIVE

Volunteer Services is collecting DVDs for patients to enjoy during their stay at UWMC. If you would like to donate your gently used, family-appropriate discs this holiday season, please deliver them by December 31, 2014 to the Volunteer Services office, NN-303.

Thank you for helping to bring some holiday cheer to our patients!

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.

Good Hand Hygiene: It’s Up to All of Us

One of the biggest contributors to the safety and health of UWMC patients is good hand hygiene. Both staff and volunteers should wash their hands frequently during their shifts. When soap and water is not readily available, they can access the many hand sanitizer gel bottles located throughout the hospital.

Try your “hand” at the following word scramble puzzle!

  a) AHND ELG
  b) OTH TREWA
  c) SPOA
  d) SENILSALEN
  e) MERG-REEF
  f) AFTEYS
  g) OODG ENTITAP REAC

Answers: a) hand gel; b) hot water; c) soap; d) cleanliness; e) germ-free; f) safety; g) good patient care
UWMC Art Collection Updates

November will bring the close of the art exhibition Suze Woolf: Inspired by Zion, located in the Surgery Pavilion Link, 2nd Floor. In this exhibition Suze shares twenty one watercolors that were created during an artist in residency at Zion National Park in Utah in 2012. We hope to welcome Suze back to UWMC with more of her amazing watercolors from her recent travels in the coming year.

For more information about Suze and her work visit: www.suzewoolf-fineart.com. Please contact the UWMC Art Program office @ 598-6308 if you have any questions or concerns.

Please look for posters announcing future art exhibitions in UWMC’s Sky Gallery and 2nd floor Surgery Pavilion Link. Please feel free to contact UWMC’s Art Program @ 598-6308.

Highlight of new artist in UWMC’s Art Collection

Last spring the UWMC Service League once again generously provided funds to the Art Program to purchase new art for our collection. We were able to procure twelve new works of art. Six of the artists are new to our collection. Over the next few Volunteer Voice editions we would like to introduce you to these new artists and their work.

We welcome artist Kenna Moser to the UWMC Art Collection!

Bainbridge Island artist Kenna Moser’s mixed media painting echoes her lifelong interests of exploring nature and collecting. Her work is multifaceted. She begins the art process by scouting stamp collector shows and antique stores to find vintage texts and letters that predate 1850, that meet her criteria for beauty and interest. These texts become the basis for her collage elements. The letters reference the written word and the collage of text becomes a new narrative from the original story, which through time has been forgotten. Kenna is drawn to objects that have a past, and to the history of art making itself, which includes her preferred materials of wood, beeswax, and oil paint. Her work is intertwined with her life. Images are created from the trees, ferns and feathers found in the woods and stream behind her studio, or gleaned from her garden.

Kenna’s art can be seen at the new Weight Loss Management Program at UWMC Roosevelt.
Celebrate Valentine’s Day with Us

For the past six years UWMC staff, volunteers and community members have participated in creating the most beautiful Valentine’s Day cards for UWMC’s inpatients. The project culminates on February 14, when each UWMC inpatient receives a special handmade Valentine card delivered directly to their room.

In addition to having art materials made available for pickup in the Volunteer Services office (NN-303), this year the Arts in Healing Program will be set up in the Plaza Café conference rooms over two days. Art materials and work space will be available there to anyone interested in making Valentines for our patients.

We will also provide music and inspiration! Arts in Healing staff will be present to be your cheerleader or resource, if needed. Come before or after your shift, during your break or lunch. Bring your co-workers or friends and join in the fun. As an additional bonus, after making a card for a patient, you will be able to make a card for someone special to take with you.

Everyone is welcome to be a part of a beautiful and creative tradition here at UWMC.

Creativity is contagious! No art experience is required!

The Valentines event will be held in the Plaza Café, rooms C & D:
Wednesday, January 7, 2015: 9:30am – 5:00pm
Tuesday, January 20, 2015: 8:00am – 4:00pm

Look for flyers with information posted throughout UWMC prior to these events. Also feel free to call the Art Program office with any questions @ 598-6308.

Highlighting Fair Trade Month at UWMC Gift Shop

October was Fair Trade Month and the UWMC Gift Shop hosted two taste testing events informing and educating customers what Fair Trade means. Buying Fair Trade products helps families in 70 countries improve their lives. With Fair Trade, farmers are able to earn fair wages, work in safe conditions, protect the environment and keep their kids in school. You can find two Fair Trade organic beverages in the UWMC Tea Room at the Pavilion. Enjoy a cup of organic “Silver Sky” drip coffee or a tasty bottled iced tea by Honest Tea.

In addition to the Fair Trade products in the Tea Room you will be noticing menu additions such as Blue C Sushi, Georgia Peach Iced Tea, ready-to-drink mocha iced coffee and FIT-LYTE fruit smoothies made with stevia and white tea-coconut water infusion. For that extra nutritional compliment you can add Smoothie-Ceuticals to your drink such as Whey Protein, Antioxidant or Energy boosts.

(Left to right): Volunteer Taryn Kralman, CBI Coffee representative Angie Farruggia, Retail Program Manager Gini Staton and volunteer Betty Larsen.

