

Volunteer Voices

NEWSLETTER

SUMMER 2011

It seems to me that most of our relationships are between two entities such as me and you, you and a store or restaurant; you and your friend. Clearly, the hospital setting is more than us. Your relationship with Beth Israel includes the department you are involved with, patients, their families, staff, and rules of the hospital. The theme of this newsletter is the Core Competency Manual. Why does it matter?

The Core Competency Manual is the foundation for your volunteering. The sections for Customer Service, Patients' Rights, Patient Safety and Infection Control give volunteers a structure to work from, our mission if you will, and keys to your successful and meaningful volunteer experience.

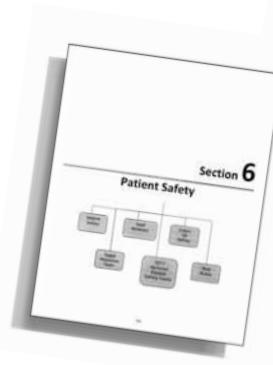
The Joint Commission is the nation's oldest and largest standards-setting and accrediting body in health care. To earn and maintain The Joint Commission's Gold Seal of Approval™, an organization undergoes an on-site survey by a Joint Commission survey team at least every three years. Beth Israel is measured through the Joint Commission, which will be visiting the hospital shortly.

Beth Israel Medical Center nor the Core Competency manual get a summer vacation although let us know how you enjoyed yours.

Best regards,



Director
Volunteer Services Department



Pet Assisted Program

Dogs visit Beth Israel ... but not for treatment. They are volunteers in the Pet Assisted Program. These dogs may be different breeds yet they have two things in common. First, they all LOVE to be around people. Second, we are lucky that their owners also enjoy volunteering here. Various departments use the Pet Assisted Program. These dogs have strict rules to follow including certification from the [Good Dog Foundation](#) and the [Delta Society](#).



Paul Allen & his Yellow Labrador Retriever and Rednose Pit Bull mix Jessie



Barbara Cohen & her Bulldog Otto



Suzanne Cregan & her Boston Terrier Sammy



Beth Kraimer & her Yorkshire Terrier Petey



Beth Neuman & her Toy Poodle Forest



Danny Colvin & his Havanese Lola

We say goodbye to Danny Colvin who tragically died in an accident on June 9, 2011 at the age of 51. He was a successful architect yet was so dedicated to his volunteer work at Beth Israel. His loving partner of over 26 years Philip Bialer explained that his legacy will live on in the beautifully inspired corporate and residential interiors he leaves behind. His memorial service will be held September 18, 2011 at Twelve/21, the event space he designed, 12 West 21st Street at 2 pm.



Pat Winchester & her Golden Retriever Dougal

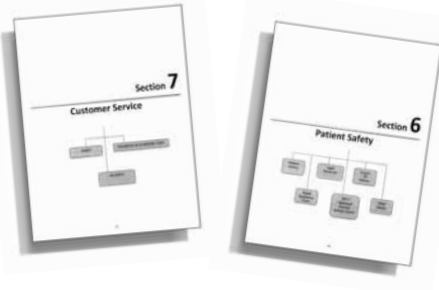
Meet the Volunteer:

The volunteers' stories in this issue are going to show you Customer Service, Patients' Rights, Patient Safety and Infection Control in action. (Profiles are in alphabetical order.)



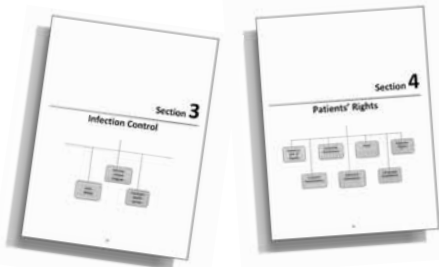
CHRISSY CASTILLO-CHUMPITAZ

It's six months that I've been volunteering at Physical Therapy and Rehabilitation at PACC. I bring heat packs or ice packs or a cup of water. I get such thankful and appreciative responses from patients and staff. I smile more since I've been volunteering at Beth Israel. The **Customer Service** structure makes patient and staff interaction less scary for me. I can't be shy, I have to speak clearly. I have to dress appropriately. The rules make it easier for me. I dress correctly and so I get treated correctly. I respond positively to people and they respond positively to me. I come in from New Jersey twice a week and it is so worth it. This experience is confirming my interest in the field. Patients are so appreciative of seeing volunteers. They can't believe I do this. I answer their questions about me, but I respect their privacy too much to turn it around and ask them questions. **Patients' Rights** in action; they just work. They coincide with my own values.



