

# VOLUNTEER COURIER

**UNC HEALTH CARE VOLUNTEER SERVICES**

**FEBRUARY 2009**

## UPDATE

### North Carolina Cancer Hospital



As you can see, the Carolina blue skies are smiling down on the new Cancer Hospital. At this time the construction team is ahead of schedule. As of now we anticipate beginning to move into the Gift Shop and Volunteer work area in July 2009! It is very exciting but also lots of hard work.

We will begin recruiting volunteers for the new opportunities at the Cancer Hospital in April, and will hold our first Volunteer Information Session on April 23. It is anticipated we will need about 200 new volunteers to serve as greeters, escorts and clinic helpers, as well as to work in the Resource Room, gift shop and many new programs. If you or someone you know is interested in more information, please call Linda Bowles at 966-4793

Teresa Stout, the Gift Shop manager is busy buying special items for the **Butterfly Boutique**, the new shop in the Cancer Hospital. This gift shop will cater to the needs of the patients and their families in this hospital.

As of this writing the **dedication** of the North Carolina Cancer Hospital will be held on **Tuesday, September 15**. The **Open House** for the NC Cancer Hospital will be held on **Saturday, September 26 from 1-3PM**. Please plan to attend. We will also have opportunities for you to volunteer at the open house. As we get closer to the open house date we will send out information about the volunteer opportunities for that day.

## MARK YOUR CALENDAR

March 12	Finance Committee Meeting
March 24-26	Book Sale
March 25	Leadership Council Meeting
March 31	Library Service Area Meeting
April 7	Health Careers Committee
April 10	Good Friday—Office Closed
April 14-17	SDVSHO Conference - Mobile Alabama
April 19-26	National Volunteer Week
April 23	Volunteer Information Session
April 27	Volunteer Recognition Lunch
May 6	Finance Committee Meeting
May 20	Leadership Council Meeting
May 20-21	Linen & Cookware Sale
May 25	Memorial Day—Office Closed
June 17-18	Shoe Sale
July 3	Office Closed—Independence Day Holiday
September 15	North Carolina Cancer Hospital - Dedication
September 26	North Carolina Cancer Hospital Open House

## FRAUD PREVENTION Don't become a victim

One of the many benefits of attending the NCHV state conference is the wealth of information and education you come away with in just a day and a half. One such session given by Madeline Fillman, Special Agent, from the Attorney General's Office was on fraud and what you can do to protect yourself. Here are some of the highlights of that session.

- NEVER give out your credit card number to someone that calls under any circumstances especially the security code on the back of the card.
- Be aware after a natural disaster for all the calls for financial assistance. The Red Cross lost millions of dollars in donations after Hurricane Katrina to phony groups posing as the Red Cross. There is an electronic device these people bought that can be programmed to read what they want to show up on your "Caller ID" at home.
- Before you make a contribution to a charity or organization go to the Better Business Bureau website: [www.bbb.org](http://www.bbb.org) and after entering your **zip code** click on **For Charities & Donors** in the left column then **List of National Wise Giving Reports** in the 2<sup>nd</sup> box. All the charities are listed alphabetically and it will give you all sorts of financial information on how they distribute the monies they receive.
- The Department Of Justice website [www.ncdoj.gov](http://www.ncdoj.gov) has 97 records with a wealth of information under **Consumer Tips**. Some of the recommended titles are:
  - Protect Your Good Name
  - Frauds and scams that target seniors
  - Sweepstakes & Lottery Scams
  - Under **ID Theft**:
    - Click **Protect yourself** on the tool bar:
- You can choose from six (6) different subjects from freezing your credit to receiving free credit reports and protecting yourself online.

*Marnie Cox*  
**Membership Chair**

## 2009 National Patient Safety Goals

The Joint Commission develops national patient safety goals on an annual basis. It is the expectation of the Joint Commission that hospitals seeking accreditation maintain patient safety practices to meet these goals. Listed below are the patient safety goals and what you as a volunteer can do to help keep our patients safe.

