

Connections

Newsletter for the hospital volunteers, students and friends of Roper St. Francis Healthcare, Charleston, SC April 2018

Happy Volunteer Week!

We hope we express our gratitude on a regular basis, but we want to do so especially this month during national volunteer week. Thank you for all you do. Volunteers are such an important part of the mission of Roper St. Francis Healthcare it is difficult to imagine our health system without your presence. You touch so many patient lives daily and make this a special and fun place to work. So many of you are our personal role models and the friendships that develop between co-volunteers and teammates delight us.

Volunteer recognition activities are planned this month for active hospital service volunteers on April 14 and we hope to see you there. Touch base with your coordinator for details. Wear your ID badges to events this year and be sure to RSVP.

Joan Perry Lynne Steele Laurie Glass

Westies are Besties!

Mary Vogel won a cow! Bon Secours St. Francis Hospital OR Waiting Room volunteer - Mary Vogel was honored for making a difference West Ashley at the West Of Free Press "Westie" awards ceremony. The trophy is patterned after the beloved Coburg Cow statue. Mary started volunteering when St. Francis Hospital was still downtown Charleston and has served over 1,300 hours.



Mary has served as a Eucharistic Minister and her current service area is the operating room waiting room. She has a special knack for comforting families at a stressful time. She offers coffee, a book from the lending library, updates on surgical patients and lends an empathetic ear. She has helped coordinate volunteer social events and trips and encourages participation in joyful events that add pleasure to our work environment.

Catch a Falling Star - Look for the Yellow



Falls can lead to serious injuries for patients and teammates, as well as increase a patients' stay. Most falls are preventable, and RSFH is ramping up our efforts to keep patients safe. Our nursing staff will assess all patients using the Morse Fall Scale, and any patient scoring a over 45 points will be considered at high risk for falling. These patients will receive yellow socks, yellow bracelets and a yellow door magnet. These signs should alert us all to the potential for falls.

We are even adding ceiling tiles in patients' rooms with a reminder to call for assistance. High-fall risk patients will have alarms in place so staff will be on alert if their patient tries to get up without assistance. These interventions will be explained to patients and their families so they can partner with us in our efforts to reduce patient falls. Be aware. Look for the magnets on doors and takes steps to be safe yourself.

RSFH Vision Statement

Volunteers worked along with teammates as we made suggestions for our new vision statement and Elvis made special appearances as we welcomed it! Our new vision statement is: *Exceeding expectations every day in quality, access and affordability.*

Our vision was created by and with you. It is inspirational and aspirational – something we strive to achieve. Our vision captures our focus areas, supports our strategic roadmap and will guide major initiatives for the next few years.

Exceeding expectations every day in quality, access and affordability



Dates To Remember

Cline Classics Sale

Bon Secours St. Francis Hospital
4/24 & 25; Mall Classroom # 3

Roper Hospital
4/26 & 27; Irene Dixon Auditorium

Jewelry, Purses, Scarves, Electronic & More!
Payroll deduction for registered eligible teammates.

Volunteer Recognition Luncheon - 4/14

Active RSFH volunteers honored for service
We hope you can come! RSVP for planning purposes.
Touch base with your coordinator for details.

Honored for Kindness

The volunteer department proudly funds the RSFH Acts of Kindness program and we are pleased to share that this year's annual winner is Yolonda Williamson. Yolonda has worked at both Roper and St. Francis and is currently unit secretary/PCT on the surgical progressive care unit.



Yolonda's nomination was written by Cassandra Johnson who learned that at Christmas time, Yolonda used her own money to purchase gifts for all our in-patients hospitalized over the holiday. She and her family came to the hospital on Christmas Day to deliver fleece blankets and cards to adult patients and baby blankets and onesies to new Moms and Dads. Yolonda lives in Moncks Corner. Also active in her church serving as Minister of the Hope Ministry project. They provide food, clothing, blankets and gifts during the holidays and have banquets and events throughout the year for the elderly and youth to enjoy fun, games and good food. She is pursuing a degree in healthcare administration.

Mail Call

We received a thank you from Roper Hospital volunteer, Marka Rodgers for our donation to a PAALS fundraiser for her therapy animal in training from Palmetto Animal Assisted Life Services.

We received a lovely letter thanking staff for compassionate care and especially mentioning Mary Vogel, Betty Ludwig and Nancy Chisholm in the OR Waiting Room at Bon Secours St. Francis Hospital:

"The ladies at the 2nd floor Outpatient Surgery Desk were outstanding; Mary, Betty and Nancy. They were busy but always dealt with patients with a big heart and smile and lots of humor which helped families relax a little before their loved ones underwent surgery, making all feel comforted and welcome. They are to be commended."

