Greetings from the 2012-2013 Volunteer Operating Board

The new board is ready and pleased to be underway. The expansion and renovation project of MidMichigan Medical Center-Midland has been completed, the new Volunteer Operating Board and committee members have settled in. We are looking forward to a year of many first, including working with the new Volunteer Services Manager, Diana Brookens. Diana has been an employee at MidMichigan for fifteen years as a community educator. Diana was also co-director of Children’s Ministry for Memorial Presbyterian Church and worked with many volunteers. Please greet Diana with your warm volunteer smile as you see her in the Medical Center.

Members of the Board
In case these names and faces look familiar, but you are wondering where you may have seen them in the Medical Center, below is a brief account of how long each has served as a volunteer and where.

Nancy Kaufman, President:
Nancy Kaufman became a volunteer in 2001, as an Ambassador. Her first services were in medical, surgical, Joint Camp and oncology. Next she served as Patient Service Coordinator on the Volunteer Operating Board, followed by serving as President-Elect, working as Fund Raising Chairman for the volunteers, and now President for 2012-13.

Sandy Reardon, President-Elect
In 2004 Sandy Reardon became a volunteer in The Gift Shop where she has worked as a buyer and display team member. Currently, she is Program Co-Chairman for The Gift Shop. In 2010, Sandy began an additional service in the Midland Fitness Center. In 2012, Sandy accepted the President-Elect role on the Volunteer Operating Board.

Mary Franek, Secretary
Mary Franek joined the volunteer service in 2005. She has always worked in the Surgical Lounge. This is her first leadership role at MidMichigan Medical Center-Midland.

Ruby Gould, Treasurer
Ruby Gould has been a popcorn volunteer for almost 3 years. In addition, she has helped with book sales and the Beauregard Bear Adventures.

Barbara Plummer, Vice President of Communications
Thirteen years ago, Barbara Plummer began volunteering in The Gift Shop where she has worked as a buyer in several departments. She has also served as Gift Shop Chairman and was part of the design team for the new gift shop.
Board members cont.

Vanessa Rickett, Advisor
In 2003, Vanessa Rickett began volunteering with the Cosmic Canine Cure (CCC). Later, she became Chairman of CCC and the Patient Services, Service Coordinator. Most recently, Vanessa served as President-Elect and President of the Volunteer Operating Board.

Helen Mudd, Fund Raising Service
Helen Mudd has volunteered in The Gift Shop for 11 years. She is currently the notions buyer.

Jack Arensberg, Health Service
Jack Arensberg has been a volunteer for 10 years.

John McPeak, Patient Service
John McPeak has been a volunteer for 20 years.

Kay Klocke, Reception Service
For over 22 years, Kay Klocke has volunteered in obstetric service. For the last 4 years she has volunteered at Mid-Michigan Medical Center-Guest and at MidMichigan Medical Center-Midland in patient services and at the main entrance reception service.

Operating Board Reports

Nancy Kaufman, President
Representing MidMichigan Medical Center-Midland at the 63rd Annual Meeting of Michigan Association of Healthcare Advocates on Mackinaw Island were four volunteers: Sandy Reardon, Mary Franek, Carolyn Graham, and Nancy Kaufman.

Conference speakers covered the legal aspects of patient care, (accepting responsibility, and apology, defuse uncomfortable patient situations), by Richard Boothman, Chief Risk Officer of University of Michigan Health Services. David Finkbeiner spoke on the changes being made in hospital care, and how there is always a need for hospital volunteers. Katie Mostek explained “Stem Cell Research, its not Gray’s Anatomy,” or “Adult Stem Cells Do the Job,” She explained using your own stem cells are the best way to go. The closing speaker was Bob Tagatz, historian for the Grand Hotel. Bob touched on the hotel’s 125th anniversary. The Grand Lady, as the hotel is sometimes referred to, is one of the few surviving original wood hotels built in the United States. It is family-owned and maintained, exhibiting the grandeur of the past. Some of Bob’s stories were about how the building materials were dragged across the ice to get them to Mackinac Island, and some of the funny ways used to attract guest to come and stay.

The Fall East Central District meeting will be hosted by MidMichigan Health and MidMichigan Medical Centers Midland, Gladwin, Clare, and Gratiot. This conference will be held the Horizon Center, Saginaw. “Caring for Those Who Care” will be presented by the speakers, from MidMichigan Medical Center-Midland Infusion Center. Social worker Agnes Williams, and volunteer, Sharon Morris, a retired registered nurse, will speak on the “Maria Mencia Program,” preparing volunteers to coach through the Caregivers of Cancer Patients program. Joan Herbert, Pharm D., Director of Oncology Services, will discuss cancer treatment, care, and progress.

Sandy Reardon, President-Elect
Sandy Reardon is coordinating the fundraisers planned for the 2012 calendar year. If you are available to assist with any of these events your roles would involve working at the checkout table with basic customer service assistance and employee payroll deduction paperwork. Two to three hour shifts are available and your help would be greatly appreciated. Please phone (989) 835-4453 for more information and to sign up. For the remainder of the year we have the following events planned:

Uniform Sale - Towsley Hallway
September 18 - 7am to 4pm (Tuesday)
September 19 - 7am to 3pm (Wednesday)

Book Sale & More - Towsley Hallway
October 22 - 9am to 5pm (Monday)
October 23 - 7am to 3pm (Tuesday)

Linen Sale - Towsley Hallway
November 19 - Times to be announced
November 20 - Times to be announced

Ruby Gould, Treasurer
The 2012-2013 year has begun with a checking account balance of $17,558.15
Operating board reports cont.

Barbara Plummer, V.P. of Communications
Beginning with this issue, The Pulse will apply several of the suggestions received as a result of last year’s survey. Many of the changes are very subtle. However, beginning with this issue the newsletter will be published every other month.

Vanessa Rickett, Advisor
How wonderful it is to be back on the Board for my third and final year serving a great volunteer organization. On behalf of all the Board I want to welcome our new Manager of Volunteers for MidMichigan Health, Diana Brookens. I'm looking forward to working with her. As advisor, part of my job is to keep you informed on Legislative issues, I'll do my best to do just that. This is an election year and the best thing up can do is to vote in November for the candidate of your choice. Remember, you CAN make a difference.

Service Coordinators Reports

Helen Mudd
FUND RAISING SERVICES

Mary Choate, Chairperson
GIFT SHOP SERVICE
The Gift Shop Service had a total of 15,816 volunteer hours in the last year. A total of $2,366,262.72 was donated by The Gift Shop to the MidMichigan Medical Center-Midland from 1974 through June 30, 2012. The mission of The Gift Shop states we provide our proceeds to purchase medical equipment for the hospital. Starting September 10 the Gift Shop will open every Monday at 7 a.m. to allow surgical lounge family member and the night shift employees to visit and shop. This is a pilot program for the next six months. Gift Shop member Florence Petrella has resigned.

Ted Mudd, Chairman
POPCORN SERVICE

Campus Ridge 25 hours $132.65
Plane Tree Café 140 ½ hours $1,134.56

TOTAL $1,267.21

Jack Arensberg, Coordinator
HEALTH SERVICES

Barb Galloway
CENTER FOR WOMEN’S HEALTH
Carole Calvert-Baxter and her staff gave the volunteers at the Center for Women’s Health a wonderful luncheon. Megan Rapp, the summer marketing intern, made the luncheon table decorations. The guest speaker was Vanessa Rickett, who brought her darling dog “Peaches.” We enjoyed learning about the Cosmic Canine Cure service that brings so much comfort and pleasure to the patients. A sincere thank you to Carole Calvert-Baxter who provides such a welcoming and appreciative atmosphere for the volunteers.

We need at least two more volunteers at the Center for Women’s Health. The work includes making reminder phone calls, mailings, filing and other office duties.

TRUNK SHOWING
Thursday, September 27 – 10am to 4pm
One day only – Order size and pattern
Sweaters Hats Mittens
Gift Shop Lobby
Service coordinators reports cont.

Nancy Palmer  
COURTESY VAN  
115 volunteer hours  635 passengers

Sharon Morris  
STUDENT VOLUNTEER SERVES  
Currently there are 72 students in the student volunteer program. Please welcome the new students from the June orientation: Fritz Hyde, Ross Wright, Dylan Hammer and Michael Gray.  
June, 217 service hours  
July, 232 service hours

Rose Mikols  
MENTAL HEALTH SERVICE  
Thanks to all that gave Mental Health Service bingo prizes during the summer. We can always use more decks of playing cards, flashlights or Beanie Babies for prizes.

John McPeak  
COSMIC CANINE CURE SERVICE  
The Cosmic Canine Cure Service (CCC) welcomes Michelle Fournie and “Max,” her Australian Shepherd, who have joined the CCC and have begun visiting with the rest of the teams on Monday evenings. Despite summer heat, storms, vacation and unanticipated absences, at least one CCC team was able to visit each week throughout the summer. The CCC has been in existence since 1992 and the various teams have made many thousands of contacts during those 1,050 weekly visits.

Jessie Oswald  
AMBASSADOR SERVICE  
The Ambassador Service volunteers are truly dedicated to continually provide care and show concern for the patients. Their visits are especially meaningful to the patients who have no family to visit them.

Ginny Fox  
INFUSION CENTER SERVICE  
We welcomed two new volunteers this summer, Abigail Schultz and Nancy McElroy. With their addition we were able to be there for almost all the lunches. Karen Lawrence kept our kitchen decorated for the holidays. The Maria Mencia Support Network had a fundraiser on August 18 at Dow Diamond. Teams from around our area were matched up and played a ballgame at the stadium. It was a fun day and provided funding for the program.

Nancy Palmer  
PATIENT SERVICE  
Patient Services volunteers are always willing to share their enthusiasm for working with patients and new volunteers. Contact Nancy Palmer to find out more about this fun group of volunteers.

Terry Gushow  
RIECKER SURGERY CENTER  
We bid farewell to three of our volunteers: Nancy Alexander, Sean Carter and Nicole Durham. Thanks for your time and service. We wish you the best.

Mary Grabmeyer  
RIECKER SURGERY CENTER RECEPTION DESK  
Please welcome Joyce Williamson. She has offered to volunteer at 7 a.m. at the Riecker Surgery Center (RSC). The RSC Reception Desk continues to have busy days and other days no volunteers are needed. Thank you to those who were willing to fill in when the schedule had some blank shifts. Your dedication was appreciated.
**Service coordinators reports cont.**

**Tish Scribner**

**GUEST AND PATIENT SERVICE**

We sadly say goodbye to Bob Jackson, Cathy Lindemeyer, Ester Davis, and Ruth Ann Eesley. Thanks to each of you. Thanks also to all that filled in during the summer.

**Betty Sheneberger**

**HOSPITAL ENTRANCE RECEPTION SERVICE**

Marge Benner and Lisa Ziettlow have adjusted their shifts. Jack Sheneberger is taking a leave-of-absences from the reception desk while he is working the MidMichigan Medical Offices-Midland reception desk.

**Jack Sheneberger**

**MEDICAL OFFICE BUILDING RECEPTION DESK**

The Medical Office Building Reception Desk service started in June with 5 volunteers, all members of other services: Marty Arensberg, Millie Wray and Jack Sheneberger of the main hospital entrance reception desk and escorts. Pat Palmer and Pat Sibbald, both of the hospital surgical reception desk. Since then, 6 more volunteers joined the group: Barb Allison of hospital entrance reception desk and escorts, Bob Jackson of the hospital entrance reception desk, Gerry Schram of The Gift Shop, Chuck McDonald and Bill Schaefer former courtesy van drivers, and Jessie Oswold of the escort service. We could use at least one more, possibly two, persons to fill some afternoon slots AND a chairman. During our three months of service, we recorded 163 in June (FY 2011-12) and in this fiscal year, 209 in July and 200 in August.