JANE GRIFFIN

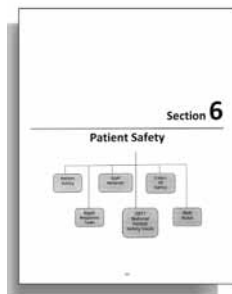
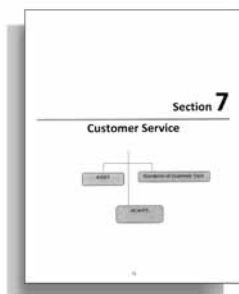
I get to read to children in the Reach Out and Read program. Actually I engage them in coloring and sharing stories. So, I go in a little early, pick out books and prepare pages for coloring that go with the story. I truly believe that reading is the basis for all. And to get to expose little ones to the joys of reading is an honor. However, as much as volunteering began from my passion for books, providing **Customer Service** to little ones is wonderful. Sitting at a little table and reading reduces stress for patients and their families as they wait to be seen. I make them feel welcome in a warm and friendly setting. When I think of my love of books from Beth Israel's point of view, I appreciate the impact I have on those adorable patients, and I like it. One time, when I was reading with a child, she coughed into her sleeve. Respiratory Etiquette that's straight out of the Core Competency Manual **Infection Control** in action. (Jane received a United Hospital Fund Hospital Auxilian and Volunteer Achievement Award in 2009. The award honors individuals selected for their outstanding service as volunteers.)





JOAN E. MORRISON

With the luxury of previous professional Human Resources Management experience, I readily understand and respect Beth Israel's and patients' views. It's very helpful in the three areas where I volunteer at Beth Israel Kings Highway: B.I. Cares, Admitting and Employee Health. I get it that HIPAA rules, confidentiality needs and concerns are top priority. When I meet with patients through B.I. Cares, I can recognize actions required and go to the proper channels. In Admitting, the bulk of my time is with managers and clerks before patients are seen. It's part of expediting patients' paperwork. Volunteering in Employee Health marries office work and data entry. It's been gratifying to be part of the hospital family, maintain my professionalism, and be part of the volunteer community. To stay calm when a patient is upset I tell him or her that we do our best and we're here to help. Volunteering is a privilege I take seriously. On one of my B.I. Cares rounds a patient told me that I made her feel cherished. She couldn't believe I was a volunteer. To have someone else feel that way is a special treasure. *(Joan received a special citation for her excellent volunteer service during a recognition ceremony held on April 14, 2011.)*



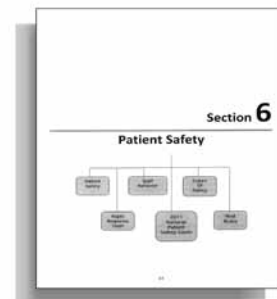
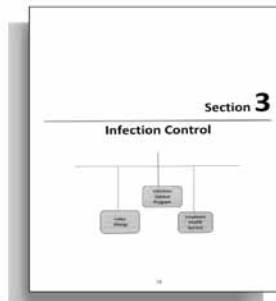
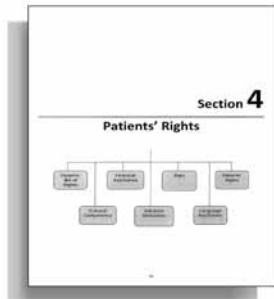
XAVIER SALCE

Although I have previous volunteer experience, Beth Israel has been different. Beth Israel gave me the opportunity to practice my dream of helping people and making them feel better and comfortable. My passion to assist people increased while volunteering at Beth Israel. This year I volunteered from 4 pm to 6 pm on Fridays in the Pediatric Emergency Department. Some think it an unusual time for a high schooler to volunteer, but that's what I like. Throughout my time here there is an experience that resonates with me. I volunteered with adults for six months in 2009 before switching to Pediatrics. I've never forgotten the 98 year-old I met here. No visitors had come to see the patient that day. He was so appreciative of my volunteer work. He was so thankful to me for being with him as he ate. My shift was over and it broke my heart to leave. But, there are rules I have to follow. I want to be helpful and responsive and the Customer Service guidelines help me to do my best. And, so, I had to say goodbye to him.



OLAF WOLDAN

I'm a student at City College and volunteer in the new Wound Healing Center at Petrie. This volunteer experience relates to a research project where patient confidentiality in **Patients' Rights** are part of the research. I was in high school when I started at the Cardiac Surgery Intensive Care Unit and Surgical Pathology and then, as a college student, I spent 11 months volunteering in Ambulatory Surgery at PACC, as well as short time at the Petrie Emergency Department. In Ambulatory Surgery I facilitated in the flow of information for family, medical staff and patients, because I saw patients immediately coming out of surgery where a patient could be disoriented or even unconscious. So, there is always the need for **Patient Safety**. The first time I took the Core Competency exam, I was nervous; but much more confident about it this year.



Woman of Distinction

By Carol Rubiano



Rose Huczko, a Eucharistic minister who assists the chaplain at Beth Israel-Kings Highway Division, has been named one of “25 Women of Distinction” in Brooklyn. Awards were presented at a gala on the Ocean Deck of the New York Aquarium in Coney Island on June 22nd.