- **Improve the accuracy of patient identification.**  
Volunteers: use at least two forms of identification, one being the patient's arm band.
- **Improve the effectiveness of communication among caregivers.**  
Volunteers: repeat instructions.
- **Reduce the risk of health care associated infections.**  
Volunteers: Wash your hands! Don't come if you are sick.
- **Reduce the risk of patient harm resulting from falls.**  
Volunteers: use wheelchair safety such as stabilizing the chair before the patient gets in or out, walk at a slower steady pace, be aware of your surroundings— especially at intersections.
- **Encourage patients' active involvement in their own care as a patient safety strategy.**  
Volunteers: listen to what the patient is saying and read their body language.
- **Improve recognition and response to changes in a patient's condition.**  
Volunteers: report observations or concerns to the patient's nurse or a supervisor. You may also report information to Patient Relations or to one of the Volunteer Services staff.

### EMAIL UPDATE

In our effort to be more environmentally friendly, and make more use of technology, the Volunteer Services Department is trying to utilize email to all volunteers instead of mailings. At the click of a button we can now send you information in a more timely manner and save on mailing and paper costs. Please let us know if you have a new email address or if you have changed your email address.

If you do not use email we will continue to communicate with you by phone and mail .



## What Is HCAHPS?

### What Does It Mean for UNC Health Care?

The Centers for Medicare and Medicaid Services (CMS) asked the Agency for Healthcare Research and Quality to develop an instrument to measure patient perceptions of care. The measurement would be used to publicly report the quality of service as perceived by the patients being served. Thus, the development of the Hospital Consumer Assessment of Healthcare Providers and Systems, HCAHPS, was born. The goal of the HCAHPS public reporting instrument is to provide consumers with information that might be helpful when choosing a hospital.

Important points to remember regarding the HCAHPS survey include:

- Participation is mandatory in order to receive full CMS annual payment
- Data will be generated that can be compared reliably across hospitals
- The survey will provide a uniform set of core measures that complement other existing hospital survey tools designed to support quality improvement
- Survey questions are organized into seven domains: communication with doctors, communication with nurses, responsiveness of hospital staff, cleanliness/quietness of the environment, pain management, communication about medicines, information given at discharge and two global questions concerning overall quality of care and likelihood to recommend.
- The survey is designed for all adult patients discharged from general acute care hospitals after an overnight stay.

This information can be found on the internet at <http://www.hospitalcompare.hhs.gov>.

In the latest HCAHPS data, **85%** of those surveyed said they would recommend UNC Hospitals to friends and family. UNC Hospitals is the leader among Triangle Hospitals (Duke, Durham Regional, WakeMed) on seven of the 10 HCAHPS measures.

In a letter from Dr. Roper, CEO, UNC Health Care System, he stated that **our inpatient satisfaction** scores for the quarter October-December 2008 are the **highest, 84.7**, ever recorded at UNC Hospitals. Commitment to Caring and our dedication to patients and employees is making a difference.

#### Hospital Consumer Assessment of Healthcare Provider Systems (HCAHPS) Hospital Discharges April 2007-March 2008 (373 responses)

	UNC	Duke	Durham Regional	Wake-Med	NC Avg.	Nat. Avg
% Patients who overall rate the hospital highly	71	73	60	70	67	64
% Patients who would recommend hospital to friends & family	85	81	68	74	71	68
% Patients given information about what to do during recovery at home	88	87	75	85	82	80
% Doctors who communicated well with patients	84	79	80	81	83	80
% Nurses who communicated well with patients	78	75	72	76	78	74
% Patients who received help quickly from hospital staff	59	58	57	63	67	62
% Staff who explained medicines before giving them to patients	69	61	57	61	63	59
% Patients whose pain was well controlled	72	67	67	69	71	68
% Patients whose rooms were kept quiet at night	58	51	49	54	61	56
% Patients rooms and bathrooms kept clean	61	53	63	62	70	69



Highest scoring hospitals



NC Average



National Average.

