

Hospital Volunteer Feedback



Kentucky Hospital Association July 2019

Volunteer groups from CHI Saint Joseph Health received statewide recognition for a program that provides pocket-sized quilts to help hospital patients and family members cope with difficult situations.



Judy Albrecht with Joan Webb, volunteer, Saint Joseph East

The hospital volunteers from Saint Joseph Hospital and Saint Joseph East were recognized with HANDS Awards for exceptional service during the Kentucky Hospital Association's (KHA) Volunteer Luncheon on Wednesday, May 8. The HANDS Award, which stands for Helping Accomplish Noteworthy Duties Successfully, recognizes outstanding volunteer and auxiliary programs in hospitals across Kentucky. The awards program took place during the 90th Annual KHA Convention in Lexington.

KHA selected the award-winning volunteers for their work with the Pocket Prayer Quilts program. Pocket Prayer Quilts are small quilt squares with a heart sewn inside, as a metaphor for love. They are offered to patients, loved ones and hospital staff during a time of need. Special quilts are sewn for those experiencing loss.

"With this program, we are able to share a gentle reminder to our patients and their families, as well as our staff and visitors, that they are in the thoughts and prayers of someone who cares," said Leslie Buddeke Smart, CFRE, president, CHI Saint Joseph Health Foundations, which oversees the volunteer program. "We are so appreciative of our 'Nogginers,' our volunteers who lovingly craft the pocket prayer quilts and our spiritual care volunteers, who help distribute the pocket prayer quilts, and are pleased to see their commitment and compassion be recognized with this meaningful award." Albrecht also presented Joan Webb, volunteer, Saint Joseph East, with the award for the hospitals' Pocket Prayer Quilts.



Judy Albrecht with Judy Fifield, volunteer, Saint Joseph Hospital

Volunteers are responsible for designing and crafting the quilts. Smart said the volunteer staff recently received a box of Pocket Prayer Quilts from Pennsylvania sewn by a family member who had visited someone at Saint Joseph Hospital and was given a prayer quilt while visiting. The Pocket Prayer Quilts are shared with people of all nationalities and faith traditions within the hospitals. "The universal language of healing, hope and love is shared with these small fabric squares," Smart said.

To learn how you can create and share Pocket Prayer Quilts for patients and their families, visit

www.chisaintjosephhealth.org/pocket-prayer-quilts.

As Reported by The Lane Report

Continued

Do you have a cover photo to share?

Submit your photos to volunteers@kyha.com for a chance to be featured on the cover of our newsletter.

Featured photos will be chosen at random.



Judy's Journal



Wow! What a whirlwind the past few months have been! In April, many of us celebrated National Volunteer Week, and I hope your facility showed their appreciation for all you do. Like many others in May, I attended KHA's 90th Annual Convention in Lexington. We had a great agenda, and enjoyed the guest speakers, awards luncheon and breakout sessions. It was so nice to see so many familiar faces and to meet new ones, too.

This Fall, we will meet again for our annual Volunteer Conference. I look forward to two fun-filled days at Dale Hollow Lake State Resort Park. KHA has a lot of surprises in store to make this the one event you don't want to miss!

As my time as Chairman comes to a close, I just want to say that there is no doubt that volunteering allows us to build valuable skills, make lasting friendships and have a lot of fun along the way. Thank you for all of the support you have provided and the memories we have shared. Serving as the KHA Committee on Volunteers Services Chairman has been an honor and privilege. I look forward to seeing what is next. Please join me in congratulating Nancy Galvagni as KHA President, and Adele DeFosset of Ephraim McDowell Fort Logan, as our new chairman. I'm sure both ladies will be great in their new roles.

THE NEW President KHA

The Kentucky Hospital Association (KHA) announced that its board of directors has appointed Nancy Galvagni as President and Chief Executive Officer.

Galvagni has been with KHA since 1979 and has served as the senior vice president for the past 20 years. In addition, she has served as the executive director of the Kentucky Institute for Patient Safety and Quality (KIPSQ), a federally certified patient safety organization and subsidiary of KHA. She is a graduate of Pennsylvania State University, is a past president of the Kentucky Society for Health Care Planning and Marketing and is a member of the American Association of Hospital Accountants. Prior to joining KHA, she worked at the New York Hospital Association.

