

April 2009 Mercy Volunteer Newsletter

BOUQUETS & KUDOS



Flower Power for Daffodil Days came from the following volunteers who helped staff the sales table: Arlene Kammrad, Kathie Vix, Lucille Tanner, Kathryn Morse, Elaine Dunn, Mary Lu Borchers, Donna McDonough, Pauline Bull, Juanita Schubert. Thanks to each of you for helping make this year's Daffodil Days a success!!



Chuck Stock, Mercy Ambassadors & All Mercy Volunteers:

Where do I start....You were connected to us through God and a knowledge of where our home was. It was a blessing in itself with you knowing where Needmore on Hwy 71 was just to keep us connected with home. There are not enough words to

describe the humbleness God has taught us. You will never be forgotten. Please tell every volunteer in the hospital we have never been treated as well as we were here. They do a great job!

Jim & Renee Austin for Kassie Austin

NOTE: Kassie was one of three Arkansas young adults involved with a car crash on the Avenue of the Saints. The car hit an icy patch...one passenger was killed, two were injured. Kassie spent 2+ weeks in Mercy ICU. Chuck got to know Kassie's parents, Jim & Renee, and learned of the financial hardship they were experiencing by having to stay in a motel, eat at restaurants, etc. Chuck contacted Candy Moore with the idea of Mercy Ambassadors' helping defray some of the Austin's expenses. After contacting and getting approval from all Ambassador Executive Board members, Chuck presented the Austins' with a check for \$1000 from Mercy Ambassadors.

Helpers at the March Scrub Sale were Virginia Balmer, Dick & Adrian Lambert, Elaine Dunn, Kathryn Morse, Arlene Kammrad and Irene Poshusta. Many thanks to all of you for helping with this very successful fundraiser!

WELCOME TO NEW MMC-NI VOLUNTEERS!

Yvonne Benedict, Mason City
Mary Church, Mason City
Susan Brau, Mason City
Michele Haugland, Garner



Norma Hertzner, Forest City
Rachel Freidhof, Floyd
Roger Sandelin, Clear Lake

SHARING A REQUEST

I was recently contacted by Elderbridge Agency on Aging wanting to know if a Mercy volunteer might be looking for a job.....specifically driving an individual to their doctor appointments. This individual is willing to pay for this service. Anyone interested should call Kim Doughty, 424-0678, at Elderbridge Agency on Aging. Thanks...Candy



WHY IS APRIL A SPECIAL MONTH FOR MERCY VOLUNTEERS??



In honor of National Volunteer Week (April 19-25), Mercy volunteers receive 20% off on all purchases made in the gift shop during the month of April. The only items not eligible for the discount are food, candy, magazines, fresh flowers, live plants, balloons and items already discounted. Volunteers must show their photo ID badge at time of purchase.

As usual, Nancy Kelsey, gift shop manager, has many new and unique items in the shop with a focus on spring and Easter. Shop shelves contain designer-inspired "Batali" sunglasses, "Sassy" bracelets, "Big Budda" purses, many designs of Easter bunnies, French-milled soap, humorous pill boxes, and fun wine-related items such as t-shirts, totes, glasses and bottle stoppers. Do you know the gift shop now has the capability for receiving online orders? Check this out by going to Mercy's website:

mercynorthiowa.com/PatientsVisitors/OnlineGiftShop/index.htm. You might share this website with others to help the shop "spread the word" about its online shopping!



REMINDER



Your
Completed
Mandatory
Safety
Education
Quiz !!



There are still quite a few volunteers who have yet to complete and hand in the 2009 Mandatory Education Safety Quiz. There is a supply of quiz materials at both the east and west information desks and in the gift shop. If you're in the vicinity of the hospital and could stop by and pick up the materials, it would be greatly appreciated as we are hoping we won't have to mail too many out. The tests are available at both information desks after hours. Just look for the box that says Mandatory Education Safety Quiz materials. There is also a box for your quiz and returned materials. Please remember to sign the HIPAA agreement. The directions on the HIPAA agreement say to hand in page 4 only...but due to a printing error, you will need to hand in the whole document.

