

The Pulse

Yavapai
Regional
Medical
Center

Volunteer Services Newsletter

Fall Edition 2015



Our Volunteers Are Saying...

Frank Postuma, West Campus

Courtesy Cart Driver shared that he enjoys how most of his passengers who are either being admitted or visiting a patient, are in such good spirits, he rarely encounters anyone who is worried or anxious.



Liz Briggs, East Campus Pianist,

shared that "I love to play music because it touches people in a way that nothing else can. An example: A woman was sitting in the lobby listening to me play. When I finished, she got up, walked over, and said that she was visiting her mother who was dying and just had to take a break. Now that she was able to listen to the music, she said that she was ready to go back up to be with her mother. Yes, music touches the heart."



Sonia Clarke, West Campus

Survey Volunteer, shared that she recently struck up a conversation with a woman who told her that she was here for a job interview. Sonia took that opportunity to encourage and support her with positive comments about how nice she looked and what a great place YRMC was to work. Sonia added, "We all have opportunities to touch each other's lives, and we do it in many different ways because we are all uniquely created."



Lourna Crooks (left), East Campus Ambassador, and Judy Ritti, East Campus Patient Services/Cabinets, said that their friendship started while they were volunteering at YRMC. As they talked and shared with each other, they found out they had many things in common, including the sad fact that they both had lost husbands around the same time. You can always find Lourna and Judy sitting for hours in the cafeteria after their shifts sharing their lives with each other.

Jerlynn Gjede, West Campus Ambassador, shared this thought after one of her days visiting patients. She remembered a philosophy professor stating, "You don't have to leave your mark, just make a difference passing through."



Make today be
ridiculously amazing!

We treasure your stories and experiences!

A Few Reminders



Our state surveyors are due to visit YRMC soon, and we want to remind you to please:
Keep patient information confidential and covered at all times.

Make sure you're wearing your badge.

"Gel in and gel out" when entering and exiting patient rooms.

Answer any questions from the surveyors to the best of your ability. If you are uncertain of the answer, tell the surveyors that you can obtain the information by calling either the appropriate department or the Volunteer Services office.

Thank you!

We Welcome Donations!

For Our Gift Shops:

Bud Vases

Soft & Hard Cover Books
(in excellent condition)

For Our Off-Campus Stitchery Groups: Yarn

For Our Hug-a-Bears and Pillows: Fabric



DONATIONS

Our off-campus stitchery groups donate handmade items to the Family Birthing Center. Our Hug-a-Bears go to children who are patients in the Emergency Department, and pillows go to our post-surgery patients. All of these items are genuinely treasured by everyone who receives them.

Please drop off items at the Volunteer Services office on either campus.

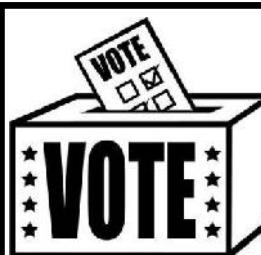
Thank you!



Volunteer chairs at a recent Advisory Committee meeting

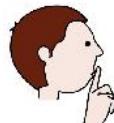
It was so nice to have our East Campus volunteers join us—we look forward to more combined campus meetings in the future!

FYI: Our bi-monthly meetings are open to all volunteers. Please see staff for additional details if you'd like to attend.



Election Time!

Please refrain from engaging in political discussions during your volunteer assignments. These topics can be sensitive and controversial, and are not appropriate while volunteering.



Quiet Time on Patient Floors Daily from 2 - 4 p.m.

If you've been on the patient floors between 2:00 and 4:00 p.m. you may have noticed dimmed lights and perhaps a little less activity.

To encourage more rest for our patients, we all need to be mindful of these new quiet hours. This doesn't mean that you shouldn't perform your assigned tasks - you may just want to be extra quiet in how you interact with patients. As always, please do not enter rooms where patients are resting.

Signage regarding this initiative is in place throughout the facility.

Save the Date

Gift Shop Holiday Open House

East Campus November 14, 1:00-4:00

West Campus November 21, 1:00-4:00

*The stores will be decked out in Holiday cheer
and you will be able to enjoy special discounts*

Patrick Bright, pictured here with Philanthropy staff members Chamine David and John Goodenow, is our first volunteer to receive a Grateful Patient Program pin. A patient commended Patrick for being thoughtful and a great listener while on his rounds as a YRMC Ambassador. The Grateful Patient Program is designed to recognize staff and volunteers who make a positive difference in patients' lives. Information about the program has been shared with most of our volunteers and was included in a recent issue of *The Pulse*. Program brochures are available throughout the hospital. As you interact with patients, feel free to encourage them to consider the Grateful Patient Program to acknowledge someone's good deeds.



Volunteer Recruitment Activities

Louise Scott, East Campus volunteer, represented the volunteer Services department at the Home, Health and Lifestyle Expo held in September in Prescott Valley. Volunteer assistance at these events is invaluable, and, according to a good source, "Louise is a natural in this role!" A reminder: Word of mouth is our best recruitment tool. Feel free to spread that word, and you'll receive a gift certificate with our appreciation!

