The Volunteer Vibe

Compassion
Providing care with sincerity, sensitivity and dignity for those we serve.

Respect
Working with integrity and honor in all our relationships.

Excellence
Delivering superior results in the areas of Patient Experience, Patient Alignment, the Oakwood Team, Financial Health, Our Community and Program Growth.

Diversity
Creating an environment where individual differences maximize our collective capabilities as a team.

Ownership
Demonstrating personal responsibility for our pride in Oakwood through our behaviors and actions.
The Volunteer Vibe

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Find us on Facebook

Did you know Oakwood Healthcare System is on Facebook? Search for Oakwood Healthcare System or use the URL below.
https://www.facebook.com/Oakwood.Healthcare
To our Oakwood Volunteers,

On March 21, 2014, Beaumont Health System, Botsford Health Care and Oakwood Healthcare signed a letter of intent for exclusive talks about combining their operations into a new healthcare system.

This is not an acquisition or a merger. Instead, the three organizations aim to create a new, not-for-profit health system combining our eight hospitals and 153 other patient care sites. By uniting our strengths, resources, experience and capabilities, we can improve the value of our services, lower their cost, and be well positioned to meet future challenges.

A letter of intent is just the first step in a process that is estimated to take 120 days to complete. As we negotiate a final agreement, conduct due diligence and seek regulatory approval, you can stay informed by visiting oakwood.org or by contacting your Volunteer Service Representative.

With your help as volunteers, all of us at Oakwood will continue our extremely important work caring for our patients. Our Credo of Patients Come First is steadfast.

Thank you for all you do for Oakwood.

Sincerely,

Brian M. Connolly
President & CEO
Oakwood Healthcare, Inc.
National Volunteer Week, April 6-14, 2014, is about inspiring, recognizing and encouraging people to seek out imaginative ways to engage in their communities. It’s about demonstrating to the nation that by working together, we have the fortitude to meet our challenges and accomplish our goals.

National Volunteer Week is about taking action and encouraging individuals and their respective communities to be at the center of social change – discovering and actively demonstrating their collective power to make a difference.

This year marks the 40th anniversary of National Volunteer Week, demonstrating the enduring importance of recognizing our country’s volunteers for their vital contributions.

Thank you again for all you do!
Volunteer Opportunities

Oakwood Hospital-Taylor and Oakwood Hospital-Wayne

Volunteer Opportunities include:

- Gift Shop
- Greeters
- Nursing Unit
- Clerical Support

Contact Ebony Conner at 734.467.4183 (Wayne) or 313.295.5385 (Taylor).

Urgent: Opportunity at Oakwood Hospital-Dearborn

Volunteer Opportunities include:

- Greeters

Greeters needed immediately for way finding at the podium to be stationed in the fountain area and the podium at the Main tower elevator lobby….all shifts, all times, all days needed!!

Excellent for energetic students and adults!!

Contact Nancy Gorski
nancy.gorski@oakwood.org
Reinforcing its reputation as a leading healthcare provider in southeastern Michigan, Oakwood is changing the name of its four acute-care hospitals to reflect the strength of the Oakwood brand.

The name changes, which are effective this month, will start with Oakwood Hospital-Dearborn (formerly Oakwood Hospital & Medical Center) and Oakwood Hospital-Taylor (formerly Oakwood Heritage Hospital). Oakwood Annapolis Hospital will become Oakwood Hospital-Wayne while Oakwood Southshore Medical Center will be renamed Oakwood Hospital-Southshore. Those changes are expected later this year.

“Oakwood is well known for providing uniquely personalized patient care at all of our facilities,” states Brian M. Connolly, Oakwood’s President & CEO. “When someone steps into any Oakwood hospital, clinic or facility, they can be assured of receiving the same great experience no matter where they go. The new hospital names confirm that commitment to system-wide quality and service.”

The name change is consistent with the naming of the more than four dozen Oakwood healthcare centers located throughout metro Detroit and continues the branding strategy that originated with an advertising campaign that launched in 2012. It also reflects the ‘One Oakwood’ concept promoted through the implementation of the OakCare electronic medical records system last year.