Representative Elliot Dee invites one and all to try some Honest Tea.
UWMC Gift Shop - Upcoming Special Events

November 4 & 5 (7:30 a.m. - 4:30 p.m.)
Vern Tator – Woodturner
Vern is a local artist who creates beautiful bowls, peppermills, hollow forms, boxes and pens all handmade with the help of a lathe, fallen trees and locally sourced wood.
Preview @ www.verntatorwoodturner.com

November 12 & 13 (8:00 a.m. - 5:00 p.m.)
Two Old Bags – Jewelry for the young at heart
Affordable and on-trend jewelry and accessories for independent, free-spirited women, confident in their style, with a passion for fashion and who at any age are young at heart.
Preview @ www.2oldbagsonline.com

November 18 & 19 (9:00 a.m. - 6:00 p.m.)
Glassybaby – one of a kindness
Hand-blown, collectible tealight glass votive candle holders that make exceptional gifts and give back to charity.
Preview @ www.glassybaby.com

December 3 & 4 (9:00 a.m. - 5:00 p.m.)
Crescent Moon Designs – Gemstone jewelry
Inspired by the union of emotion and color, Heather Lewis, local jewelry designer, conceives and creates jewelry by combining contrasting gemstones encircled with fine silver or gold.
Preview @ www.crescentmoondesigns.blogspot.com

December 10 & 11 (9:00 a.m. - 5:00 p.m.)
Jewels of Hope – Kids curing cancer with style
In 2005, at the age of 7, Greer Gates began making and selling jewelry to help raise money to cure cancer. Her project has grown and is now a registered charity, with proceeds going to fund cancer research at UWMC.
Preview @ www.myjewelsofhope.com

December 16-18 (10:00 a.m. - 4:00 p.m.)
Glamour Rings – Fashion rings for men and women
Choose from a wide selection of fashion and headlight rings for women, and stainless steel rings for men.
Preview @ www.glamourrings.com
Holiday News

UWMC Volunteer Holiday Gift Card

"Thank you, UWMC Volunteers! We have a Holiday Gift Card just for you!"

Happy Holidays UWMC Volunteers!

To show our appreciation for all that you do, we invite all UWMC Volunteers to pick up a special Holiday Gift Card between November 3 and December 31, 2014. The gift card can be redeemed at any of our UWMC and Roosevelt Espresso Bars and in the UWMC Gift Shop or Tea Room. It is good towards the purchase of any item at these locations. (Expires January 31, 2015. One card per volunteer.)

How to pick up:

UWMC Volunteers: Please come to the Volunteer Services Office between 8:00 am-4:00 pm Monday-Friday, or request a card from our Information Desk staff between 9:00 am-6:00 pm Saturdays, Sundays and holidays. Must show current UWMC Volunteer badge.

Roosevelt Volunteers: Please visit the Roosevelt Administration office between 8:00 a.m.-4:00 pm Monday-Friday. Must show current UWMC Volunteer badge.

This generous gift is brought to you by the UWMC Service League.

UWMC Volunteers

Please join us for

Winterfest 2014!

Dates and times for the holiday meal and other special events will be announced at a later date. Please stay tuned!

Sponsored by
UWMC Recognition Program and
UWMC Administration

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Holiday Office Closures: November-January

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

* Veterans Day: November 11, 2014
* Thanksgiving: November 27 & November 28, 2014
* Christmas: December 25, 2014
* New Year’s Day: January 1, 2015
* Martin Luther King Jr. Day: January 19, 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.
**Volunteer & Community Based Services Team**

*(Continued from page 1)*

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**Help Wanted: Volunteer Opportunities**

**Nursing Units:** Open to adult/college volunteers. These nursing unit assignments provide great opportunities for pre-nursing 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), 4NE (Medical Surgery), 4SE (Transplant Surgery), 5S (Postpartum/Newborns), 5SE (Cardiothoracic ICU), 5NE (Cardiothoracic Surgery, Telemetry), 6S (AntipartumServices), 6E (Labor & Delivery), 6NE (General/Family Medicine), 6SE (Orthopaedics, Ophthalmology), Otolaryngology, Radiology, ICRU (Interventional Cardiac Recovery Unit), Surgery Center.**

**OR Materials Technician Assistant:** Open to adult/college volunteers. In this role you will learn about OR supplies by sorting, identifying, and delivering medical and surgical supplies in/from the central Materials Management department.

**Exercise Training Center (Roosevelt Clinic):** Open to adult/college volunteers. You will assist staff with stocking cabinets with supplies and linens, cleaning exercise equipment, exercise class oversight, and clerical support as requested.

**Sports Medicine Center:** Assist in the new Stadium location. 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.

**UWMC Lobby Ambassador:** Open to adult/college volunteers. Create a welcoming environment by greeting and assisting patients and visitors into the medical center. Assist with overall Information Desk way-finding requests, ride assistance, flower deliveries, Level Green patient transport, and wheelchair rounding. This is a great opportunity to provide frontline patient support.

**Outpatient Clinics:** A variety of clinics need volunteer support to help with patient packets, managing paperwork, answering phones, photocopying, appointment reminders, running errands, patient escorting and Level Green patient transport. Current clinics seeking volunteers include **Anatomical Pathology, Bone & Joint Clinic, 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, and Women’s Healthcare Clinic.**

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.

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**Welcome New Volunteers!**

From July through September, Volunteer Services interviewed, placed and trained 68 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: