

February, 2012

Volunteer News

Orange City Area Health System / ohealthsystem.org

A Message from Administration

from our Chief Operating Officer, Dan McCarty

I would like to use our Core Values to drive home three key updates at Orange City Area Health System.

- **Be good stewards of the resources entrusted to you.** You did it! We are officially closing our "Fulfilling the Promise" capital campaign. Your kindness and compassion you have shown towards our seniors and willingness to support our new senior care facility are admirable examples of what stewardship is all about.
- **Anticipate the needs of others, do more than expected.** November and December were very successful months from revenue generation, services provided, and patient satisfaction for our health system. Regardless of which department you volunteer in, you all contribute to our success and to patient satisfaction. Thanks to all of our Home Health, Senior Care, Clinic, Hospital, and support staff for your efforts; they lead to a strong financial month with high over-all patient satisfaction. Note: Same Day Surgery patient satisfaction question "Likelihood to recommend OCAHS" was again a 100% positive response. Way to go, Surgery Team!
- **Smile at, and greet patients and co-**

workers. The Christmas holiday season is a great reminder of how important it is for people to feel welcome, appreciated, and respected by the Orange City Area Health System staff. I get the pleasure each month of speaking about Core Values at new employee orientation. This month, as I spoke with our new employees and asked what impressed them most on their OCAHS tour, a young man responded, "How happy all the employees and volunteers seemed, and the fact that they smiled and said "hello" to all of us on our tour."

We are doing a good job of living up to our Core Values. Of course, we can always improve. A key point to remember is that when we do exhibit our Core Values – provide top quality care, customer service and treat people with respect, pride and joy – we embrace the mission and the true reason for the holiday season.
God Bless,
Daniel P. McCarty

Auxiliary to Host Trivia Nite

The Auxiliary of Orange City Area Health System invites the public to its premier Trivia Night fundraiser on Friday, March 23, at Sioux Golf & Country Club in Alton. This fun, casual event will raise money for the new Orange City Senior Care facility. It will include a team-based trivia competition with opportunities to earn extra points for participating in karaoke, dressing as a team, decorating your table, and purchasing mulligans. Tickets are \$15 per person, with 8 players to a team, and includes an appetizer and dessert buffet, prizes, a 50/50 cash drawing, and one free drink ticket. Doors open at 6pm, and trivia begins at 7pm. For more information or to reserve a table of eight, contact Mary Plathe at 737-5349. Individual and team tickets will go on sale next month at the health system ER reception desk. Limited tickets available.

Upcoming Events

Auxiliary Book Sale

Usborne Books & More

Thursday, January 26

8:00 a.m. – 5:00 p.m.

Front Lobby—Main Campus

Masquerade Jewelry Sale

Thursday, February 23

8:00 a.m. - 5:00 p.m.

Front Lobby—Main Campus

Trivia Nite

Friday, March 23

6:00 Doors Open

7:00 Competition Begins

Sioux Golf & Country Club

Tickets: \$15.00/person

Volunteer Recognition Banquet

Friday, April 20

12:00 noon to 1:00 pm

Lunch service beginning at 11:30

Downtown Campus

"Purse-n-ality"

Purse & Accessories Sale

Coming in April

8:00 - 5:00 p.m.

Main Campus Front Lobby

Auxiliary Spring Plant Sale

Thursday, May 3

7:00-1:00 p.m.

Main Campus Front Lobby

Classified Ads

Wanted: Two or three area rugs for a basement, preferably blue or beige. Call 737-2145

For Sale: Used brass trumpet, good condition, includes hard case, new care kit, and new music stand with bag, all for \$250. Call 725-2367

Welcome!

Volunteers

- Alvin Nibbelink,
Cardboard Recycle/Transport
- Lynn Glasser, Hospice
- Mary Block, Hospice
- Lisa Walters, Hospice

Employees

- Theresa Solsma,
Hospital Cook
- April Suggitt,
Hospital Nurse Assistant
- Erin Vande Lune,
Home Health & Hospice RN
- Jerry Vermeer,
Maintenance Tech

Bidding Farewell

Employees

- Linn Lawrence, Cook
- Brittany Kiel,
Clinic Receptionist
- Betty Gerritsen,
Home Health & Hospice
- Bradley Decker, Paramedic
- Kathy Stattelmann,
Home Health & Hospice
- Diane Daniels,
CHP Family Health Advocate
- Jeanann Wilbert,
Home Health & Hospice
- Alyssa Jasper, RN
- Greg Gentz, Cook
- Deb Vander Been,
Med. Asst. Clinic

Reminder:

Please remember that the parking spaces on the back side of the main campus marked with white are for OCAHS staff parking. You may be tempted to park a bit closer to the building during inclement weather, but the yellow spaces are for our patients, families, and visitors. Be courteous, and remember that "white is right" when it comes to volunteer parking spaces.