The renaming also provides an opportunity to make signage more consistent across system, enhance the overall visibility of Oakwood in the region, strengthen Oakwood brand preference against competitors and promote a consistent, high-quality patient experience across the Oakwood Healthcare System.

“Feedback we received from the community indicated that the Oakwood name was synonymous with quality and preference,” said Connolly. “We’re very proud of that and we want that to be the standard at all of our facilities.”
Detroit Zoo Provides Discounts to Oakwood Volunteers

Are you ready to get outside and enjoy the spring weather? Okay, we know it’s still cold, but warmer days are ahead and spring is the perfect time to take a trip down to the Detroit Zoo.

As Oakwood Volunteers, you can order discount tickets online by clicking on the Detroit Zoo link located on the Spirit & Festivities page of OakNet.

For more information about the Detroit Zoo, visit detroitzoo.org.

So grab your tickets, grab your family, and head to the zoo!
In October, Oakwood Hospital-Dearborn launched a wonderful new program for staff: the “WOW of the Day.” Every staff member is asked to write a sentence or two describing how they “WOWed” a patient or family member that day. These range from things like “brought a birthday cake and sang Happy Birthday” to “brought lunch for a worried family member.” These WOWs help us all remember that sometimes it’s the little things that matter the most!

But employees are not the only ones who create WOWs! Sometimes some of the very nicest WOW moments come from volunteers!

We encourage you to share your WOW stories and we will feature them in future issues of our newsletter. Please email them to your volunteer site representative (see the email addresses on the back of the newsletter) or mail them to Nancy Gorski, Oakwood Hospital-Dearborn, 18101 Oakwood Blvd, Dearborn, MI 48124. We’ve included a form for you to use below if you wish.

If you have questions, please contact your volunteer services representative.

Thank you so much for all you do!

Things I did to WOW a patient/family........

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*1-3 things per shift
Name_____________________ Date_________

Things I did to WOW a patient/family........

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*1-3 things per shift
Name_____________________ Date_________
Michael Bommarito started as a volunteer in June 2013. He is a freshman at Wayne County Community College. Michael started as a greeter at the Welcome Center and has always gone above the call of duty. He is outgoing, friendly and compassionate with our patients and has received several compliments as well. The staff at the Welcome Center has also praised Mike on his volunteer efforts. The Bone and Joint department called and needed help, Mike was more than happy to be of assistance...he did two days a week for some time in that department and was also recognize by the staff.

Whenever I needed a volunteer to help with short notice I know I could count on Mike.

Thank you for being an excellent volunteer here at Oakwood-Southshore. Mike is moving in June and we will lose a helpful person on the volunteer team. We wish you success in your endeavors.

Ola Elhareke, Volunteer, Oakwood Hospital-Dearborn Welcome Desk

Today when I was passing out the flowers, I had a relative of a patient say thank you to me after I set down the flowers and said goodbye. I saw him again near the welcome desk and he stopped me and said, "Who is in charge of this program?" I said, "Volunteer Services and many others." Then he said, "I want to bless all of you guys because what you're doing is a fabulous thing and God Bless you all." I guess it meant a lot to him that we are doing this for patients. Just wanted to let you know that this program (PRISM Petals) is helping many! I look forward to the next Tuesday I get to pass out flowers!

-WOWs in the Spotlight

Last year we asked you to tell us how you “WOWed” a patient or family member. You submitted some great stories and we have decided to spotlight some of those WOWs in this quarter’s newsletter. Thank you for your submissions and keep them coming.
A patient’s mother stopped in to write this about volunteer Victoria Williams.

“Victoria Williams was the volunteer in the surgical lounge on Saturday. She was the sweetest person ever. She is such an asset to the Oakwood Staff. She is so compassionate and caring. They need more people like her. I hope she stays with Oakwood for a long time. Thank you. Pamela Verdoot”

This WOW is on behalf of two volunteers.

Two Friday volunteers, Mariam Chokr and Meredith MacEachern, helped a patient to get home by pulling their money together, $80.00. The patient had been discharged with 2 bus passes.

