

# Connections

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

## Hands Only CPR Drop-In

Be prepared for an emergency by learning "hands only CPR." Community Coordinator Tara Tsehlana will hold drop-in sessions in the volunteer Offices just for us. Come by and take a few minutes to learn a life saving skill. This new and effective version of CPR does not require mouth to mouth resuscitation.



**Bon Secours St. Francis Hospital**  
Wednesday, August 15: 10 a.m. - 12  
(with ice cream treats!)

**Roper Hospital**  
Monday, August 6: 10 a.m. – 12 p.m.  
Thursday, August 16: 10 a.m. – 12 p.m.

**Mount Pleasant Hospital**  
Wednesday, August 8: 12:30 - 2 p.m.

## The Comfort of Your Presence

Between the stress of illness, traffic and parking our patients and visitors may already have nerves on edge as they walk in the door. Our goal is that they feel the comfort of having arrived at a calm, healing and comforting place. By our welcoming manner, visitors should know immediately that they are our top priority.

Practice looking up promptly as visitors approach us. Smile as people enter. Offer to get a wheelchair or escort them to their destination. Try not to let a customer catch us in the middle of a personal call or eating at our station. If we read between calls, be alert for visitors approaching and look up in a welcoming manner. Our guests will not forget it.

Never doubt how meaningful your kind word or gesture is. Many of our visitors are exhausted caregivers who can use a moment of kindness and a smile. Thank you for the memorable moments you create each day.

## Cancer Center Tour



Thanks to Nancy Ashcraft - Cancer Center Wellness Coordinator for hosting the volunteer tour of the West Ashley Cancer Center. Volunteers toured the Healing Boutique, Oncology Radiation, Infusion Center & Wellness center and enjoyed Joan's Blueberry cake.

## Ending Service

We've enjoyed having aspiring healthcare workers with us this summer. Remember if you are ending service to return to school, let your coordinator know and return your name tag. We need to officially close inactive files.

## All Hands on Deck

Special thanks to volunteers and students who worked hard to get us through the unexpected period in July when computers were down. Volunteers handled visitors graciously at the Information Desks; Joan Perry, Dora Long, Trystan Litchfield and Charlie Black hand delivered lab reports and ran lab specimens to the laboratories from the Emergency Room and Nursing Units. Jim Merryman and Wendy Zettel brought pet therapy dogs Raggs and Beau Beau in to calm staff during the busy time.



## SCRUBS Camp Fun 2018



## Dates To Remember

### Komen Race for the Cure

9/22/18 - North Charleston Riverfront Park  
Contact Nancy Ashcraft at: nancy.ashcraft@rsfh.com  
WA Cancer Center to join the RSFH team

### Lowcountry Heart Walk

9/29/18 - North Charleston Riverfront Park  
To register or participate on a RSFH team contact:  
Bob Hosler, RSFH Director, Heart & Vascular  
843-509-1952 or Bob.Hosler@rsfh.com

### Hands Only CPR Drop-In

See front page for details and dates  
for each facility

## Your Safety

Teammate safety is of great concern at Roper St. Francis Healthcare. Our health system has invested in patient lifting equipment to protect nursing staff from injuring themselves as they move patients. We constantly look for ways to increase safety.

We are concerned about *your* safety as volunteers as well. Be aware of your environment and situation. Wear safe shoes. Take a thoughtful pause before acting. Pay attention to what you are doing. Avoid looking at cell phones as you walk and report any unsafe conditions.

## All in the Family

We welcomed Charlie Black's granddaughter Emma Black from Clemson University this summer as she earned her observation hours in the PT department at Bon Secours St. Francis Hospital. Dr. Rex Gerding's daughter Maya was able to watch her father in action during the SCRUBS camp.



## Sing it, Gentlemen!

We found a few tunes for our Golf Cart volunteer drivers to sing in the current heat and humidity:

"Fry Like an Eagle"

"Dry me a River"

"I Want to Scald Your Land"

"I Can't Get No, Fridgeration!"

"Brown, Brown, Grass of Home"

All joking aside, we can't thank you enough for tolerating the elements as you offer rides to our patients and teammates in this heat. Take frequent breaks, stay hydrated and know you are appreciated.

## Getting to Know You - MPH



Dianne Smith was born and lived in the Atlanta area until 2017 when she and husband Mike moved to Mount Pleasant for a job he took with Santee Cooper Utility Company. Dianne had a thirty year career as the administrative assistant at her church, Cornerstone Baptist Church. She was assistant to the pastor and handled day to day operations and finances.

