

Volunteer Vibe

Oakwood Volunteer Newsletter – Dedicated to “Oakwood Volunteers”

In this Issue

- | | |
|------|---|
| Pg 3 | Message from Brian Connolly |
| 5 | Red October Run by Ryan Marchand |
| 6 | Dave's Corner by Dave DeVore |
| 10 | Ever Hear of Press Ganey? by Sharon Christian |
| 14 | What's Happening at Oakwood |

The Oakwood Volunteer Newsletter
Volume 2 Number 4
Oct/Nov/Dec 2010

Published quarterly by:
The Oakwood Volunteers

Deadline for Winter Issue

December 15th

Deadline for Spring Issue

March 15th

Deadline for Summer Issue

June 15th

Production Team

Shirley Bigham - Editor

Glenn Lysinger
Nancy Gorski

Marge Engstrom – Research
Ryan Marchand - Reporter

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Who to Contact

EDITOR

SHIRLEY BIGHAM
sjbshamrock@yahoo.com

NEWSLETTER CONTACTS

glysinger@gmail.com
megengstrom@wowway.com
shelleyupnorth@gmail.com
nancy.gorski@oakwood.org

Publication: Volunteer Vibe will be published four times a year and is made possible through the hard work of volunteers in your organization. If you have comments or interesting newsworthy items you would like to share, please e-mail them to VolunteerNews@oakwood.org or send mail to the Volunteer Services, Suite #301, Medical Office Building, Oakwood Hospital & Medical Center, 18101 Oakwood Blvd, Dearborn, MI 48124-4095, or call Dina Johnson at 313.593.7188.

SITE CONTACTS

OAKWOOD HEALTHCARE SYSTEM (OHS)
DINA JOHNSON
313-593-7188
Dina.johnson@oakwood.org

OAKWOOD HOSPITAL & MEDICAL CENTER
NANCY GORSKI
313-593-8016
nancy.gorski@oakwood.org

OAKWOOD ANNAPOLIS HOSPITAL (OAH)
ANITA TATLA
734-467-4183
anita.tatla@oakwood.org

OAKWOOD HERITAGE HOSPITAL (OHH)
EBONY CONNER
313-295-5385
connere@oakwood.org

OAKWOOD SOUTHSORE MEDICAL CENTER (OSMC)
DINA JOHNSON
734-362-6774
Dina.johnson@oakwood.org

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Message from Brian Connolly
President & CEO – Oakwood Healthcare, Inc.



To our Oakwood volunteers,

As we approach the holidays — a time when we share gifts with those we love — I thank you for sharing your gifts with the people of Oakwood.

I encourage you to take a moment to feel good about the contributions you make to our patients, visitors and communities. You speed the healing process. You help kids enjoy healthier and more productive lives. You make it possible for a patient to get through a tough night. Your devotion, your comfort and care, your talents and your time: all of these make a concrete, positive difference to so many people.

We appreciate all you do for those in our care. Thank you for being part of the Oakwood family.

Brian M. Connolly
President & CEO
Oakwood Healthcare, Inc.

Welcome New Volunteers August, September, October

Annapolis

Kristian Morales
Almasa Omerovic
Arturo Holt
Gursimran Singh
Jasmine Singh
Anti Dede
Kinari Shah
Linda Pellegrino
Mariam Nassar
Ramanjit Cheema
Michelle Schaible
Navneet Kaur
Puja Patel
Winiflore Aclipen
Salam Neshewait
Tobi Omoyele

Heritage

Sarah Smith
Catherine Marek
Lauren Howling
Lashon Cooper
Jessica Grden
Kristin Dunker
Hailey Menard
Tania Cirt
Danielle Jennings
Jordyn Council
Cassandra Whitfield
Brooke Rolak
Barbara Conaway
Ayat Abyad
Ashley Griffin
Alwx Niniowsky
Dorothy Ruthven
Patricia Gonzalez

Heritage (cont.)