**Kay Klocke**

**SURGICAL AND INVASIVE WAITING AREA SERVICE**

We have a major transition from being a totally volunteer service to having a hospital employee working directly with us. Patti Hill is working full time at the surgical lounge desk. We now have two volunteer shifts 9a.m. to 1 p.m. and 1 to 5 p.m. This is a major change and it wasn’t without some painful reorganizing, but the goal of consistent, excellent service to our public continues and our service has been enhanced. Linda Baker and Sue King have resigned.

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**Manager of Volunteer Service, Diana Brookens**

Thank you all, who I have had the pleasure of meeting thus far, for your warm welcomes, words of encouragement and team spirit. I am delighted to be part of such a committed, driven group. Together I am confident we will continue to provide excellence for MidMichigan. As stated, in the opening paragraph on the front page, I have been an employee of MidMichigan for 15 years. I worked in Community Education and had the pleasure of working with many of you at health fairs, community screenings and other events representing the hospital. I must admit, I have enjoyed my work here since the beginning.

On a more personal note, I have been married for 21 years to Todd and together we are raising 3 teenage boys. Hopefully that will explain my sometimes frantic look! Our oldest son, Ben, is attending Delta College this fall. Andrew, is in 11th grade and plays hockey for Dow High School (you can find me at the hockey rink many nights in the winter). Jeremy, is in 7th grade at Jefferson Middle School and is also a hockey player. We mix up this group with a yellow lab named Izzie, a long haired calico cat who goes by Copper and a hamster named Brick. Welcome to my life in a nut shell!

I would like the opportunity to meet as many of you as possible since your commitment and service is so important to MidMichigan Health. I want you to know I plan on getting around to all your locations as soon as possible. In the meantime, I have an open door policy, so please feel to stop by.
Perks of Volunteer Service to MidMichigan Medical Center-Midland

Did you know volunteers receive a free TB test annually and may receive a free flu vaccine in the fall? MidMichigan Medical Center-Midland also offers a monthly membership fee of $16.00 to volunteers who would like to participate in the Employee Fitness Center Program. For more information you may call (989) 837-9114. Volunteers may also register for MidMichigan Medical Center-Midland sponsored seminars, classes and outings at the employee-discounted price. Volunteers are invited to attend the annual volunteer recognition luncheon. MidMichigan Medical Center-Midland offers a free meal for volunteers who provide 3 or more hours of service on the same day. The meal may be up to $5.00 in value and it is requested it be consumed on the premises.

With these perks for service also comes fiscal responsibility. The budget for volunteer meals has remained the same as past years with the same allotted money. Unfortunately, in the past two months we have already used one-third of our budget in 2 months. We ask that you please make sure that you are being fiscally responsible in your participation in this wonderful perk we are allotted as volunteers of MidMichigan Medical Center-Midland.

Affiliation with University of Michigan Health System

As many of you have read MidMichigan Health is in the process of signing a letter of intent to affiliate with The University of Michigan Health System (UMHS). All employees were offered the opportunity to attend a wonderful informational session on the affiliation. The following key points are taken from the presentation created by Donna Rapp, Senior Vice-President of MidMichigan Health.

UMHS is the right choice to better fulfill our Mission

- Patient’s preferred destination for care outside our region
- Our interest are complimentary-combined we provide a full spectrum of care
- They have the premier brand noted for high quality and depth of care

The Alliance creates greater access to care

- Brings to our region physician specialists not currently available
- Supports range and depth of care closer to home for patients
- Provides preference to our patients for expedited referrals
- Supports further development of clinical programs (cancer, cardiovascular, geriatrics)
- Provides greater access to clinical trials
- Enhances our ability to recruit physicians

Strengthens us for the new model of healthcare

- Provides access to expertise in population health, information technology, etc
- Supports greater efficiencies
- Preserves local control