Dianne's son David, lives in Columbia, SC with his wife Bre and five month old daughter Lainey. Daughter Lisa, lives in Sacramento, CA. with her husband Eric and daughter Raven - one year old. Dianne enjoys exercising, shopping, photography, and dancing (Shagging on the Cooper!) and volunteering. Dianne has a knack for making people feel special.

Dianne's mother was an ICU nurse and implemented the patient education program at Georgia Baptist Hospital. Dianne's mother Johnnie, felt it was important for patients to understand their diagnosis and how to care for themselves. When Dianne's mother passed away in 2016 Dianne started a scholarship in her mother's name at the Georgia Baptist College of Nursing to assist nursing students. She is pleased that there have already been two recipients of the Johnnie Forgay Scholarship.

Dianne volunteers for Meals On Wheels and at her church, but on Thursday mornings she is the bright light at the Mount Pleasant Hospital Lobby Desk where her smile and southern charm help to make visitors and teammates alike feel welcome and special.

## Where Everybody Knows Your Name



The RSFH Mount Pleasant Hospital social group had a wonderful time at the Charleston Sports Pub. They are one social away from being considered regulars! This is an awesome group to work with and play with. Stay tuned for details on the September event. All welcome.



The world is hugged  
by the faithful arms of volunteers  
*Terry Guillemets*

## News:

- Special thanks to volunteers who reshuffled schedules to keep shifts covered during the summer. You know who you are and we love you for it!
- If you do not have an updated badge with your photo on both sides, powder your nose and contact your coordinator for a new ID badge.
- TB tests are an annual requirement for health care workers. They need to be read between 48 - 72 hours (we used to be able to wait for 96 hours). If you get yours done on a Friday you will need to return to have it read on Monday. Be aware of the return date limitation when you get yours done to save needing a repeat.
- Our sympathy to Caring Clown volunteer Bruce Chodosh in the loss of his wife Ramona Tepper - AKA DR. Honey Bunny, also a Caring Clown volunteer.
- You may bookmark this address to check on menus in our cafes: <http://morrisondining.compass-usa.com/RSFHCafes>

### Roper Hospital:

- Welcome back to Rosie Mellis and Edith Oshinsky.
- Volunteers funded a blanket warmer in the Main OR to replace an outdated one. We also funded Nursing Services request for continuing education for our nursing staff.
- Roper Cardiac Rehab is offering free gym memberships to volunteers and employees. Contact Lynne Steele for further information.

### Bon Secours St. Francis Hospital:

- Congratulations! Sarah Edwards was nominated for an Acts of Kindness recognition for her kindness to a visitor who couldn't find her vehicle. Sarah drove her around the parking lot until they found the car.
- Congratulations to Sharon Wolcott as she celebrates a 50 year nursing career with a reunion at the Samaritan Hospital School of Nursing in Troy, NY. Sharon is school nurse at Drayton Elementary. After a full day of work Sharon slips in on Tuesdays to staff the Information Desk in the evening.
- Welcome back Rosemary Greenwood to the OR Waiting Room, Christian Isaman who is lending a hand in the Infusion Center on Sundays and Madison Pittman to PCU.
- Joan Perry will be out of office in early September riding the trains in the mountains in Norway. She appreciates any support you are able to offer to keep the Information Desk staffed.
- Mindy Cate sends thanks after volunteers funded a wheelchair for ICU to keep on hand for weak or distress visitors at a stressful time.
- We've enjoyed new menus as Morrison's has taken on management of the BSSF café. Service volunteers eligible for courtesy meals are asked to

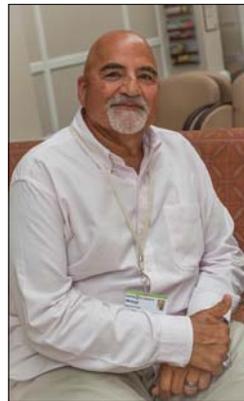


aim for the *one* visit guideline, order items primarily prepared in the kitchen (not bottled soda and pre-packaged items) and keep an eye on the register to stay within courtesy meal limits. Contact Joan with any questions and let our café staff know how much we appreciate them.

### Mount Pleasant Hospital:

- Hip hip hooray for the long awaited and newly functioning traffic light at the intersection of Faison Road and Hwy 17.
- We anticipate the opening of our new neighbor - Costco on 8/8 at 8 a.m.
- New street signs are due to be installed this month at the Faison entrance, the MOB entrance and on the front of the hospital building. They are larger with our new logo and will be much more visitor friendly.
- Welcome Charleston Hematology & Oncology to Suite 300 of the MOB.
- Chaplain Hannah Coyne will be leaving us this month. We thank her for her spiritual nurturing and support of our department and hospital. She will be missed!