Getting to know you - MPH



Summer Ledford was born in Asheville, North Carolina, and moved to Mt. Pleasant with her parents and older brother in 2015 after she graduated from high school. She is currently attending Trident Technical College studying to become a nurse. On graduation she hopes to work in a hospital setting for a few years and then travel abroad to use her skills and experience in under served areas.

Summer has proven to be a dedicated ICU volunteer and says the experience has been invaluable. "The resources provided and the team around me have been very helpful. Everyone is friendly and makes an effort to get to know me no matter what their position is here."

In her down time, Summer likes to play the piano, and has been playing since she was a child. Summer says when she sits down to play it is very personal and just for her. Photography is a recent hobby that she enjoys as well.

Getting to know you - Roper

Lisa Beauford is a graduate of Trident Technical College class of 2008 as a Licensed Massage Therapist. She studied oncology massage under Gayle MacDonald, author of "Medicine Hands."

Lisa retired in 2016 after thirty-one years of service to the Family Court and S.C. Judicial Department serving as Administrative Assistant to the Honorable Judy L. McMahon. Lisa and husband Steff have been married for thirty-two years and have two children - daughter, Deandra and son Eldridge, and one granddaughter.



Lisa enjoys working with the staff and patients on the oncology floor where she offers hand and foot massages to our patients and has served eighty-five hours in the past year. She loves reading, working in her garden, keeping up with the latest in massage therapy and spending time with her family and grandbaby Hannah.

Lisa is a member of Bethlehem Baptist Church in Alvin, S.C. where she serves on the Health & Women's Ministry. She is currently employed at Hand & Stone in Summerville where she offers oncology massage as one of her modalities.

Lisa is a cancer survivor herself and was cared for by oncologist Dr. David Ellison at Roper St. Francis.

Empathy is about standing in someone else's shoes, feeling with his or her heart, seeing with his or her eyes.
Not only is empathy hard to outsource and automate, but it makes the world a better place.

Danniel H. Pink

News:

- Thanks to teammates and volunteers who donated items for, and helped decorate the HOPE bags supporting Lowcountry Orphan Relief. Tara Tsehlana, RSF Community Coordinator shares that we raised more than \$2,650 and collected 365 bags for children being taken out of desperate situations.

Roper Hospital:

- Volunteers and staff gathered to wish Eva Arizmendi and Bernie Ditter all the best in their retirement on 3/23. Bernie and Eva have served a combined 9,500 hours at Roper Hospital.
- Our condolences to the friends and family on the death of beloved former and recent volunteers: Diane Allen, Irmell Campbell, Bill Gregory and Jeanne Watson.
- Roper Northwoods Diagnostics and Emergency Room in North Charleston will relocate less than a mile away to the site of the former K&W Cafeteria at 7832 Rivers Avenue.

Bon Secours St. Francis:

- Joan Perry has jury duty the week of 4/2.
- PCU volunteer Ashley Tuttle will participate in a mission trip to Honduras with a group from Charleston Southern University's nursing program.
- We bid farewell and send our love to Bob Imbus on his retirement. Bob joined the volunteer department in 2002 and served 4,360 hours at the Information Desk each Thursday morning as well as participating in numerous other charitable projects. Bob will be missed. We also say goodbye to Adrienne Goldberg - nursery volunteer after her move to Savannah and Michaela McIntosh as she moves out of area. Adrienne promises to return every winter to help with the New Year baby baskets!
- Welcome Gretchen Morin to her new role as Chief Administrative Officer at Bon Secours St. Francis Hospital. Gretchen has worked for the past seven years as Service Line Director for our RSFH Physician Partners.
- **Office change:** RSF Physician Partners Behavioral Medicine has moved to Suite 211 West.
- St. Francis Hospital has been named a Watson Health Top 100 Hospital 2018 winner, ranking among the best in the country for overall performance. This is the 5th time St. Francis Hospital has been named to the Top 100, and it was the only Lowcountry healthcare provider to make the list.

Mount Pleasant Hospital:



- Thirty-seven volunteers, spouses and family members gathered at the Charleston Sports Pub for our March Social. It was a great time to see old friends and meet new ones.

Getting to Know You - BSSF



Frances Young grew up in Ravenel, S.C. and spent her working life taking care of others. She has helped with childcare, worked as a housekeeper, volunteered in local classrooms, served as a hospice worker and home health care aid and worked for St. Andrews High School cafeteria and as a sub-teacher for Charleston County School District.

