

The Pulse

Yavapai
Regional
Medical
Center

Volunteer Services Newsletter

Fall Edition 2016

YRMC's Strategic Plan and Volunteers

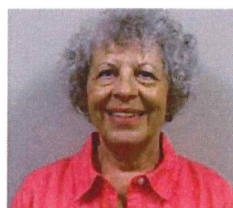
You may be aware that YRMC's current Strategic Plan is in place for 2016 - 2020. Our strategic initiatives will help our organization provide the best care for our patients and realize our Mission and Vision. All departments are involved in creating and implementing plans to address the initiatives outlined in the Plan. The Volunteer Services Department is focused on our initiative, "To Improve Patient Satisfaction Scores." We recognize the important part our volunteers play in interacting with patients and visitors daily. We know that those volunteers who serve behind the scenes also impact the patient experience.

Irene Connor, our Assistant Director of Nursing, attended the September Advisory Committee meeting to explain how patient satisfaction survey scores impact our programs and services. Our Chairs shared department specific examples of how their tasks and responsibilities affect patient satisfaction. The volunteers' collective efforts have a positive impact on those we serve, but we know there are also opportunities to do even more!

Below are a few photos of our Chairs and several comments from the group too.



Marie Traynor,
Bob Hill & Penny Hill
East Campus Escorts &
Information Desk Chairs



Nancy Piehl
West Campus
Patient Services Chair



Connie Lyon
East Campus
Admitting Chair

"In the Breast Care Center, you see women cry, you see women celebrate when they receive good news. A real plus to support them while they are in."

"In our waiting rooms we assist with passing along information and calming family members down, we develop a community within the room ... it's a real service to the families."

"While stocking supplies on the patient floors there are often opportunities to do extra tasks. Recently I gave someone coffee, and took the time to add sweetener and when the patient asked if I had the time I replied yes, and he was very happy for the extra service."

"While delivering mail we often assist visitors who appear lost."

"We take the time to explain a code when they are called, this does much to reassure family members about their safety."

"Even if a volunteer doesn't have patient contact, the assistance given to staff is a huge help, not only in the duties performed, but in the day to day interactions and overall camaraderie - this makes a positive impact on their performance."

If you would like more information, please see the minutes posted from the September meeting. We are open to hearing from you - please stop by to share your thoughts.



Lori Gaucher
West Campus
Patient Surveys Chair



Phyllis Sylvester
West Campus
Mail Chair



John Brunett
& Jan Luke
East Campus
Patient Surveys &
Chaplains Chairs

Dates to Remember

Holiday Open Houses for Gift Shops

November 7 - 11th 8 - 4

Stop by for Holiday merchandise and store specials

Prescott Christmas Parade

December 3rd 1:00 p.m.

Look for our PAWS teams who will be representing YRMC and Volunteer Services

Upcoming Holidays Mean Days Off for Volunteers

(of course you are free to come in if you wish, but you are not expected to be here)

November 24 & 25th

Thanksgiving

+ day after

December 25 & 26th

Christmas Day

+ observed holiday

January 1st & 2nd

New Year's Day

+ observed holiday

Regarding December 24th - if you wish to take this day off, please check if coverage is expected in your department so you can inform staff of your plans

Dress up Days!

Join in and give your volunteer uniform a break

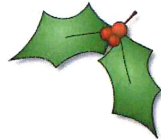
Oct 25 - 31 Fall colors / Halloween themed tops

Oct 31 Halloween contest

December Holiday themed tops

Dec 16 Nat'l Ugly Christmas Sweater Day

As always, please remember to dress appropriately for a hospital setting. Thank you!



Save the Date!

Hard to believe that the Volunteer Services Staff is already gearing up and making exciting plans for next year's Volunteer Recognition Luncheon which is scheduled for

**Thursday, April 6, 2017
at the Prescott Resort.**

The staff members are using all of their creative juices to come up with the most thrilling and fun-packed luncheon yet. While we never attempt to beat previous years' events (think re-inventing the wheel), they work hard to make each luncheon the best ever to honor you.