You can complete the quiz while at your volunteer service .. and it's OK for volunteers to work on it together.

Thanks so very much for your help in getting your completed quiz materials turned in!

VALENTINE'S DAY FUNDRAISER A SWEET SUCCESS

Many, many thanks to everyone who donated goodies to Mercy Ambassador's Valentine Bake Sale. The Ambassador's coffer is richer by \$741.75 !!



We encourage everyone who did baking to turn in the time you spent making and packaging the goodies. Please call Nancy Wasicek, 422-5642 or email her at wasicekn@mercyhealth.com and she will add the hours to your Volgistics time record.



FRONT LOBBY VOLUNTEERS ADD A NEW "HAPPY" TASK TO THEIR AREA

Mercy's website has recently undergone revision which resulted in the front lobby volunteers taking on a new duty.

The website offers Cheer Cards – free electronic cards that are completed online, printed out on a printer at the east campus information desk, and delivered by our escort volunteers. There are seven cards from which to choose and the sender may enter a personal message.



Check it out at:

mercynorthiowa.com/PatientsVisitors/CheerCards/Details/index.htm





National Volunteer Week

April 19 - 25, 2009

Volunteers are essential members of any hospital's team of individuals who provide care to all who enter our doors. Volunteers enhance services that other team members are often challenged to provide, and not only assist the patients and families, but are a valuable asset to staff.

Volunteers help whenever and wherever they can. Volunteers know the value of social interaction. The ability to sit and share is not unique, but is often the hallmark of volunteers. People communicate their stress in different ways. Some like to chat and may often save their talk for a volunteer. Chatting about day-to-day things like social events, news or hobbies can relieve a sick person's anxieties, when deep discussions about sickness and medical matters can be difficult. People need an outlet just to talk and to have someone sit and listen.

Enter a smiling volunteer who knows the value of social interaction. When someone smiles at you, your brain releases all kinds of feel-good hormones that create a chemical rush and make you feel good no matter how overwhelming your problems. The shortest distance between two people is a smile and a laugh. To share both laughter and tears is to really help, to truly communicate, to remain human.

Doing good just for the sake of helping someone is a noble calling and, as such, volunteers, by their very presence, demonstrate such a calling exists. While many rush around chasing one path of elusive dream, volunteers portray another path to happiness. By giving of their time, experience and expertise, volunteers live the concept of service above self.

In a hospital, volunteers help the sick along the road to recovering, assisting with the cure if possible. Some sick people are cured but are never healed, while others are dying and are healed. Cure is of the body, while healing is deeper --- of the soul and spirit.

The love and caring of volunteers is an immeasurable contribution to the well-being of patients, families, staff and physicians.

Excerpt from letter written by Bill Eaton, MD
Memorial University of Newfoundland

There are no words to adequately express our gratitude and appreciation for the service, support and commitment Mercy volunteers give to our health center. We are humbled by the unselfish giving of time and talents to Mercy Medical Center-North Iowa giving that happens 24/7/365.

Mercy Volunteers are very special individuals who truly realize and demonstrate love for others and who never ask for anything in return. We are so blessed to have been chosen by you as the recipient of your time and talent.

Thank you ...

Candy Nancy K. Nancy W.

SPRING SCRUB SALE UPDATE



Despite the current economic environment, Mercy Ambassador's Spring Scrub Sale only realized \$700 less in sales from the Fall Scrub Sale. Linda Freedman, Scrubs 'n Beyond representative, was very happy with the outcome of the 2-day sale, especially in light of the fact the sale was held at the time Mercy announced the elimination of 59 positions.

Total sales were \$9300. Mercy Ambassador's rebate is \$1879.13 (20%) minus the cost of \$220.84 for draping used for changing rooms for a net profit of \$1658.29. In the past rebates have ranged in the vicinity of \$2000 to \$2200.

PROFUSE POP CAN PILES & PROFITS POSSIBLE



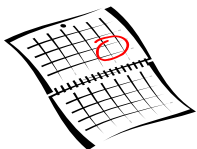
Okay..“profuse” might be a little strong, however, Mercy Ambassadors' could receive 5 cents per pop can as opposed to the current refund rate of 3 cents per pop can if the cans were delivered to NIVC rather than NIVC having to come to the hospital to pick up the cans. If that increase is measured by percentage, that would be a 60% increase in revenue. Now the word “profuse” becomes closer to a valid term to use.

Thus the request for volunteers to join the “Popcan Posse.” Delivery to NIVC would be on Mondays, Wednesdays and Fridays each week. Volunteers would be asked to pick up cans at 2 pm and deliver them to NIVC no later than 3 pm.

This is a perfect volunteer opportunity for an individual whose schedule doesn't allow them to join a “regular” service which requires 3-4 hours of time or prefers to work “solo” or perhaps could piggyback this service with another afternoon commitment.

Interested persons are asked to contact Candy Moore at 422-5573 or toll free 1-800-433-3883 ext. 7753 or online at moorec@mercyhealth.com

Popcan profits are used to purchase wheelchairs.

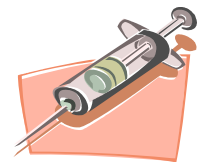


SAVE THE DATE!!

Thursday, June 18, 2009 is the date for this year's Volunteer Spring Recognition Banquet. The banquet will begin at 6 p.m. at Music Man Square. Mark your calendar and plan to attend!

TB TESTS

The State of Iowa Health Department is now requiring health employees & volunteers receive TB testing every four years. A letter containing dates and locations where the test will be administered was recently mailed to volunteers whose last TB test was given in 2005 or before. All volunteers who received the letter should have the test done by June 22, 2009. If you believe your last test falls in the timeframe given above and you didn't receive a letter please contact Nancy Wasicek, 422-5642, or Candy Moore, 422-7753. Thanks for helping our hospital become compliant with this policy!



DATES TO REMEMBER

April 6 & 7 Spring Book Fair
May 12 & 13 Masquerade Jewelry Sale
June 18 Volunteer Spring Recognition
July 18 Summer Garden Tour
Sept. 8 & 9 Fall Scrub Sale
Oct. 5 & 6 Fall Book Fair
Nov. 18 & 19 Fall Masquerade Jewelry Sale
Dec. 4 Volunteer Christmas Open House

Memory Tricks



Brain Freeze #1 – “What the heck is his name?”

➤ **Pay attention.** When you're introduced to someone really listen to the person's name. Then, to get a better grasp, picture the spelling. Ask, “Is that Kathy with a K or a C?” Make a remark about the name or help lock it in. (“Oh, Carpenter---that was my childhood best friend's last name”), and use the name a few times during the conversation and when you say goodbye.

There's a *difference* here  that begins with *me!*

ALWAYS ask “Is there anything else I can do for you?”

Using this one script can be a timesaver for all associates when working with patients and customers. Liz Jazwicz, nationally recognized speaker specializing in customer and employee satisfaction, tells us that patients will not make stuff up, but will ask you to address an actual need or request. If you leave the patient or customer without asking this question, you will likely be called back to the patient room or the patient may leave our organization without having their needs addressed, prompting an additional call back to the hospital or clinic.



“Is there anything else I can do for you?” discussion points:

- How can we say this each time and sound sincere?
- How many ways can we say this script so it sounds a little different, but means the same thing?
- Should we ask this a different way if the patient/customer never asks for anything?
- Are we being asked to do things that we wouldn't have to do anyway? If so should we be changing a process/practice?

JOINT COMMISSION READINESS

Know the hospital emergency number 7 9 1 1 This connects you to the switchboard.

Why can't I just dial 0 for the switchboard?

7 9 1 1 is a telephone line used only for emergencies. If you dial 0, you might get a busy signal.