Sabrina Loving
Lynn Niniowsky
Patricia Gordon
Lindsey Johnston
Shaunaree Price
Patrick Wright
Michelle Kilburg
Patricia Kolet
OHMC
Richard Hillborn
Nicholas Joseph
Michelle Silka
Lama Kawar
Hana Choucair
Jenisha Patel
Elizabeth Seryak
Carol Fisher
Autumn Dalzot
Sherita Burgessmiles
Sophia Osuala
Alison Britt
Teresa Weigle
Hana Choucair
Nicholas Joseph
Lama Kawar
Teresa Weigle
Melanie Vandewiel
Khalika Crayton
Shayma Shaw
Samir Abdel-hak
Samar Fawaz
Dhuha Alkhaat
Rachel Rogers
Danny Ashkar
Janice Clifford

OHMC (cont.)

Freda Smith
Nada Daher
Elizabeth Seryak
Yueh Tran
Debra Skinner-Clos
Stacie Harris
Teresa Weigle
Mawra Almehti
Megan Alkari
Nicole Plozewski
Nicola Parravano
Jakeisha Bridges
Mark Nagorka
**Program for
Exceptional Families**
Mary Mott
Susan Skelly
Asael Ortiz
Angela Altomonte
Patrick Manick
Donald O'Hare
Elaine Bustamante
Jalen Manning
Timothy Stock
Jennifer McConnell
Southshore
Laurie Neal
John Olmedo
Megan Miles
MaryAnn Baillargeon
Vladimir Jelc
Sandra Bowling
Karen McKay
Yola Johnson
Elizabeth Edwards

Red October Run

By Ryan Marchand



October 2, 2010 marked the 20th anniversary of a special event that takes place in the city of Wayne. Every October, Volunteers from all over the Oakwood Family converge to participate in one of the most well-known community race events in the area. Known as the Red October Run, the athletic event was formed in 1991. That year, there were 269 registrants. Since then, the race has grown into a popular event, and this year, had over 1100 registered runners. However, the Red October Run is hardly just an athletic event, as it serves as a foundation for encouraging healthy living, through various programs and events in the area.

The Run includes several different events, making it suitable to many age groups and fitness levels. There are the traditional 10k run and 5k run events, as well as a 5k walk, and the unique, 1 mile, "Junior October" event, which is open to children up to 12 years of age. Throughout the years, the event has seen improved turnouts, as well as its fair share of non-traditional runners, including a 10k runner who happened to be an 81-year old nun. It must be noted, however, that without the help of the volunteers from the Oakwood Healthcare System, the event would not be such a success. Volunteers included OHS employees, family members, physicians, residents, and community members, who have been there every step of the way. Runners have frequently commented on the great attitudes and respectfulness of the volunteers that help out at the event, completing the necessary behind-the-scenes tasks such as set-up, tear down, race day registration, refreshment services, finish line services, course marshals, on-the-course water delivery, raffle drawings, first aid, tours, and much more. The Red October Run was originally established to help encourage healthier lifestyles, through raising awareness about the joy of running and walking. Over the years, the Red October Run and Oakwood Hospital System have continued to reach out to the community through organizations designed to encourage kids to lead healthier walks of life. One of these programs, Project Fit America, is active in schools throughout the community. The men and women of OHS and the Red October Run help the project provide training programs and "scholarships" for children to take part in the 5k run. Similar projects that benefit from the aid of the Red October Run include the Healthy Hearts for Women study group, and Fido's Fit club.

Our greatest glory is not in never falling, but in getting up every time we do.

Confucius

Introducing - Dave's Corner



WE VALUE YOUR TIME!

...and that is the reason our September Volunteer Council Meeting was canceled!

Many of you expressed your appreciation for our action and we thank you for sharing your thoughts.

We cancelled the meeting because many of our members were unable to attend including our key speaker, Mr. Mark Rado. Mark's speech was to focus on Oakwood's elevation from a level three trauma center to a level two trauma center. This exciting news presents major challenges and opportunities for Oakwood. We will be rescheduling Mark's presentation on this important topic in the near future.

For those of you new to Oakwood Volunteers, The Volunteer Council represents the interests of all Oakwood Health are System Volunteers in concert with the goals and objectives of the Oakwood Healthcare System.

It consists of leadership volunteers who serve on standing committees within the council including:

- Leadership and Planning
- Recognition and Satisfaction
- Fund Raising and Special Events
- Communication

I regret to inform you of three resignations from the council. They are Aaron Nowakowski, Shirley LaVigne, and Genny Beaudrie. However, it is also my pleasure to let you know thtee new members have agreed to serve and will be introduced at our December (10th Anniversary) meeting, they are Vonna Strait, Ron Beeber, and Shirley Bigham.

The next meeting is Wednesday, December 1, 2010 at Oakwood Common to celebrate our 10th anniversary - A luncheon is scheduled from noon to 2 pm.

We welcome your interest in serving and encourage you to call.

Dave DeVore
Volunteer Council Chair

Oakwood Hospital's Gift Shops

Discount Coupon
30% off one item of your choice

Expires 12/27/10 

(No other discounts apply not for use on candy or magazines)



The most rewarding part of volunteering for me is seeing the sincere gratitude and happiness in patients and their families every time I talk to them. There really is no better feeling than this because it helps me feel like I am making a really good difference.

Ryan Marchand
OHMC Volunteer

OAKWOOD HEALTHCARE SYSTEM SCRIPTING

Did you know there was a specific way to answer the phone when you are doing your volunteer assignment at Oakwood? Many of us didn't know that.

MANY VOLUNTEERS DO NOT ANSWER A TELEPHONE WHILE ON DUTY. ALL OF OUR VOLUNTEERS WHO ARE PLACED IN KEY AREAS SUCH AS THE EMERGENCY ROOM, THE WELCOME CENTER AND GIFT SHOPS, WHO ANSWER TELEPHONES, SHOULD FOLLOW THE SCRIPTING BELOW:

Answering the phone

*When answering the phone from an **internal** caller:* (Smile in voice)

State your (Department), "this is (full name)*, how may I help you?"

End the call considering the recommended close: "Thank you for calling".

Example: Corporate Administration, this is Jane Doe, how may I help you?

End call with: Thank you for calling

*When answering the phone from an **external** caller:* (Smile in voice)

State your Oakwood (site) and (Department), "this is (full name)*, how may I help you?"

End the call considering the recommended close: "Thank you for calling Oakwood."

Example: Oakwood Southshore and Medical Center Administration, this is Jane Doe, how may I help you?

Corporate Example: Oakwood Human Resources, this is Jane Doe, how may I help you?

End call with: Thank you for calling Oakwood

On Hold & Call Transferring

When placing a caller on hold or transferring a call, please use the following scripts:

On Hold: "May I place you on hold?"

When returning to the caller: "Thank you for holding"

Call Transferring: "May I transfer your call? May I have your phone number in case we are disconnected?"

Always announce the transfer to the call recipient before connecting to ensure someone is available to take the call.

If no one is available, return to the caller, ask if the caller would like to go into voice mail. If the caller declines, ask if you may take a message and then follow up with the appropriate department.

Patient and Customer Close Universal Script

When leaving a customer, patient, or family member, use the following script:

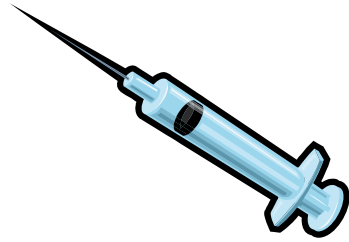
"Is there anything else I can do for you? (2-4 second pause) I have (will take) the time."

Flu Season, time to bundle up!

The flu is a contagious respiratory sickness caused by influenza viruses. It can cause mild to severe illness, and at times can lead to death. The best way to prevent the flu is by getting a flu vaccine each year.

Symptoms of the flu

- Fever* or feeling feverish/chills
- Cough
- Sore throat
- Runny or stuffy nose
- Muscle or body aches
- Headaches
- Very tired
- Some people may have vomiting and diarrhea, though this is more common in children than adults.



**It's important to note that not everyone with flu will have a fever.*

How the flu spreads

Flu viruses spread mainly by droplets made when people cough, sneeze or talk. These droplets can land in the mouths or noses of people nearby. Also a person may get the flu by touching a surface or object that has flu viruses on it and then touch his or her own mouth, eyes or nose.

Preventing the flu

The single best way to prevent the flu is to get a flu vaccine. There are two types of flu vaccines:

- The "flu shot"-an inactivated vaccine (containing killed virus) that is given with a needle. The seasonal flu shot is approved for use in people 6 months of age and older, including healthy people, people with chronic medical conditions and pregnant women.
- The nasal-spray flu vaccine-a vaccine made with live, weakened flu viruses that do not cause the flu (sometimes called LAIV for "Live Attenuated Influenza Vaccine"). LAIV is approved for use in healthy people 2-49 years of age who are not pregnant.

About two weeks after vaccination, antibodies develop that protect against virus infection. Flu vaccines will not protect again flu-like illnesses caused by non-influenza viruses.

The seasonal flu vaccine protects against the three influenza viruses that research suggest will be most common. The 2010-2011 flu vaccine will protect against 2009 H1N1, and two other influenza viruses (an H3N2 virus and an influenza B virus).

Please contact the Employee Health Dept. or your Volunteer Services Representative to learn more about the flu vaccine and the scheduled for receiving a flu shot at Oakwood. The flu shot will be required for employees and volunteers that work in direct patient care areas. If you don't get the flu shot you will be asked to wear a mask when in the patient care areas during your shift. Flu shots are being offered to volunteers 18 years old and older.

Ever heard of Press Ganey?

As a patient comes in to the hospital, it is our duty as the volunteer to receive them with respect, care, and compassion and to help meet their needs. It is our pleasure, just as it is our duty, to make their stay a welcoming and a positive one. Their happiness is in turn our happiness. Their concerns become our own as well. As volunteers, that is our ultimate goal. To the rest of the staff, it's just as important. How can we measure the attitude of a former patient, and how can we use this to better accommodate them in the future? Press Ganey Surveys.

Press Ganey surveys basically measure the satisfaction or dissatisfaction of the patient's stay and their interaction with us. The Oakwood Healthcare System strives for the highest satisfaction within their facilities and their kindness towards its patients. "A happy patient will come back and tell other people about their experience. An unhappy patient will not come back and tell everyone else, and those people will not want to use our services," says Patricia Shackelford a passionate and a hardworking employee of the Oakwood Healthcare team.

Measuring patient satisfaction tells us where we need to improve. We might need to communicate a little better and provide better food as well as care services, etc. The staff loves to do their best to meet patient needs. That's why here at Oakwood patients are more like family. We like to use their first names on a regular basis, aid them in whatever they need, and greet them with nice smiles. Their ease and comfort is important to us. If the patient is dissatisfied, we can work on what we need to improve for future encounters.

Oakwood strives to always stay in the 90th percentile of the Press Ganey surveys. Why? That was the original goal set by Brian Connolly, President and Chief Executive Officer of the Oakwood Healthcare System. Each employee and each volunteer works hard toward patient satisfaction to help reach this goal. The government also wants Oakwood Healthcare to be in the 90th percentile as we will be funded to have the latest facilities and research. This will save more lives and keep our patients smiling.

Now, having said all of this, what can volunteers do to improve Press Ganey scores? The volunteer's role to impact Press Ganey is very



One of the funniest moments had to be when I gave a young boy a coloring book and crayons and he said "these stink – but thank you."

Shelly Martinez
OHMC Dearborn

important! We're their heroes when they need directions, their blanket supplier when they're cold, or their warm and welcoming smile when they walk into the hospital with pain or frustration. Volunteers can assist in a lot of ways, keep your eyes open for patient families in the hallways and talk to confused or concerned patients, help them if they're lost, and get them something they need: ice water, blanket, water, or pillows. Oakwood Healthcare has a key role in supplying patients with their necessities, but more importantly, Oakwood supplies patients with satisfaction and happiness.

Sharon Christian
Volunteer



HAVE A HAPPY AND HEALTHY HOLIDAY SEASON

Whether you celebrate a holiday during these upcoming weeks or not, those of us in Volunteer Services wish each and every one of you the very best of the coming season.