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**Do you know where Volunteer Association funds go?**

**During calendar year 2008, \$231,108 was given  
to UNC Health Care and the Community through:**

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**SCHOLARSHIPS: (\$90,500)**

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- ⇒ Nurses Scholarships/Magnet Program
  - ⇒ Medical Allied Health Professions – Durham Tech
  - ⇒ UNC Employees
  - ⇒ Junior Volunteers
  - ⇒ College Student Volunteers
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**PEDIATRIC NEEDS: (\$ 43,645)**

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- ⇒ Neonatal Critical Care
  - ⇒ Infant Care Program
  - ⇒ Sock Monkeys for therapy
  - ⇒ Clinics
  - ⇒ Pediatric Art Cart
  - ⇒ Hospital School
  - ⇒ Parent-to-Parent Support
  - ⇒ Child Psych
  - ⇒ Baby Photo Program
  - ⇒ Support of NC Children's Promise
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**PATIENT SUPPORT: (\$ 47,684)**

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- ⇒ ICU, Surgery, Pediatric Surgery, ED, Pediatric ED, Waiting Rooms
  - ⇒ Personal needs, birthday gifts, Clothing Closet
  - ⇒ Recreation Therapy/Pet Therapy
  - ⇒ Women's Hospital
  - ⇒ Library subscriptions
  - ⇒ Christmas: gifts and parties, family support
  - ⇒ Door-to-Door Program
  - ⇒ Planetree Program
  - ⇒ Burn Unit
  - ⇒ Cancer Hospital (Hats with Heart, tea cart)
  - ⇒ Eating Disorders
  - ⇒ GI Surgery Pillows
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**COMMUNITY: (\$3,798)**

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- ⇒ Health Careers Symposium for High School Students
  - ⇒ Hospital Tours for Second Graders
  - ⇒ Personal Response System subscriptions for needy clients
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**SPECIAL REQUESTED GIFTS: (\$ 45,481)**

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- ⇒ Special departmental/hospital needs (examples):
    - ◆ Parents' Night Out dinners
    - ◆ Hospital School: Polycom equipment, Science project
    - ◆ Discharge bags for Maternity
    - ◆ Patient Newspapers
    - ◆ Wiis for Bone Marrow Transplant
    - ◆ Mastectomy pillows
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## Where the Money Comes From?

When you reviewed the information on the previous page you may have wondered where this money comes from?

- The Cranberry Corner Gift Shop
- The Espress Oasis Coffee Bar
- Special Fundraising sales
- Health Watch Personal Response System
- Contributions & Tributes

## Who Allocates the Money?

The Finance Committee, made up of volunteers just like you, meets five times a year to allocate funds to requesting departments and to set the budget for the coming year. The Finance Committee's recommendations for funding are presented to the Leadership Council, for final approval. The annual budget is also approved by the Leadership Council. If you are interested in getting more information on either the Finance Committee or the Leadership Council or would like to serve as a member, please contact Linda Bowles at 966-4793.

## Thank You from Recipients

Recreational Therapy staff not only sent a thank you letter to the Volunteer Association for helping fund the annual Thanksgiving dinner for the pediatric families, they sent thank you letters and high 5's to the Volunteer Services staff. The Association helped fund this event at the last minute when the vendor was unable to help due to the economic conditions. Stop and see the thank you poster from some of the families in our office.

Kelly Kivette, Recreational Therapist for the Bone Marrow Transplant unit sent a wonderful thank you for the Wii game systems and Wii accessories we provided for their patients. "During the bone marrow transplant process, it is extremely important that our patients remain as active as possible to prevent de-conditioning and other secondary complications from prolonged bed rest. The Wii has helped motivate numerous patients to willingly get up out of bed and participate in an activity. Not only is the Wii a fun activity, it can also provide therapeutic benefits for many of the patients in our unit."