During her time as senior vice president, Galvagni has advised the KHA president, Board and membership on health policy, finance and payments as well as regulatory, legislative and managed care issues and their impact on Kentucky hospitals.

Volunteer Spotlight

Josephine (Tootsie) Akers started with volunteer services the year she retired as an employee from McDowell ARH Hospital in 2002. With the compassion to help and serve people, Tootsie felt ARH would be the place to give her this golden opportunity. She offers a big smile, encouragement and prayers to patients and families at the hospital who are in need.



Tootsie has been a valuable team member at ARH for many years. In 1962, when her oldest son Robert, was hit by a drunk driver and taken to McDowell ARH, she then realized she wanted to become a nurse. Soon after his recovery she earned her LPN degree and started to work in the hospital operating room. A few years later she completed her RN degree and continued to work at the facility until her retirement.

Tootsie not only volunteers in the gift shop but also volunteers for health fairs, community events, disaster drills and other events. She is truly dedicated to helping people. Tootsie also volunteers at the First Baptist Church of McDowell where she has been a charter member since 1976. She currently serves on their Stewardship Committee, Choir, WMU and Kitchen Committee. She volunteers at the Kentucky Baptist Association in Prestonsburg one day each week, visits her neighbors and plans to start volunteering at the Homeless Shelter in Martin soon.

In 2010, Tootsie received one of the first ARH President's Awards for Volunteer Service that is given annually to a volunteer who furthers ARH's mission and exemplifies dedication and service.

Thank you, Tootsie for all you do!



Ephraim McDowell Fort Logan Hospital (EMFLH) Auxiliary was a recipient of a HANDS Award presented on May 8 by the Kentucky Hospital Association (KHA) at the Annual KHA Convention in Lexington.

Each year, the KHA Committee on Volunteer Services recognizes outstanding volunteer programs across the state. The Fifteenth Annual “KHA HANDS Awards” (Helping Accomplish Noteworthy Duties Successfully) was presented at the Auxiliary Luncheon to Ephraim McDowell Fort Logan Hospital for their “Wish List” project in which the Auxiliary purchased two kid cars to transport pediatric patients to surgery.

“Allowing the kids to “drive” a battery-powered car to the OR is fun for them, keeps them smiling, and eases the parents’ fears about them going to the OR crying and upset,” says Jody Wells, director of Surgical Services.

The project came to fruition after the surgical department noticed a large increase in pediatric dental surgeries. As one would imagine, the children (and parents) are anxious and scared prior to surgery, particularly when the surgical staff comes into their room to prep them for surgery. Looking for a way to ease some of that anxiety and trepidation, the staff suggested the use of a kid-controlled car in allowing the children to drive the battery-operated car into the operating room.

“The Auxiliary is proud to be able to support the hospital by providing such a special way for the pediatric patients to get to the operating room,” says Brenda Caudill, Ephraim McDowell Fort Logan Auxiliary president. “Our investment of \$1000 certainly enhanced the patient and family experience for our smallest patients.”

Individuals who want to become a member of the Auxiliary are asked to contact Rebecca Rowe at (859) 239-1208. She can also be contacted via email at rebecca.rowe@emhealth.org.

As Reported by Ephraim McDowell Health

For more information about the HANDS award program or any other volunteer related activity sponsored by KHA, please contact:

volunteers@kyha.com

Carol Walters Teen Scholarship Winners



Kimber Holton, a senior at Lincoln County High School, has been a teen volunteer at **Ephraim McDowell Health** for the past two and a half years completing more than 521 hours of service. After graduation, Kimber plans to attend Somerset Community College to study nursing.



Noah Steely, a senior at Corbin High School, has been a teen volunteer at **Baptist Health Corbin** since July 2015 and has completed nearly 523 hours of service. After graduation, Noah plans to attend Georgetown College to study biomedical science.

Spring Convention Snapshots



IN THE NEWS



Harrison Memorial Hospital (HMH): Auxiliary Spring Luncheon. Since 2012, the HMH Auxiliary has donated more than \$229,000 to HMH for equipment needs, the HMH Community Assistance Program and educational materials.