In addition to visiting, giving holy communion and praying with patients at the Beth Israel, Mrs. Huczko also is involved in collecting and distributing food for the homeless, and pantry and soup kitchens, and various other volunteer activities, which the widow and mother of grown children deftly combines with working in an office three days a week. “Our patients appreciate Mrs. Huczko’s Saturday visits and we are grateful for her dedicated attention,” said KHD Chaplain Elaine Chan. “Rose’s valued contributions to our community makes her truly a Woman of Distinction.” Ms. Huczko was profiled in a special issue of Courier-Life Publications May 19, 2011.

Best Hospitals

U.S. News & World Report has published an online regional ranking of best hospitals, further expanding its annual “Best Hospitals in the U.S.” list. Beth Israel Medical Center, St. Luke’s and Roosevelt Hospitals, Long Island College Hospital, and The New York Eye and Ear Infirmary made the regional list. The story and complete list is on the U.S. News & World Report website.

Continuum Physicians Score High Among New York’s Best Doctors

New York magazine published its annual “Best Doctors in New York City” list, in the June 13-20, 2011 issue and there were 34 from Beth Israel. New York magazine’s best doctors list is at <http://nymag.com/bestdoctors/>.

Accolades for Continuum’s Outreach Efforts to the LGBT Community

New Joint Commission requirements and a recent study by the National Institutes of Health underscore the need for all healthcare organizations to provide equitable, knowledgeable care to LGBT patients and their families. Beth Israel and St. Luke’s-Roosevelt earned the National LGBT Healthcare Equality Recognition from the Human Rights Campaign (HRC) Foundation, our nation’s largest and most influential advocacy organization fighting for the rights of the lesbian, gay, bisexual and transgender community. Beth Israel Medical Center and St. Luke’s-Roosevelt Hospital Center are among 27 hospitals and healthcare organizations—and the only two hospitals in New York State—to receive perfect scores on the HRC Healthcare Equality Index and to be named leaders in LGBT Healthcare Equality. This is the second year in a row that Beth Israel has received this designation. The Index focuses on key policies and practices that lay the foundation for a welcoming environment for LGBT patients and families.

Volunteer Services Department:

Yes, there is a Dress Code

It's summer. It's hot. Yet as a volunteer at Beth Israel there are clothes that must be worn and clothes that may not be worn.

YES

- Closed toe shoes with socks or stockings

NO

- Shorts
- Blue jeans
- Leggings or jeggings or other tight fitting pants
- Low cut, tight fitting or midriff revealing shirts
- Sloppy T-shirts

"Not sure? Don't wear it! You never get a second chance to make a first impression."

LAURIE BURNS, Manager

Volunteer Services Department

Sign In & Out

Each time you volunteer, use the computer to sign in and sign out.

Leave us a message if you cannot:

Petrie Division: Terry Williams or Laurie Burns.

PACC: Use the desk phone to call ext. 20-2974.

Kings Highway Division: Maia Makharadze (718) 377-4052 or (212) 420-2974 for Terry or Laurie.

Know Someone who wants to Volunteer?

Send your friends to our website:

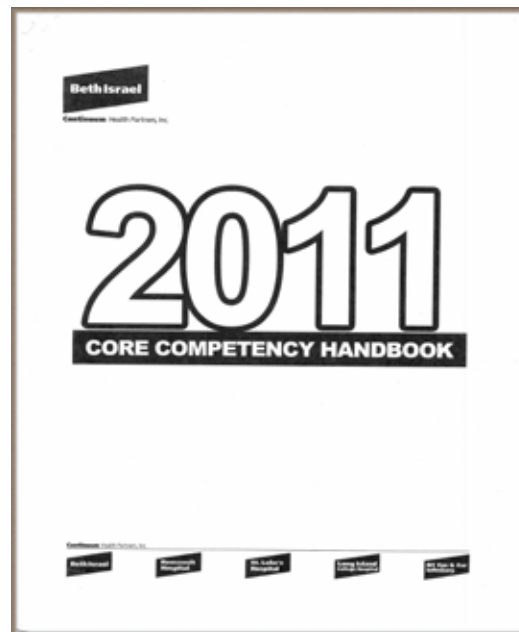
www.BethIsraelVolunteers.org so they can learn about some of the volunteer opportunities.

Clarification:

Ruth Mermelstein was profiled in the Spring 2011 Volunteer Voices newsletter, because she received the United Hospital Fund Hospital Auxilian and Volunteer Achievement Award. Although her book "Beyond the Tracks" was mentioned, what wasn't mentioned is that 100% of dollars earned from sales are donated to charity. Ruth volunteers in B.I. Cares volunteer and HOPE (Homebound Outreach Project for the Elderly) at Beth Israel's Kings Highway Division.



Your Core Competency exam is due annually. Make sure you return your 2011 completed exam.



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View Volunteer Voices newsletters at:

www.BethIsraelVolunteers.org