We hope 2011 will be a beneficial, fruitful, rewarding, and peaceful year for everyone you know and love.

As we all work together to serve Oakwood and its clients here is hoping we will find personal reward and satisfaction in all we do.



DIJANO *(Did You Know?)*

As an Oakwood Volunteer you may qualify for discounts on a wide variety of goods and services through the Spirits and Festivities program. Contact the Volunteer Services Department if you are interested. Following is a list of some of the participating organizations.

General Motors
Global Hot Buys
GMAC Mortgage
Gold's Gym
Hair Designs North
Harold's Hoppers
Heartland Woods Family RV Resort
Holiday Inn Hotels
Hyatt Regency Dearborn
IBM
Jan Overhead Door Mfg. Co.
La Salle Bank
LaQuinta Inns
Meals in Minutes
Monroe Bank & Trust
Motor City Casino Hotel
National City Bank
Nextel
Olympia Entertainment
Palace Sports & Entertainment
Personal Perks Program



Check in next issue or online for additional participants

What's Happen at Oakwood

Department Changes

It is with pleasure the announcement that Dina Johnson has assumed the role of Corporate Manager of Volunteer Services is made. Dina assumed the role effective October 12, 2010. Previously Dina served as the Volunteer Services Representative for Oakwood Annapolis Hospital and then for Oakwood Southshore Medical Center, and most recently as the Interim Corporate Manager of Volunteer Services.

Dina brings to her new role 14 years of professional experience. She has held professional positions at Ford Motor Company, Ford Fund, and Chrysler Corporation, as well as management positions at Alltel Communications and Budget Blinds. Dina's wealth of expertise excels in the areas of business strategy and strategic planning, volunteer program management, marketing, communications, and statistical analysis. She has a Master of Business Administration and a broad personal background in volunteerism with many organizations.

Let us all welcome Dina as she embarks on this new endeavor!

Effective November 1, 2010, Rosanne Plasky will serve as the Interim Director of Service Excellence at OHMC which includes oversight of Patient Advocacy and Guest Relations at OHMC along with system oversight of Volunteers. Rosanne is presently supervisor of Guest Relations at OHMC and formerly was Corporate Manager of Volunteer Services for Oakwood. Please welcome Rosanne in her expanded role.

Bryce Rosche

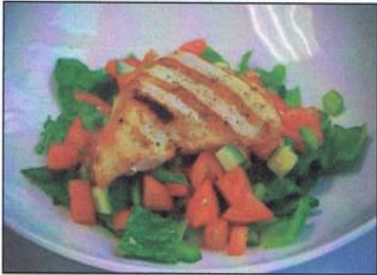


The new Mom and Baby store is looking for a few responsible adult volunteers to help out in assisting our visitors with their shopping needs.

BC Entree Salads: Mediterranean Chopped Salad with Chicken

This is a version of a salad known as "Vegetable Salad" that is traditionally served with each meal of the day in Israel and surrounding areas. Optional ingredients, when cost and availability permit, include feta cheese or firm, regular tofu; kalamata or other black olives; and fresh mint, chopped.

Yields	4
Portion Size	2 x cup
Preparation Time	15 mins
Cooking Time	5 mins
Total Recipe Cost	\$4.92
Cost per Serving	\$1.23



Ingredients

- 1 cup Lettuce, Romaine, Fresh, Chopped
- 2 each Tomatoes, Fresh, Chopped
- 2 each Cucumbers, Fresh
- 1 each Peppers, Bell, Red, Fresh, Chopped
- 2 each Onions, Green, Scallion, Each, Fresh, Bias Cut
- 12 ounce BC Grilled Chicken
- 2 tbsp Parsley, Italian, Fresh, Chopped
- 2 tbsp Oil, Olive
- 4 tbsp Juice, Lemon, Fresh
- 1/2 tsp Salt
- 1 tsp Spice, Pepper, Black, Ground

Preparation

Method

1. Refer to HACCP Plan Form HFS #004: Prepared Cold for Cold Service. Prepare chicken according to recipe. Chill until ready for use. Toss all vegetables in a large mixing bowl.
2. Drizzle with olive oil and lemon juice. Season with salt and freshly ground black pepper. Top with grilled chicken.
3. Serving Size: 2 cups (may vary somewhat according to the size of the vegetables), 3 oz chicken. Hold cold for cold service.

Critical Control Points

1. The ingredients of the salad should be chilled at 36f degrees.

Created Thursday, February 19, 2009 [Martha Kennedy]
Last modified Wednesday, April 01, 2009 [Martha Kennedy]

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DIJANO?

That every Sunday *Oakwood Champions of Care* is hosted on WJR News/Talk 760? See below for some information.

Thanks for your support of Oakwood's *Champions of Care* on News/Talk 760 WJR. If you missed our show, here's a recap with links to the podcasts now available on www.oakwood.org/championsofcare.

Ebony Conner, Volunteer Services
Oakwood Heritage Hospital

Summary of interview:

At Oakwood Heritage Hospital, a group of four-footed volunteers make the hospital a much warmer place. The Fur Angels Pet Therapy team provides companionship for patients at hospitals, nursing homes across southeast Michigan.

Martha Hall began the Fur Angels program when her own health crisis inspired her to find a way to do something to help people. At the time, she was training her own German shepherd puppy Lakota to receive her Canine Good Citizen certification. The teen minister at Martha's church asked her to bring Lakota to a local nursing home as part of an event he was organizing—and she felt she had found her calling. "I felt a rush," Martha remembers. "I knew what I was supposed to do."

The Fur Angels include several dogs and their owners whom Martha met through the Canine Good Citizen certification process. Many of the dogs are from shelters; they do not have to be a particular breed to be well suited for therapy. When evaluating a dog and its handler to join the team, Martha looks first for good temperament. Then through the pet therapy training, the dogs get accustomed to whatever might come their way in a hospital setting: noise, medical equipment, being pulled and prodded by patients, and so on. "They have to have a heart for the work," Martha states.

Newsletter Special Highlights



Reward! What is the most rewarding part about volunteering at Oakwood? Individual comments from volunteers.



Funniest Moments! Comical insights from our volunteers.

If you have something to share please forward it to volunteersnews@oakwood.org

Volunteer Vibe Puzzle Fun

Here is the hidden message from last issues puzzle?

F	T	H	R	O	A	T	R	E	A	R	E	N	D	V	G	O	
M	I	K	N	E	E	S	E	L	C	S	U	M	L	E	U		N
L	T	N	E	T	O	E	N	A	I	L	S	B	L	U	N	G	S
A	E	E	G	O	R	N		S	F	P	A	A	R	M	P	I	T
P	S	E	Y	E		O	R	U	I	E	K	C	E	N	D	O	N
E	Y	H	H	C	R	B	N	L	L	A	N	K	L	E	N	N	O
T	E	T	E	I	A	N	S	E	V	R	E	N	K	G	F	I	T
S	N	U	S	A	Y	L	A	R	M	S	E	B	U	U	E	K	T
I	D	O	T	B	D	H	F	I	A		R	E	R	M	E	S	U
R	I	M	O	A	D	E	Y	E	L	A	S	H	E	S	T	Y	B
W	K	N	M	N	O	A		F	I	E	S	O	N	U	S	K	Y
A	E	U	A	N	H	R	S	N	H	F	I	N	G	E	R	E	L
I	I	H	C	N	A	T	E	E	T	H	C	H	E	S	T	E	L
S		E	H	L	I	V	E	R	T	O	N	S	I	L	S	H	E
T	H	U	M	B	R	I	N	T	E	S	T	I	N	E	S	C	B

Volunteers are like a ray of sunshine

Volunteer Department will be closed December 22, 2010
through January 3, 2011.

We wish everyone who celebrates and those who don't the best of the holiday season. Health and Happiness to you and your loved ones, and hopefully a prosperous and rewarding New Year.



Acorn Caps - something to make you smile and possibly think.

Strive not to be a success, but rather to be of value.
Albert Einstein