## Spring has arrived at the Cranberry Corner Gift Shop!

Take time to visit the Cranberry Corner Gift Shop the next time you volunteer. There are lots of new items to decorate and brighten your home or office including Lady Jayne decorated tools and desk accessories, silk flowers, and garden items. The new summer scarves and pashminas are in stock as well as new purses, jewelry, and fragrances.

Whether you need Easter supplies, or would like to have a basket made to order, the Cranberry Corner has you covered. They can even put together a silk floral arrangement for you.

Don't forget volunteers receive a 20% discount when you spend \$25 or more. Your patronage helps support volunteer programs at UNC Hospitals.

## COMPLIANCE

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### What are the Vision and Values for UNC Health Care?

#### Our Vision

To be the Nation's leading public academic health care system.

#### Our Values

We care about :

- \*Our patients and their families
- \*Our team
- \*Our community

How we work

- \*Primary focus is improving the health of our patients and meeting their needs with service excellence
- \*Deliver excellent service and operate leading programs
- \*Be deeply and broadly engaged with the people of North Carolina and the nation to meet their health challenges
- \*Maintain financial viability for the Health Care System, with margins to support our Missions

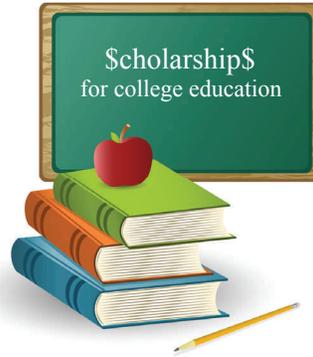


## NEW VOLUNTEERS

Welcome to the following volunteers who oriented in November and December 2008.

Froilan Aquino  
Tara Bellamy  
Brittany Byrd  
Leanne Cartee  
Robert Clarke  
Resa Coleman  
Carol Enarson  
France Fawcett  
Derek Galvin  
Diane Garrison  
Katherine Grosscup  
Linsey Hazen  
Erin Holmes  
Judy Hunt  
Danielle Kowalczuk  
Josette Lankevich  
Mary Lilly  
Nancy Maeder  
Lisa Mills  
Nicole Mitchell  
Mary McKinney  
Shannon Poteete  
Marianne Principe  
Shara Reidy  
Jason Spainhower  
Melissa Stanton  
Laurie Tepper  
Chris White  
Nickie Wilson  
Ning Wu

Odarely Bejar Solis  
Cathy Blair  
Rose Campagnola  
Pamela Cary  
Nora Coble  
Suzie Curnes  
Omar Ezz  
Ursula Gadomski  
Betty J. Gardner  
Gabriela Granados  
Judy Gurlitz  
Jarred Hicks  
Rachel Holston  
Mina Kato  
Courtney Krolikoski  
Dorothy LeBeau  
Kimberly Malloy  
Dalizza Marques  
Cheri Miranne  
Meg McGvigan  
Dave Perritano  
Judy Price  
Aniko Redman  
Natasha Sitko  
Nicole Spainhower  
Gabiella Tal  
Sharon Wagner  
Joy Wilburn  
John Wrede



## IT'S SCHOLARSHIP TIME!

Did you know that every year the UNC Hospitals Volunteer Association gives:

fifteen two thousand dollar scholarships to outstanding junior and college volunteers;  
five thousand dollars to Allied Health Sciences for educational support;  
thirty thousand dollars to the Nurses' Scholarship Magnet Program;  
five thousand dollars to Durham Technical College for scholarships awarded to UNC Hospitals employees who are students at the college;  
one thousand dollars to the Fran Ross Scholarship Fund.

That's \$71,000 a year to very worthy causes all of which support UNC Hospital employees and volunteers.

Give yourself a pat on the back if you have worked at one of our many sales, volunteered in the Gift Shop, (or shopped there) or bought coffee at the coffee bar in Neurosciences. **YOU** have helped to make these scholarships possible.

The Scholarship Committee is currently reviewing the applications submitted by college and junior volunteers who hope to be recipients of this year's awards. Meetings to select finalists follow a reading period. Each finalist is then interviewed in order to make the final selection.