From the YRMC Newsroom Hybrid Operating Room (OR) opens in the James Family Heart Center at YRMC West

Western Yavapai County residents of all ages who suffer from heart rhythm disorders (arrhythmias) now may receive specialized treatment from Cardiac Electrophysiologist Nisha Tung-Takher, MD, who recently joined Yavapai Regional Medical Center (YRMC) PhysicianCare Cardiology. The Hybrid OR allows Dr. Tung-Takher to diagnose patients using permanently integrated imaging equipment and then immediately follow this with a therapeutic procedure.

BreastCare Center Expands Mammography Service Days at YRMC East

For many women, their weeks are so full with family, work and other commitments that it's a challenge to find time for an annual screening mammogram. Beginning October 10, the Center will offer screening mammography services the second Saturday of each month from 9:00 am to 1:00 pm.

Cost is another barrier for some women. The Community BreastCare Fund, managed by YRMC, provides free screening mammography to women throughout western Yavapai County who lack adequate health insurance.

The Power of Our Stories — Do You Have One to Share?

The stories we share are important. Through them we share information, illuminate our values, and build trust. It's the stories of the people we serve and of the wondrous ways we impact the quality of life in our communities that capture the imagination and hearts of people. When we tell stories about the difference our organization makes in the life of a person whose life would have taken a very different course without our assistance, we draw people into our world and into our mission. Our stories produce experience and provide the emotional glue that connects us. Through our stories we give meaning to information. Our stories and the information they contain are more likely to be accepted and shared. The stories we share are important. Do you have a compelling story to share that underscores how our work changes lives, strengthens families, and builds healthier communities? Perhaps it's your own! If so, we would love to hear it. Thank you. Please contact John Goodenow in the YRMC Foundation Office at 771-5623 or jgoodenow@yrmc.org.

WHAT A DEAL !!! 10 % DISCOUNT on any one, non-sale item at the YRMC campus gift shops.

Coupon limited to one item per day per customer. Cannot be combined with any other offer. Coupon cannot be used for candy, flowers, magazines, books, snacks or sale items.



AWARDS LIST
Volunteers Awarded During
July, August, and September, 2015

100 Hour Patch

Betty Amis
Linda Banning
Janice Brewer
Marilyn Brower
Cheryl Brunswig
Linda Bush
Judith Carpo
Priscilla Cartier
Helen Catlin
Maureen Davidson
Gloria Edens
Janet Gillespie
Stella Haggis
Anne Hammel
Bill Harless
Joan Hill
Beverly Kirkpatrick
Gloria Kukla
Michael LeBlanc
Denisse Lopez-Arce
Hugo Malanga
Lynda Matakovich
James Matakovich
Krystin Mikesic
Lois Peck
Alfred Perryman
Brooke Peterson
Mary Seaman
Dorothy Skura
Kathy Stephens
Kylie Weber
Peter Willis
Sheila Willis
Ann Wilson
Joyce Wise

200 Hour Pin

Gladys Alten
Cheryl Booth
Dean Chitwood
Tim Crawford

LouWayne Davis

Randy Graybill
Pam Kaiser
Steve Kukol
Theresa Luedy
Brian McNeil
Martha Nyberg
James Otto
Don Packard
Miryan Paulsen
Ron Phillips
Andrew Prezioso
Joyce Whitman
Rob Petrocci
Dave Rallo
Dave Reeves
Pat Ullmann
Joyce Webber

350 Hour Bar

Teddy Boast
Sonia Clarke
Jim Collinge
Micki Freshour
Mary Hacker
Dorinda Hanna
Kim Haugen
Don Hornby
LeeAnn Kipp
Steve Maslansky
Chris Pierce
Jacquie Tobin
Delores Tomlinson

500 Bar

Tony Brown
Earl Donnels
Michael Fogel
Barbara Heeringa
Sandra Kukol
Joann Looney
Joan Meyers

Ron Phillips

Judy Ritti
Nadyne Sechez
JoAnn White

850 Hour Bar

Andrea Bell
Lourna Crooks
John Darden
Josh LaRue
Luana Mangold
Kathleen Williams

1000 Hour Bar

Fred Cabebe
Larry Christensen
Bob Hayes
Jan Klein
Olga Lesso
Lee Nidess
Mary-Margaret Ross
Louise Scott

1500 Hour Bar

Sue Casey
John Hoeft
Judy Nielsen
Greg Piehl
Dwight Reed
Beverly Williams

2000 Hour Bar

Brenda Rosa
Jim Townsend
Kris Trainor

2500 Hour Bar

Carol Jackson
Joan Stinstrom

3000 Hour Bar

Doris Hayes

3500 Hour Bar

Susan Anderson
Maggie Weaver

4000 Hour Bar

Barbara Ockenfels
Thad Vaughn

6500 Hour Bar

Evelyn Koepke

7500 Hour Bar

Roger Weaver

5 Year Pin

Fred Cabebe
Dick Colvin
Jan Deremo
Frank Finley
Bob Hayes
Jo Kading
Ron Phillips
Joyce Whitman

10 Year Pin

Seymour Dicker
Jean Rowe

15 Year Pin

Dr. David Daehler
Kimball Arnold
Sue Steger

20 Year Pin

Pete Lupescu
Phyllis Lupescu
Pat Ware

Congratulations and Thank You!

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Volunteer Services West Campus - Prescott 928-771-5678 / East Campus - Prescott Valley 928-442-8678.