Thanks for your cooperation and your commitment to service!

Mileage Rate Changes

Good news! Effective January 1, 2012, OCAHS increased mileage reimbursement to 100% of the IRS rate. The new mileage rate is \$.55 per mile. Therefore all transport volunteers utilizing their own vehicle will be paid \$.55 per mile for all transfers. However, those volunteers using health system vehicles are not reimbursed for mileage. Special thanks to all of our transport volunteers for their willingness to transport specimens, equipment, supplies, and patients.

Thanks... *to those who go above and beyond...*

Gift Garden Annual Sales Continue to Grow

I am truly proud of every service our volunteers offer at OCAHS, including the services of our gift shop volunteers. Gift Garden revenues have grown steadily each of the last five years and yet that is not what I consider our greatest success; the wonderful environment our shop provides to our patients, visitors and staff is what makes me proud. Our staff counts on our gift shop to "save them" when they need a special gift, card, jewelry or accessory; they can leave work after a long day and go home to their family without making a stop at another store. I truly believe it positively affects work/life balance, employee satisfaction, employee engagement and the overall positive perception of the health care experience for our patients and their families.

Our gift shop volunteers are a great example of service with a smile. Our health system staff work so hard caring for patients and everyone else, so they must be wonderfully refreshed when they come to the shop and are personally pampered and treated like royalty; they can return to the bedside or office and "pay it forward". Almost daily a visitor will tell us they couldn't wait to come to the hospital so they could shop! I even had a patient from a neighboring community tell me she was so worried she was going to be dismissed too late in the day; fearing the gift shop would be closed before she got there – so patient care staff allowed her to visit the gift shop before she was dismissed so she did not miss her opportunity to shop.

We put a lot of love and effort into buying merchandise that is interesting, current, trend-setting and useful. We constantly create and re-create displays that are fun, interesting and make our customers want to come in and own part of the fun. We work hard to be sure our merchandise is profitable and still affordable for our customers.

It is no secret that our purpose in volunteer services is providing service to others – even sometimes when they don't recognize or acknowledge they need it. I am so proud of our entire volunteer team and feel you are exceptionally perceptive to the unexpressed needs of others and are so quick to offer your kindness and warm hospitality. THANK YOU SO MUCH!

-Mary Plathe

Volunteer Opportunities

Tours

We would like to put a list together of existing volunteers who are interested in occasionally leading a group on a tour of the hospital. Several staff members speak to the groups—tour guides just lead the groups from one department to another.

Embroidery

We are looking for volunteers interested in embroidering dish towels to sell at next year's Holiday Open House. If you love to embroider, please keep as the Orange City Area Health System Auxiliary in mind as an organization for which to donate your work to.

Information Desk

We are in need of several additional volunteers willing to work Wednesday evening from 5:00-8:00 and Saturdays from 8:00-noon. We are also in need of current volunteers willing to work an extra shift this winter as our snowbirds are down south.

Surgery Waiting Reception

We are in need of several additional volunteers to work in the Surgery Waiting Reception area. All shifts.

Cardboard Recycling

We are in need of several volunteers to assist with the cardboard recycling program. Volunteers must be able to push mobile dumpster carts (on a level surface). We are looking for volunteers to fill three one-hour shifts per week. Volunteers may help a minimum of one one-hour shift per month up to a maximum of 3 one-hour shifts per week (Monday, Wednesday, Friday). Two volunteers will be scheduled for each shift.

Gift Garden


We are in need of additional volunteers willing to work Saturday from 8:30 to noon.

Patient Advocate

We are in need of volunteers to interact with patients in the hospital setting. Volunteers would provide activity and hospitality services and assist nursing staff with simple tasks.

Senior Care Manicure Volunteers

We are looking for four volunteers interested in doing manicures for our senior care residents.




Children are made readers on the laps of their parents.
— Emilie Buchwald


Book Sale Fundraiser

Thursday January 26 • 8am - 5pm
Front Lobby • Main Campus

Over 1,300 bright, colorful, fun titles covering activities, puzzles, and a wide range of subjects for children of all ages.

Sponsored by Orange City Area Health System Auxiliary.
Proceeds directly benefit patients and families.



Orange City Area
Health System
ocHealthSystem.org 

Educational Assistance Recipients for 2012

Congratulations to the following employees that have been approved to receive the Educational Assistance Loans for January 1, 2012:

- Sarah Van Beek, Radiology
 - Kim Goslinga, Hospital Nursing
- The Education Assistance Program was developed seventeen years ago to financially assist employees in improving their educational qualifications for their present position or qualifications for advancement within the organization. These educational pursuits will directly impact the service/care we provide to OCAHS. Special thanks to the OCAHS Auxiliary for sponsoring this program annually.


Congratulations to the recipients and thanks for your desire to better serve OCAHS!



Substitutes:

If you are unable to work the shift you are scheduled for, please call a substitute listed on the back of your schedule and then call Mary Plathe at 737-5349 and let her know you have made a change in the schedule.

-Thank you



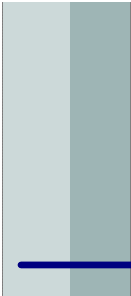
Scheduling Contacts:
Gift Garden, Information Desk,
Surgery Waiting Reception

Mary Plathe
712-737-5349
plathem@ochealthsystem.org

Hospice Scheduling:

Kim Jansma
712-737-5279
jansmak@ochealthsystem.org

NOTE:
All schedule requests must be
in by the 15th of the mo.



Mary Plathe
Volunteer Services
Manager
plathem@ochealthsystem.org

office: 712-737-5349
cell: 712-441-0482
home: 712-727-3415

IHA Scholarship Program

The Iowa Hospital Association continues the healthcare career scholarship program for the eighth year. The scholarship is designed to fill specific Iowa hospital workforce shortage needs. Scholarships of up to \$6,000 (\$3,000 per year for maximum of two years) are available to appropriate candidates. Students could apply for this scholarship and if awarded a scholarship, could work at OCAHS to meet the commitment of working in an Iowa hospital for each year of scholarship awarded. OCAHS employees have been past recipients of this scholarship.

This scholarship is not connected to the OCAHS Education Assistance Program. An employee could apply for both. If you or someone you know is interested, contact Human Resources for details and application forms. Applications must be sent to Iowa Hospital Education and Research Foundation. The deadline is Wednesday, March 14, 2012.

Winter Car Emergency: *What to Have in Your Car During the Winter*

A winter care emergency kit is important to help you stay safe during the winter. What you carry in your car during the winter could potentially save your life. During the winter, it is entirely possible that you will get in some sort of car troubles that leave you stranded. You will be happy and safe if you keep a winter care emergency kit at all times. Here are things you should carry at all times in your car this winter.

- | | |
|---------------------------------------|---------------------------|
| 1. shovel | 11. blankets |
| 2. windshield scraper and small broom | 12. tow chain or rope |
| 3. flashlight | 13. booster cables |
| 4. battery powered radio | 14. emergency flares |
| 5. extra batteries | 15. charged cell phone |
| 6. water | 16. first aid kit |
| 7. snack food | 17. necessary medications |
| 8. matches | |
| 9. extra hats, socks, and mittens | |
| 10. pocket knife | |

Recipe of the Month - Skillet Cheesy Chicken & Rice

1 Tbsp. vegetable oil	1 ¼ lb. skinless, boneless chicken breast halves
1 can cream of chicken soup	1 ½ cups water
½ tsp. onion powder	¼ tsp. pepper
1 cup uncooked white rice	2 cups frozen mixed vegetables
½ c. shredded Cheddar cheese	

Heat oil in 12" skillet over medium-high heat. Add chicken and cook 10 min. or until well browned on both sides. Remove chicken from skillet. Stir soup, water, onion powder, black pepper and rice in skillet and heat to a boil. Reduce heat to low. Cover and cook 15 min., stirring once halfway through cooking time. Stir in vegetables. Return chicken to skillet. Sprinkle with cheese. Cover and cook 5 min. or until chicken is cooked through and rice is tender.