Besides, where else can one get ...

the best free amateur entertainment
(with a big emphasis on amateur)

free admission

free parking

free mingling

free lunch

free door prizes

.....oh, did we mention free amateur entertainment?

And all of this is packed into a few hours.

So let's make it a date and plan to see you at next year's Volunteer Recognition Luncheon.

We'll do our best not to disappoint you.

Goodbye and Thanks to our Seasonal Volunteers

With the end of summer comes the time to wave goodbye to our seasonal volunteers. They are so helpful covering for vacations and other needs that we



experience throughout the year. Our sincere thanks to you and we look forward to your return next spring.

**Dean Chitwood and
Coach who will move back
to the Valley in early
October**

Another Grateful Patient Pin Awarded

We've had several volunteers receive a Grateful Patient pin, but this is the first time that one of our dogs has received one.

Oleo and his handler, Steve Kahne, received pins from a patient who called to express gratitude for the difference their visit made both for the patient and family members during a recent hospitalization.

Great job Steve and Oleo!



*What sunshine is to flowers,
smiles are to humanity.
They are but trifles, to be sure
but, scattered along life's
pathway, the good they do is
inconceivable.*



Cart Driver Bill King with volunteer Evelyn Koepke

Bill decided to dress in a tux to celebrate his 70th birthday while volunteering. Thanks Bill for giving our passengers the "red carpet" treatment on your birthday.

Free Shredding for Volunteers

This will be offered on a *monthly* basis
beginning January, 2017

Please see the schedule below -

EAST CAMPUS

3rd Tuesday of each month

10 - 11 a.m.

Location: In the back of YRMC at the
East Campus loading dock

WEST CAMPUS

3rd Monday of each month

9:00 - noon

Location: The back entrance by the
West Campus Volunteer Services Office

Please note the following restrictions -

No paper clips
(or clips of any kind)

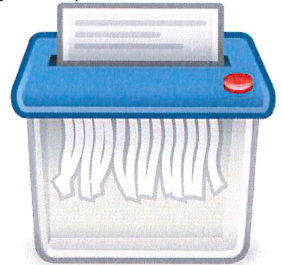
No plastic

No binders

No metal

No books

Limit: 2 grocery bags



FYI - the shredder shreds paper into 1/2" strips

Gift Shop News

Yankee Candle fragrances are 20% off.

The shops are now offering all natural body care products and essential oils and an added benefit is that these products are produced in the US:

Zum is made in Kansas

Kuumba is made in Tucson

EO products are made in
California

Stop by for some great merchandise. And, remember that you receive 10% off any one item priced \$9.99 and over.



All proceeds go toward YRMC
Programs and services.



AWARDS LIST

Volunteers Awarded During July, August, September 2016

100 Hour Pin

Carl Anderson
Barry Bolt
Robert Coyne
Sandra Coyne
Marianne Creighton
Gene Croisant
Peggy Dority
Wendell Emery
Lana Fielding
Santee Gentry
Randy Hill
Nancy Hughes
Vivian Jackson
Carole Kooistra
Shelly Leo
Shannon Malone
Giovanni Marca
Luz Rocha
Cindy Taylor
Jim Taylor
Livia Villarreal
Stephanie Voss
Denise Wade-Lyons

200 Hour Pin

Dale Avery
Chuck Barsamian
Monica Bolt
Patrick Bright
Cheryl Brunswig
Sheldon Crook
Nancy Dixon
Brandon First
Kennady First
Joan Hill
Peter Lamb
Fred Lee
Shelley Leo
Mary Litchfield
Pat Lundblad
Giselle Martinez
Bette Matero
Pat Norris

Gary Quiring
Zee Quiring
Charles Rosenberg
Geri Schaarschmidt
Karen Solomon-Healey
Carolyn Turner
Cindy Walker
Gary Walker