Methodist Hospital Union County: Auxiliary in Morganfield held their annual luncheon last week at Rockhouse on the River in Henderson.



St. Claire Healthcare: The Senior Corps Retired Senior Volunteer Program at Morehead State University, recently recognized two of its exceptional St. Claire Volunteers at an awards luncheon. Bonnie Bennett was recognized for over 17,000 hours of service at St. Claire HealthCare. Bonnie is a retired St. Claire registered nurse as well. Ann Fiel was also recognized for her 42 years of service at St. Claire. Ann was one of the hospital's original "pink ladies" volunteers. Both Bonnie and Ann have been an integral part of the success of the volunteer program over the years and continue to assist in orienting new volunteers.

IN THE NEWS



Fleming County Hospital: Auxiliary held their Annual Meeting and Dinner on Thursday, April 24.



Baptist Health Corbin: Volunteers held the first “Splatter Cancer” event. Splatter Cancer is a unique fundraising event where anyone who’s been impacted by cancer has the chance to hit back. For a small donation, participants were able to launch a paint-filled balloon at the word “cancer.” This fun and cathartic way to raise money to benefit people who are fighting cancer has raised over \$1300 to benefit cancer patients. Future “Splatter Cancer” fundraising events will be scheduled later this summer and fall. Photos and videos can be seen on the Baptist Health Corbin Facebook page.

Hardin Memorial Health (HMH): Auxiliary recently awarded 20 scholarships worth \$1,000 each to students from across the region who are pursuing a degree in the medical field. This year was especially competitive with approximately 70 students applying from all around HMH’s 10-county region. The scholarship winners were invited to the annual HMH Auxiliary Recognition Banquet in May. Scholarship money is raised through proceeds from the Auxiliary’s \$5 jewelry sales, Books are Fun sales and the lights Auxiliary volunteers sell for Let Christmas Shine to honor a loved one or health care provider on the HMH Christmas display.



Auxiliary Updates

Twin Lakes Regional Medical Center



It has been a busy spring.

Twin Lakes Regional Medical Center Volunteers had their Spring Brunch and election of officers on April 24. Wayne Meriwether, CEO, offered his appreciation to the Auxiliary for everything they do for the facility, patients and guests. During the brunch, pins were awarded to members noting total hours volunteered. Many members had volunteered thousands of hours!

In April the auxiliary held a two-day book fair in the front lobby of the hospital. This is held two times a year and is a good source of income. In addition there was a bake sale on Good Friday. This always is a good money maker. The employees are waiting at the counter for us to open so they can get their favorite goodies.

April 13 was the big day for the young ones – The annual Easter Egg Hunt for the employee's children and their guests. Over 50 little ones were on the hunt. Mr. Bunny was present to enjoy talking to the little ones and posing for pictures. The weather held out and everyone had a great time.



Trigg County Hospital Auxiliary

Trigg County Hospital Auxiliary volunteers continue to serve in the Gift Shop Monday through Friday. The Auxiliary currently has 24 active members, 21 associate members, three honorary members and two lifetime members. Number of volunteer hours recorded for 2018 was 2,925.

The 2019 Annual Awards Meeting and Luncheon was held May 13. The theme for the day was "Volunteers Light Up the World." Each table featured a beautiful lantern decorated in yellow and white, which were given as door prizes. President Mary Lynn Walker presented pins to volunteers in recognition of hours worked in 2018. Three members were awarded a 10-year pin and one member received the 25-year pin. The following Officers of the Auxiliary have agreed to serve another year in their respective positions: Mary Lynn Walker – President; Gloria Davis – Vice President; Lisa Strader – Secretary; and Lorna Pavon – Treasurer.

Auxiliary members continue to check patient census daily for new patients. Each patient receives a get well card. One of the volunteers makes shawls for new patients. The shawls are given to the therapy department and the hospital therapists distribute to patients who need them. A request was received from the hospital Med/Surg. Dept. for the purchase of lift chairs. The Auxiliary approved the purchase of one lift chair for \$999.00.