They did this because they are young and very caring. They thought of the lady standing outside in the cold was unthinkable and the lady also had bags, at least 3 to 4. They took it upon themselves to call the cab company to find out how much it would cost. The lady lived on the east side, Warren, Michigan. The 2 volunteers figured out the miles and determined it would be about $75.00. We do not know the real reason why she was given bus passes instead of a taxi voucher, other than the cost.

These young volunteers are awesome!!
On the Friday before Christmas, a lady who was having a very hard time walking with her cane arrived at the Welcome Center looking for her doctor’s office on the 4th floor. I asked her if she would like a wheelchair and she said she would. I then told her that I would be happy to escort her to her doctor’s appointment. That day, the two elevators at the one end of the medical building were being serviced. That meant traveling down the hallway to the single elevator, which was heavily used. We finally arrived on the floor and commenced to travel to the opposite end of the hallway to doctor’s office. I advised her that when her appointment was over to ask the ladies at the desk to call the Welcome Center and have a volunteer come up to take her back to the hospital entrance where her daughter would be picking her up.

A couple of hours later I had the same situation with a gentleman and his father. Again, he was in a wheelchair and was also going to the same doctor’s office. The three of us traveled the same route that I had forged with the elderly women earlier. When we arrived in the office there she was sitting in the wheelchair looking not at all happy. I asked her what was going on and she said that they (meaning the girls in the office) could not find a volunteer to help her. She also said that she now had to go to Audiology on the 2nd floor and then come back to the office to continue her appointment. I advised the ladies in the office that I would take her to Audiology and bring her back.

On the way to Audiology she advised me that she had no idea this would all take so long and she was diabetic and had had nothing to eat since breakfast. Being a diabetic myself I know how important it is to not skip a meal. I always carry a small amount of candy with me in case my blood sugar goes down, so I took them out of my pocket and gave them to her to use immediately. When we arrived at Audiology, the lady in the office told me that the test would take about 20 minutes. I told the patient that I would be back to get her and take her back to the doctor’s office.

I went back to the volunteer office and picked up my wallet and then was off to the cafeteria where I purchased a tuna fish sandwich and a bottle of Diet Pepsi. By the time I dropped off my wallet and made it back to Audiology the patient was almost through with the test. I took her back to the doctor’s office and advised them to PLEASE call for a volunteer is she needed help returning to the first floor. At this time the patient said that her daughter, who happens to work at Oakwood’s call center, would be coming soon to pick her up. She was very grateful for the help and thanked my sincerely. I left her as she enjoyed her sandwich and in a happier frame of mind.

Every time I drive in to my volunteer job at Oakwood, I say a little prayer asking the Lord to “let me be a blessing to someone today.” I was so grateful to be given the opportunity to make a difference in her life and the lives of those I touch through the programs.

-Joyce Lyons
Every year, Oakwood celebrates diversity and the legacy of the Reverend Dr. Martin Luther King, Jr., remembering the beliefs and strengths that were the focus of his ministry and that remain an example for all of human civilization. The Celebration of Diversity is our most important annual event recognizing Oakwood’s core value of Diversity.

This year’s celebration took place January 20 at Oakwood Hospital-Dearborn. Featuring the Detroit Urban Debate League and music from the Detroit Symphony Orchestra Brass Quintet, the event was simulcast to other Oakwood locations.

Each hospital hosted additional events prior to the simulcast. The Downriver Youth Choir, pictured below, performed “Lift Every Voice and Sing” at Oakwood Hospital-Taylor and presented the biography of Dr. King. The choir directors (pictured on the far left and right) are former Oakwood Taylor patients and shared their praise and gratitude for the care they received.
TB Testing

Just a reminder that annual TB testing will be starting April 1 through May 31, 2014. A flyer will follow identifying the dates and times that a nurse will be available to administer the TB test at your respective locations.

I know many departments use contingent staff, so please start reminding these employees to come down and have a TB test administered or bring in documentation if they have had a recent TB test from another facility.

The yearly TB test is **MANDATORY FOR ALL EMPLOYEES** and must be completed by **May 31, 2014**.

Thank You,
Claudia Alsheimer, RN
Employee Health

Don’t forget to get your TB Test by May 31, 2014.
Volunteer Services Staff

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