350 Hour Bar

Martha Beckham
Tom Bettcher
Phillip Bird
Cheryl Booth
Sandy Caton
Dennis Filiger
Charlotte Frola
Anne Hammel
John Kinsley
Max MacGuinness
Arlette Nyberg
Nannette Oatley-Johnson
Janet Shields
David Stolzmann
Dana Todsen
Pat Ullmann
Lucinda White
Nancy Wilson

500 Hour Bar

Helen Catlin
Bob Hanson
Billy Harless
Richard McBride
Dave Rallo
Harvey Smith
Jim Van Steeland
Jacquie Tobin
Marie Traynor
Laura Zimmer

850 Hour Bar

Patti Blackwood
Harley Danner

Connie Fielder
Myron Gifford
Dorinda Hanna
Cindy Harrison
Jan Luke

Bonnie Marshall
Kathy Pessin
Roberta Petrocci
Bryan Stamp
Patty Stamp
Bev Turner
JoAnn White
Yvonne Whitehouse

1000 Hour Bar

Lourna Crooks
Mitzi Edwards
Karen Scalia

1500 Hour Bar

Kimball Arnold
Richard Looney
Nancy Piehl
Gail Reeves
Sharon Schmidtke
Sonja Ruta

2000 Hour Bar

Carol Baltz
Mary Jane Cisneros
Mary Howland
Stephen Lessard

2500 Hour Bar

Mikole Benally
Phyllis Lupescu
Kris Trainor

3000 Hour Bar

Martin Banks
Gunnar Ohlson

4000 Hour Bar

Susan Anderson

6000 Hour Bar

Natalie McCann

9500 Hour Bar

Carol Stimple

15,000 Hour Bar

Marlene Beasley

5 Year Pin

Linda Baker
Andrea Bell
John Brunett
Josephine Danner
Bill Johnson
Bill King
Olga Lesso
Connie Lyon
Mary-Margaret Ross
Kathy Stephens
Jacque Stewart
Marilyn Rodriguez

10 Year Pin

Marvin Johns
Carol Kay
Louise Koehler
Sandra Sawyer
Virginia Soutar
Peggy Sperling
Claudia Starr

15 Year Pin

Ed Bambauer
Fern Cole
Nelson Stickle
Jim Townsend

20 Year Pin

Evelyn Koepke

Congratulations and Thank You!

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

Upcoming Gift Shop Special Events for November & December Great Deals and Great Merchandise!

Gift Shop Holiday Open House The week of Nov 7 - 11 8 am - 4 pm

Gift Shops on both Campuses

Each day will have daily specials

Tea samples, cookies and gift bagging will be provided

Bath and Body Show Nov 7 & 8 8 am - 4 pm

West Campus - Thumb Butte Room

A Little Bit of Faith provides lots of homemade fare

\$6 Jewelry Sale

Nov 15 and 16 8 am - 4 pm

West Campus - Thumb Butte Room

Nov 17 8 am - 4 pm

East Campus - Pronghorn

A customer favorite, all items \$6 or less

Bath and Body Show Nov 22 & 23 8 am - 4 pm

East Campus - Pronghorn Room

A Little Bit of Faith provides lots of homemade fare

Gift Shop Christmas Mart

Nov 30 9 am - 5 pm

East Campus - Pronghorn Room

Dec 1 9 am - 5 pm

West Campus - Thumb Butte Room

New this year presented by The Gift Shops at YRMC! Gifts galore!

Everything from jewelry to home décor – all non-holiday merchandise perfect for gift giving.

Something for everyone!

Holiday shopping made easy - Special discounts and no sales tax!

Book Fair Dec 5 & 6 8 am - 4 pm

West Campus - Thumb Butte Room

Books and more

Book Fair Dec 7 8 am - 4 pm

East Campus - Pronghorn Room

Books and more

Dillard's Sale Dec 8 & 9 7 am - 5 pm

East Campus - Pronghorn Room

New this year - Come and find out what it's all about

*Revenues generated from Gift Shop sales are re-invested in YRMC programs and services
A portion of the proceeds collected by outside vendors is donated to YRMC*