## Getting to Know You - BSSF



Michael Peter was born in Detroit, Michigan and spent most of his life in the northern Virginia/DC area. He attended James Madison and George Washington Universities earning degrees in marketing, public relations, advertising and business administration. He worked for Giant Food Company for twenty years, George Washington University for another four – as Director of Advertising & Marketing and then ended his career as Account Executive for Time Warner Cable Charter Communications.

Michael and wife Janet have been married for thirty-seven years. They have two sons, Mike and Tim and two grandchildren, Max and Molly. Michael can't say enough positive about retirement. He became a wedding officiant and notary. He loves spending time with family and grandchildren, and stays fit with biking and swimming.

Both Michael and Janet have had procedures done at Bon Secours St. Francis Hospital and after watching volunteers in action he decided to offer to help out. He now serves in Tuesdays staffing the OR Waiting room. Since he has been on the other side as a patient he finds it rewarding to be able to help make patients and family members comfortable and reassure them.

## Rules to Work by...

SMILE. Say "Hello" Introduce yourself  
Acknowledge all our guests. Make eye contact  
Treat everyone as a guest in our home  
Greet each person by name if possible  
Wear your name tag clearly visible  
Say PLEASE and THANK YOU!

## Happy Birthday!

8/01 Pam Chesney, Alfred Dawson  
8/03 Sharmaine Kan  
8/04 Christin Martin, Charles Thompson  
8/05 Lucreatha Johnson  
8/06 Buzz Edwards  
8/07 Rickey Miller, Jr.  
8/08 Harriet Drayton  
8/10 Andrea Wilkes  
8/11 Pat Kelley, Bobbye Wilson  
8/12 Barbara Lannan, John Ozmore  
8/14 O'Kellia Corbin  
8/15 Mary Stitt  
8/16 Elizabeth Milazzo, JoAnn Pachulski,  
Wendy Taylor  
8/17 Maria Corella  
8/20 Joseph Connelly, Paige Lawson, Mary Vogel,  
Charles Williamon  
8/22 Ann Mitchum  
8/25 Donna Blake, Linda Reinschmidt  
8/26 Nancy Chisholm, Ellis Simerly, III  
8/27 Sharon Smith  
8/30 Jane Classen  
8/31 Calvin Wright

## Benefits of Volunteering

We are preaching to the choir of Roper St. Francis Healthcare volunteers, but multiple studies show that volunteering benefits not only those being helped but the volunteers as well. Laurie Glass, MPH Volunteer Coordinator shared an article listing the following benefits of volunteering:

- ◆ It gives life meaningful purpose
- ◆ Volunteering improves mental and physical health
- ◆ It lets you meet people
- ◆ You may develop new skills
- ◆ Volunteering may help you grow spiritually

Visit <https://www.good-sam.com/lp/guideposts> to learn more about how volunteering benefits both volunteers and their communities.

## Welcome New Volunteers:

**Roper Hospital:** Welcome Erin Schnell to 6 East, Elise Deforest to 5 East, Michael Sagatelian and Jaime Frey to the SCRUBS Mentoring program, John Bucklew to Admitting office, Chelsea Wilson as a coding intern and Nichelle White to Northwoods ER.

**Bon Secours St. Francis:** Welcome O'Kellia Corbin to the Info Desk, Makenzie Burke, Brie McCormick, Caroline McWhorter, Julia Thees, Victoria Udochu, Juliet Johnson, Jessica Link, Trystan Litchfield and Gabby Mochutuki to the SCRUBS mentoring program, Madison Pittman to PCU, Haley Livingston and Paige Lawson to OT, Madison Mummert to ASU, Lois McKeon to Phlebotomy Escort, Joann Nuttal to the West Desk and Rita Nelson to Mammography.

**Mount Pleasant Hospital:** Welcome Doris Miller and Mary who will be volunteering in ICU.

## RSFH Volunteer Opportunities:

**Bon Secours St. Francis Hospital:** Joan Perry is looking for Information Desk help for Saturday afternoon and for a short shift on Monday at 4 p.m. Good customer service and minimal computer skills needed.

**Roper Hospital:** Lynne Steele welcomes volunteers interested in serving in our Rehab Hospital, Mammography Hostess, or escorting patients.

**Mount Pleasant Hospital:** The ICU team is looking for volunteers to help answer the phones and assist patients' families in the evenings and on weekends. Contact Laurie Glass for more information.

## 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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