Green Team Report from Marilyn LoCicero

Due to the discontinuation of the Courtesy Van Service, a Midland Recycler’s truck is making stops on Monday, Wednesday and Friday, to take recyclables to their center on Ashman Street. Departments who are participating are responsible for delivering your recyclables to the kitchen or dock the evening before pickup day, (ie, Friday or Sunday, Tuesday, and Thursday). Reviewing guidelines please remember the following: rinse items if possible; accepted items include: foam cups and plates, steel and aluminum cans, plastics labeled 1 – 7 and magazines and newspapers; foam, newspapers and magazines need to be bagged separately; steel, aluminum and plastics can be bagged together; double bag if necessary. You are all commended for your hard work and dedication. If your area is not yet recycling, please consider doing so. For tips on recycling at home please visit www.midlandrecycles.org.

Pardee Lecture

The annual lecture will focus on the latest in breast cancer treatment. Lisa Newman, M.D. a surgical oncologist and professor of surgery from the University of Michigan, will fill in the gaps between breast cancer risk, diagnosis and treatment outcomes. Joining Dr. Newman will be Jessica Fodrocy, Breast Health Nurse Navigator from MidMichigan Medical Center-Midland and Michigan Author Suzy Farbman who wrote “Godsigns: Health, Hope and Miracles, My Journey to Recovery.”

The lecture if free and will be held in the Towsely Auditorium on Tuesday, October 16th at 6 p.m. Registration is requested through Health Line at (989) 837-9090
Get Ready to Help the Hungry in Our Community

MidMichigan Medical Center-Midland is joining nearly 80 member organizations throughout the state by participating in the 2012 Michigan Harvest Gathering. The Medical Center food and fund drive begins Monday, Sept. 17 and ends Friday, Oct. 12.

The Michigan Harvest Gathering is a one-of-a-kind emergency food program benefiting hungry Michigan families. Since its establishment in 1991, the Michigan Harvest Gathering has collected 8.5 million pounds of groceries and $8.2 million, providing more than 15 million emergency meals to Michigan families in need.

Beginning Monday, Sept. 17, donation boxes will be available throughout the Medical Center to gather donations. Suggested items to give include commercially canned fruits, vegetables, and soup; canned meals such as beef stew, ravioli and spaghetti; tuna and canned meats; peanut butter, baby food and infant formula; unopened dry foods, including cereal, dry beans, lentils, boxed mixes; and personal hygiene and paper products, and disposable diapers.

As a leader in our community, MidMichigan Medical Center-Midland’s participation in the 2012 Michigan Harvest Gathering is a compassionate way for all of us to convey the integral role we play in enhancing our community’s quality of life. Let’s tackle hunger in our community by bringing food donations starting Monday, Sept. 17.
You Can Nominate A Star

Nominations may also be e-mailed to Volunteer Services at Diana.Brookens@midmichigan.org.

Nominate a fellow volunteer who you believe has gone above and beyond their normal volunteer service to the Medical Center. Criteria for a Star Award include:

- Significant behaviors that promote teamwork and group spirit. Promote a sense of pride and honor among volunteers.
- Significant actions that go beyond the reasonable expectations of volunteer service descriptions.
- Significant behaviors that demonstrate ingenuity to help resolve patient/visitor/organizational concerns.
- Significant behaviors that go beyond common courtesy and thoughtfulness and demonstrate a notable degree of sensitivity, compassion or empathy in unusual or difficult situations.

Significant additional voluntary contributions of time and/or effort to ensure the success of Medical Center-sponsored events and activities.

Please find below a Star Award nomination form which may be used to submit someone who you believe deserves this special recognition.

Volunteer Star Award Program

Date__________________________

I would like to nominate _____________________________________________

For a Volunteer Star Award because (please be very specific):
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

My Name______________________________________
My Volunteer Service_____________________________
My Telephone Number____________________________

Please return to:
Diana Brookens, Manager, Volunteer Services
MidMichigan Medical Center-Midland
4000 Wellness Drive
Midland, MI 48670