

Connections

Newsletter for the hospital volunteers, students & friends of Roper St. Francis Healthcare

August 2019

Hands-Only CPR Training

Hands-Only CPR is CPR where only chest compressions are delivered. The idea behind hands only CPR is that many bystanders are unwilling to perform rescue breaths on a stranger. As a result, CPR is often delayed. There is strong evidence that the longer CPR is delayed, the worse the outcome is for the patient.



Studies have shown Hands-Only CPR to be just as effective compared to conventional CPR in the first few minutes. This is because the body has a 'reserve' of oxygen in the blood lasting several minutes.

Community Services Manager, Tara Tsehlana, will come to each volunteer lounge offering drop-in training for volunteers. Forty volunteers participated last year. Come by for a refresher or to learn the technique!

Roper Hospital

Wednesday, 8/7; 10:30 a.m. - 1 p.m.

Thursday, 8/29; 10:30 a.m. - 1 p.m.

Bon Secours St. Francis Hospital

Wednesday, 8/14; 10 a.m. - 1 p.m.

Mount Pleasant Hospital

Monday, 9/16; 11 a.m. - 2 p.m.

Here's Looking at You, Kid!

If our eyes are the windows to our souls, what do we want them to say?



When patients and/or their family members come in our door they may be nervous or in distress. They may have had trouble finding the right location, they may be coming to visit a family member who is dying or to learn results of a test that could determine the rest of their life. Take a thoughtful moment as you greet each person, even in passing. Make sure your eyes tell them they are welcome here and that we're here to help.

"Empathy has no script. There is no right way or wrong way to do it. It's simply listening, holding space, withholding judgment, emotionally connecting, and communicating that incredibly healing message of 'You're not alone.'" Brene Brown

SCRUBS Camp Success



Thirty-three teenagers interested in health careers participated in the 2019 SCRUBS camp. Students toured and explored hands on activities in PT, pharmacy, imaging, dietary, cardiac cath lab, learned CPR, First aid, medical skills and more. The camp was featured in the Post & Courier and ABC News 4. The annual camp is coordinated by Joan Perry and Cathy Hallman-Kenner. Thank you to the many teammates who helped welcome and teach our future healthcare providers!

August Sanitary Product Drive



Amanda Biondi - Clinical Manager, touched hearts as she talked to volunteers about the Transition Clinic on Rivers Ave. The clinic services patients from all different financial backgrounds, some with housing and some without and it also offers medical care, hot showers, clothes and a computer to help with job applications.

One of the needs often encountered for women was the lack of feminine hygiene products. Many women go without tampons or pads because food for their family is their top priority and they may be embarrassed to ask. Yet they are items necessary for a sanitary lifestyle and to feel comfortable in public and lead a normal life.

We can help! Through August, volunteers and students are invited to drop off pads and tampons in boxes in the volunteer lounges to be delivered the Transition Clinic. Cash donations also welcomed!

Dates To Remember

Dynamic Cookware Sale

Roper Hospital - Irene Dixon Auditorium

Monday, 8/20: 10 a.m. - 7 p.m.

Tuesday, 8/21: 7 a.m. - 4 p.m.

Bon Secours St. Francis Hospital - Mall 3

Wednesday, 8/22: 9 a.m. - 7 p.m.

Thursday, 8/23: 7 a.m. - 3 p.m.

Patient Support

As more volunteers lend a hand on patient care units there can be a learning curve to know how to break the ice and get to know our patients and their needs. We all want to help but it may be hard to be sure of the right thing to say. Some people want to be left in peace while others enjoy company and support. Always begin by introducing yourself. There are some suggestions on ways to enhance a patient's experience, assist the nursing staff, provide comfort and decrease call lights:

- Introduce yourself.
- I stopped by to see if you needed anything.
- Can I fluff that pillow?
- Do you need a warm blanket?
- Do you want your lights on/off, shadow open/closed?
- Do you have a pen/paper to write down any questions you might have?
- May I move your tray table closer so you can reach it.
- Do you need me to clean your glasses or locate your hearing aid?
- Confirm: Do you know how to use your call light/remote control?
- Confirm: Do you know how to order food?
- Confirm: Do you know how to read your white board? Offer companionship items - books, magazines.
- For long term patients: Would you want me to stay and read to you, play a game etc.?

Getting to Know you - MPH

Eli Smith was born in Greenwood, North Carolina and is the youngest of three boys. His family moved to Mt. Pleasant when he was 16 and a junior Wando High. Eli is on a pre-med track at Clemson, a Biology major and rooms with a friend he's known since the first grade. Both of his brothers graduated from Clemson. Tiger Pride runs in the family, and so does his career choice. Eli's dad, Scott Smith (pictured with Eli), is a Roper Physician Partners MD practicing in our Medical Office Building.