The Hospital Foundation Representative announced a Farm-to-Table Dinner and Blue Jean Ball Fundraiser scheduled for September. Brisket, country ham and vegetables will be served and all food will be sourced from Kentucky.

An Auxiliary fundraiser will be held in the fall.

CHI Saint Joseph Health Volunteer Services

Under the guidance of Guild President Judy Albrecht and Volunteer Services Director Carol Wade, volunteers at Saint Joseph Hospital, Saint Joseph East and Saint Joseph Jessamine have been very busy.

Everyone was so excited about the rebranding of the hospitals. In returning to the system's roots, a "renewal of commitment was made to the caring and innovative legacy of the Sisters of Charity of Nazareth.

The Volunteer Appreciation Luncheon is always anticipated by volunteers. Held on April 11, 2019, at the Hilary J. Boone Center at the University of Kentucky, the event meant a fabulous meal, reconnecting with dear friends and recognizing the dedicated efforts of so many volunteers.

Awards were presented to: Rising Star - Ronald Kayser, John Fox and Linda Clifton; Above and Beyond - Marilyn Pfanstiel and Becky Balthrop; Golden Sneaker - Margaret Cadle; and Golden Scissors - Carolyn Elliott.

In 2018 volunteers provided (but not limited to): Teen Volunteers - 3,542 hours; Adult Volunteers - 17,438 hours; Non-Traditional Volunteers - 11,793 hours; Patient Cheer Volunteers - 1,210 visits; Greet and Escort Volunteers - 38,780 patients and visitors.

These services equate to over \$800,000 in value.

The Volunteer Guild continues to make charitable gifts to the hospitals. In 2018-19. Some of the many gifts were: a cell phone charging station, teen volunteer college scholarships, 6,337 wooden hearts for prayer pocket quilts and nearly 4000 patient thoracotomy pillows.

The Guild continues to operate the gift shop on the second floor of Saint Joseph East Women's Hospital in order to sell snacks, and to make available baby gifts for visitors. Store manager, Joyce Fister-Daley, has done an excellent job of stocking the gift shop with items such as belly blankets, UK outfits, cards and flowers, stuffed animals, and more.

On June 13, 2019, the Guild Board met to set Goals for FY 2020. Mentoring new volunteers, continuing with the successful recognition and appreciation luncheons and donating charitable gifts to the Foundation were all goals set by the board for the upcoming year.

The Guild was pleased to hear a presentation by Eric Gilliam, President of CHI Saint Joseph East and Chief Operating Officer for CHI Saint Joseph Hospital.

The volunteers of Saint Joseph Hospital, Saint Joseph East and Saint Joseph Jessamine are filled with love and appreciation that they are able to help others. Each volunteer has his or her unique talents that are humbly and willingly given to others, as they are "Called to Serve".





KHA ANNUAL VOLUNTEER CONFERENCE

September 26-27, 2019

Dale Hollow Lake State Resort Park
Ray Mullinix Conference Center
5970 State Park Road
Burkesville, Kentucky 42717

RISE:

For a New Vision



Kentucky State Police
Trooper Teddy Program
and Trooper Island Camp



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THANK YOU to our sponsor and vendors for their support during our Spring Convention.

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Please Note: As decided with the KHA Committee on Volunteer Services, newsletters will no longer be mailed to home addresses. A hard copy will be mailed to each facility. In the future. The newsletter is also published online at www.kyha.com/volunteers

Thank you for your cooperation!

**COMMITTEE ON VOLUNTEER
SERVICES MEMBERS**

Adele Defosset, Chairperson
Judy Albrecht
Betty Rucker
Carla Wallace
Rhonda Krumm
Rosemary Keller
Jim Butler
Linda Dockery
Roberta Gilbert

Interested in joining? Contact volunteers@kyha.com

RECRUITMENT

If you are reading this newsletter and are not currently **VOLUNTEERING**, won't you please consider giving us a few hours a week of your time? If you don't want to come alone.... Bring a friend. It is a great way to reacquaint yourself with old friends and make some new ones, too. You will surprise yourself at how good it makes you feel, and how much your services are needed. Please contact your local hospital for details on how to volunteer.



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