Members of this year's committee are Priscilla Bevin, Amelia Carew, Armin Hagen, Bonnie Hobgood, June Kendall and Pat Norris.

*Amelia Carew*  
Scholarship Chair

## IN MEMORY of OUR UNC VOLUNTEER FRIENDS

Patricia M. (Pat) Clarke passed away on December 26, 2008 after a long battle with Parkinson's Disease. She volunteered as a greeter at the ACC for 14 years. She served as President of the Volunteer Association and won the Elaine Hill Volunteer of the Year Award. She is greatly missed by her friends at UNC Health Care.

Barbara Wilson passed away in December, 2008 after a courageous battle with breast cancer. She volunteered with the Parent Support Brunch helping parents cope with the stresses of their child's long term illness.



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## Volunteer Spotlight

**Elisabeth "Lisette"  
Yorke**

UNC Chapel Hill senior, Lisette York, is the 43rd UNC Rhodes Scholar. Lisette, is also a volunteer in the North Carolina Jaycee Burn Center. Lisette has been volunteering in the Burn Center since March 2007. She has contributed over 60 hours of service visiting with the patients to provide a distraction from their pain. In addition to her hospital volunteering, she also volunteers at a local homeless shelter, and tutors elementary students. Additionally she played with the men's hockey team for two years while persuading UNC athletics officials to start a women's ice hockey club. The club is now in its second year.

Lisette is a biology major and will spend the next two to three years studying at Oxford University in England. She plans to seek a master's degree in immunology, focusing on HIV-related processes. During one of her Morehead-Cain summer experiences she volunteered in Rwanda teaching English to hospital workers. She conducted research on AIDS in Thailand and Cambodia as an undergraduate.

**UNC HEALTH CARE  
VOLUNTEER ASSOCIATION  
LEADERSHIP COUNCIL**

**Elected Members**

**Recording Secretary** — Barbara Irwin  
**Corresponding Secretary** — Faye Martin  
**Treasurer** — Sue Mattern  
**Member at Large** — Greg Chuga

**Appointed Members**

**Service Component**

Marnie Cox  
Judi Lilly  
Wanda Wooten

**Financial Component**

Jessie Fiedler  
Rachel Orstad

**Community Component**

Amelia Carew  
John Soltys

**Component Leadership**

**Service Component**

**Membership** — Marnie Cox  
**Nominating Committee**  
Stuart Jeske  
Rachel Orstad  
Judy Riggsbee  
Nancy Robinson  
Susan Williams  
**Policies and Procedures**  
Jane Steenstra

**Service Area Chairs**

**Oncology** — Wanda Wooten  
**Emergency Department** — Dee Vigh,  
Bill Witherspoon  
**Gift Shop** — Nancy Robinson  
**ICU Waiting Room** — Jane Steenstra  
**Library** — Barbara Irwin  
**Patient Relations** —  
**Pediatric Services**—Deanne Bradley  
**Sewing** — Johnsie Wilkins  
**Surgery Waiting Rooms**— Judi Lilley

**Fiscal Component**

**Finance Committee Chair** — Jessie Fiedler  
**Gift Shop Chair**—Mary Godwin  
**Personal Response System Chair**  
**Fundraising Chair**— Rachel Orstad

**Community Component**

**Health Careers Chair**— Rachel Orstad  
**Historian/Archivist**—  
**Legislative Chair**— John Soltys  
**Newsletter Editor**  
**Social/Program Chair**  
**Scholarship Chair**— Amelia Carew  
**Ex-officio** — Linda Bowles, Director

**ANNUAL VOLUNTEER  
RECOGNITION LUNCHEON**

**Monday, April 27, 2009**

**12:00—2:00PM**

**Carolina Club**



Volunteer Services Department  
UNC Hospitals  
101 Manning Drive  
Chapel Hill, NC 27514

**Volunteer Services Department Mission** is to assist the hospital in its endeavors to provide comprehensive health care to the communities it serves, and provide a meaningful outlet for the human need to be of service to others.