In his down time, Eli enjoys on-line gaming with friends. He joined the Clemson Fencing Club last year and won a gold medal in a tournament. He considered volunteering a good way to get experience for medical school and has enjoyed building a rapport with patients. He once had to turn down a \$20 tip! Eli always has a smile to offer, and has made a difference in the short time he has been part of the Mount Pleasant Hospital team.

Award Winning Students Tour

Volunteers at Bon Secours St. Francis Hospital awarded prizes for top graduating Charleston County high school students in health science fields. Two of the award winning students joined us for hospital facility tours. Bridget Walker, from Wando HS, toured Mount Pleasant Hospital and Sicely Ward (pictured) from James Island HS with Anthony Jackson, CEO at Bon Secours St. Francis Hospital. Sicely is aiming for the EMT program at TTC.



Getting to Know You - BSSF

Paula was born in Albany, NY and moved to Mayfield, NY as a child. She earned her undergrad and masters in education from Oneonta State University, and spent a rewarding thirty-year career as a teacher with Mayfield Elementary.



Paula moved to South Carolina in 2018 and lives with her daughter Rita and their two dogs - Rhodie and Banner in Summerville. They are planning Rita's upcoming wedding in October.

Paula enjoys ancestry.com, crossword puzzles, Words with Friends. She has enjoyed the wealth of history in the Lowcountry. She has read over 600 books on Kindle and is a new fan of Southern biscuits! Paula volunteers at the Dorchester Paws No Kill shelter where she walks dogs, assists in pet adoption events and lends a hand with post surgical care. She joined the Bon Secours St. Francis Hospital volunteer team in April. She has staffed the main lobby Information Desk on Fridays and lent a hand filling in for summer absences.

Volunteer Work Parties

Thanks to volunteers at each hospital facility who worked to prepare patient discharge packets. This is a project to improve the clarity of discharge instructions for our patients. Pictured below, Betty Rourk, Paula Van Der Veer, Ally Bradley, Lauren Sullivan and Denise Roberts are a few who helped with this big project!



Volunteer News:

- RSFH welcomes Debi Wilson as new Director of Oncology. Debi joins us after most recently serving as the Director of Oncology Services at Deaconess Health System, a mission-based, seven-hospital healthcare system in Evansville, IN.

Roper Hospital:

- Congrats to Jerry Craig on winning the Rotarian of the Year award from the Rotary Club of St. Andrews, Charleston.
- Roper Hospital has been honored with a Women's Choice Award for its outstanding ranking in "patient experience" and is one of America's Top 100 Large Hospitals in the nation.
- **Note:** If you park in the Roper Hospital garages, it is important that you stop by the main lobby desk to activate your badge for the new control gates in the garages.



Bon Secours St. Francis Hospital:

- **Happy retirement!** Stop by the BSSF Volunteer Office on Wednesday, 8/7 at 12 noon to wish Bob Gebo a happy retirement and enjoy cake for dessert! Bob joined our team in 2003 and has served 12,735 hours. He is missed already.
- Patient Bibles are single use. Patients can take them home or they should be discarded upon discharge. If a patient needs a Bible, call Pastoral Care and one will be provided.
- Thanks to Amanda Biondi (center) for presenting to the BSSF volunteer team on the Transition Clinic.
- Classroom #4 is being renovated to serve as the new Mother/Baby waiting room.
- Welcome back former SCRUBS student Ashley Freeman, now hired as a Patient Care Technician on the Mother/Baby unit!
- In international news, Bon Secours Mercy Health completed a merger with Bon Secours Health System in Dublin, Ireland. The system is now in seven U.S. states - Florida, Kentucky, Maryland, New York, Ohio, South Carolina and Virginia - as well as Ireland.
- Our sympathy and love to Vivian Hodges on the death of her son Kenneth Hodges.



Mount Pleasant Hospital:

- The Physical Therapy department has relocated to Suite 140 in the Medical Office Building. Stop by to see the new space.
- ICU volunteers had a send-off for nurse manager, Cathy Brannigan before her move to Greenville, North Carolina. Cathy has been a champion of ICU volunteers. She considered them valued members of the team and makes a difference everyday! We will miss Cathy and wish her the best.



- Welcome Charon Manigault as new ICU manager.

Getting to Know you - RH

Brenda Parker and husband Julian moved to Charleston in 1976. Brenda worked for the Medical University of South Carolina in the Neuroscience Department until retirement in 2012.

Brenda and her husband have been married forty-seven years, have two children and two grandchildren that keep them busy and entertained. They love to travel and have a cabin in North Carolina they frequent to get away from the city. They are members of James Island Presbyterian Church. Brenda loves quilting, is a member of the church book and bridge club.

Brenda enjoys her new role at the information desk where she meets people and helps others. She has been a welcome addition to our team!



RSFH Berkeley Hospital Update

Staff preparing for the new RSFH Berkeley Hospital celebrated successfully passing the final major construction inspection by the state. There are further inspections to go, but hard hats are no longer needed on site and less than 100 days until the opening date of 10/4.