Frances and Reverend (retired) Henry Young have been married for forty-eight years. They had three children with two deceased. Daughter Brenda Myers - author of "In the Wait," lives in Goose Creek with two children - Justin (attends TTC) and Harley (graduating HS this year).

Frances loves music. She enjoys playing the piano at home and sings with the Edisto District Mass Choir, the state wide South Carolina Conference choir and the missionary choir. She enjoys gardening, reading and cooking. Mostly, she loves people and that is evident in her volunteer role escorting patients to and from the phlebotomy lab. Frances joined the St. Francis team in November and has already served fifty-six hours.

A Colorful Group!

Volunteers wore festive green on St. Patrick's day! Pictured are Joanne Pachulski, Noel Johnson with Denise Roberts and Susan Semel. Thanks for the smiles! Pictured below, the St. Francis volunteer gentlemen in blue on Wear Blue for Colon Cancer Awareness day.



Happy Birthday!

4/04 Brenda Jenkins
4/06 John Essenburg
4/07 Helen Aldret
4/13 Susan West
4/14 Sam Kirsch
4/15 Blake Howard
4/17 Robert Driscoll, Jr.
4/21 Robert Beaty, Mary Brown,
4/23 Kathleen Braddock, Kathy Downen
4/25 Mary Hajny

Welcome New Volunteers:

Roper Hospital: Welcome Kevin Franks, Thomas Leopard, Hope Masters, Dalton Riera, Kaleb Thompson, Eric Yost - Clinical Research; Kelly Ciampo - Mammography; Jeremiah Bergman, Matthew Klobukowski - 7 Buxton nursing unit, Emilia Ballou - Infection Prevention, Aubrey Weaver - ICU, Natalie Aicher, Alisa Savchenko - 5 East nursing unit; Connor Eckard, Brandon Caudill - Ortho unit; Niamh Cahill, Katherine Kracov, Cierra Ingaiimo - SCRUBS Mentoring program.

Bon Secours St. Francis: Welcome Tyre Vazquez and Kendal Fullwood into the SCRUBS Mentoring program.

Mount Pleasant Hospital: Welcome Bill Coyne, who will be serving as a Eucharistic Minister to our Episcopal, Lutheran and Presbyterian patients and Kathie Braddock who will be giving administrative support on 3 North.

Farewell to Bernie & Eva!



RSF Volunteer Opportunities:

Bon Secours St. Francis Hospital: The 5th Floor Neuro-spine unit welcomes volunteers interested in "sitting" with patients who may be likely to fall and could use a watchful eye. This role is in development so let Joan Perry know if it is of interest. Help is eagerly welcomed on Thursday afternoon and on Saturdays at the Information Desk. If you have a welcoming smile, basic computer skills and are familiar with the facility we will train you! We welcome applicants interested in driving the golf cart on Friday afternoon.

Roper Hospital: Lynne Steele welcomes volunteers interested in serving in our Pastoral Care office as a receptionist Monday - Thursday morning shift 8 a.m. - 1 p.m. or anytime there of and at the Information desk on Tuesday and/or Thursday mornings.

RSF Mount Pleasant Hospital: Laurie Glass is looking for Volunteers interested in working in the evenings in ICU from 4 - 7 p.m. Wednesday and Friday, and the MOB Information Desk from 12 - 4 p.m. Friday. The ACU/PACU areas are in need of volunteers various days and times. Please contact Laurie Glass for more information and details.

Children's Food Items Needed

Judy Graham coordinates the Back Pack Buddies program providing single portion lunch and dinner items for children who may not have anything to eat over the weekend. Our program supports the students at Malcolm Hursey Elementary School in North Charleston. Judy invites us to participate by bringing in single serving breakfast or lunch items. School nurses are aware that students who are provided meals at school were often going hungry at home on weekends. Items may be brought to your coordinator for Judy Graham's food closet.

Most Needed Items: Macaroni & cheese packets, ramen or cup of noodles, ravioli, spaghetti o's, single serving tuna, beanie weanies, instant oatmeal or grits, snack bars, trail mix, fruit snacks, juice boxes, cheese or peanut butter crackers.

RSF Volunteer Contact Information:

Bon Secours St. Francis Hospital: Joan Perry: 843-402-1156

Roper Hospital: Lynne Steele: 843-724-2080

Mount Pleasant Hospital: Laurie Glass: 843-606-7502

Hospice Volunteering: Laurie Beckman: 843-402-3260

Lowcountry Senior Center: Kimberly Palmer: 843-990-5555



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