Mark your calendar for **9/22** for the Community Open House event. The 50-bed hospital will be the first in Berkeley County in more than 40 years and will provide comprehensive healthcare services, including a 24-hour emergency department, cancer care, cardiology, endocrinology, obstetrics, orthopedics, surgery and diagnostic imaging.

Volunteer Book Club

With Ursula Limpert



As this summer of '19 is quietly unfolding, author Elin Hilderbrand's historical novel, **Summer of '69** takes us to the most tumultuous summer of the 20th century. We join a Nantucket family of four young adult children as they experience the drama, intrigue, and upheaval of a 1960's summer.

The family gets caught up in the Civil Rights Movement, Vietnam anti-war protests, a shocking drowning in Chappaquiddick involving a high profile politician, a man reaching the moon, and much more. For those who remember the Summer of '69, this will be a nostalgic read. For those too young to remember it, this will be an exciting insight to a most remarkable summer in our history.

Happy Birthday!

8/01 Pam Chesney, Suzanne Meister
08/03 Margaret Mauro
8/05 Lucreatha Johnson
8/06 Hunter Dixon
8/08 Harriett Drayton
8/10 Andrea Wilkes
8/11 Bobbye Wilson
8/12 John Ozmore
8/14 O'Kellia Corbin
8/15 Mary Stitt
8/16 Elizabeth Milazzo, JoAnn Pachulski, Wendy Taylor
8/17 Helene Carlin
8/18 Dawn Glassburn
8/20 Joseph Connelly, Mary Vogel
8/22 Ann Mitchum
8/23 Hope Eyre
8/25 Donna Blake, Linda Reinschmidt, Shirley Yon
8/26 Nancy Chisolm, Ellis Simerly
8/27 Mary Henriksen, Robert Macaluso
Sarah Massar, Sharon Smith
8/30 Jane Classen
8/31 Carlvn Wright

New Grandparent Class

Spread the word. Roper St. Francis Healthcare now offers a refresher for new grandparents. A grandparent's love will never go out of style but many other things in caring for newborns have changed over the last few decade. Newfangled car seats, new guidelines for sleeping positions - these are just a few of the things a grandparent-to-be may need to learn.

Saturdays, Once a Month

9 - 11 a.m. Cost \$15

Location: Bon Secours St. Francis Hospital

Call 843-402-CARE or visit www.rsfh.com/calendar for dates.

Calling Artists & Crafters!

The 2019 Employee Craft Fair will be held 11/22 from 7 a.m. - 4 p.m. in Mall Classroom #1.

Email Tabitha.Nolen@rsfh.com for applications forms and get busy! The event is for staff and volunteers to showcase and sell primarily handcrafted items.

Welcome New Volunteers:

Roper Hospital: Welcome Peggy Hay as a Pet Therapist,

Ansley Buckham to PT shadowing. Karolyn Brown is interning with the Marketing department, Hope Eyre shadowing in OT, Susan Aviles and Liza Romanova joined the pre-op surgery area. Drew Belsha, Alexis Smith, Evan Burgess, Abby Byrn and Andrew Aviles join the SCRUBS Mentoring program.

Bon Secours St. Francis Hospital: Welcome Patricia Pena to Mammography, Latasha Miller to PT, Kelsey Hearing to the ED, Phyllis Way to OR Waiting Room, Jessie Huang to PCU, Justin Beak, Porter Quantz, Katie Burchette, Karoline Surdyk, Rachel Cooke, Madison Mummert and Delaney Tyson to the the SCRUBS Mentoring Program. Welcome Haley Jowers and Alvina Peralta to Rehab Services shadowing.

Mount Pleasant Hospital: Welcome Baily Floyd to Women's Center and Grace Gurney to SCRUBS

RSFH Volunteer Opportunities:

Bon Secours St. Francis Hospital: Joan Perry welcomes applicants interested in serving to welcome, escort and serve as lobby ambassadors. Golf Cart drivers are needed for Monday morning and Friday afternoon. Offer to lend a hand with the large packet stuffing project in the volunteer office or learn to back up the Info Desk.

Roper Hospital: Lynne Steele welcomes help in the volunteer office.

Mount Pleasant Hospital: Laurie Glass seeks afternoon volunteers for the Surgical Waiting Room and as Mammography Hostess, and Wednesday mornings at the MOB and Lobby information desks.

Offsite Offices: The Diagnostic Lab on St. James Ave. in Goose Creek welcomes morning lobby escort assistance on Mondays and Fridays. Touch base with Lynne Steele if this role and location would be of interest.

Roper Hospital Berkeley: Stony Landing Road in Moncks Corner welcomes help in the radiology department to escort patients, providing updates and information. Contact Lynne Steele if you are interested in serving at this location.

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

Waring Senior Center: Peggy Chauss: 843-724-2489



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