

Volunteer Services Department University of Iowa Hospitals and Clinics

1st Friday Notes: May 1, 2009

Dear UI Hospitals and Clinics Volunteers,

We had so much fun celebrating Volunteer Week with you last week. Thank you for volunteering.

New Website Video and You Tube Video – Recently, our orientation video has been added to our website. This informational video features many of our volunteers describing their experiences and recommending others to join our team. Please check out our video at the following site: <http://www.uihealthcare.com/depts/volunteerprogram/index.html>. We have also placed this video on You Tube as a recruitment tool. Please check it out at: <http://www.youtube.com/watch?v=PI5kcp9wHlk>.

Call for Bakers – It's that time of year again and, we will be preparing care packages for our Student Leader Board to be given at the end-of-the year party. Any and all home-baked treats would be appreciated. Enough for 30 individual portions would be perfect - we are happy to bag/wrap them here in the office and would like items here by noon, Friday, May 8th. Thank you once again.

UI Hospitals and Clinics Information and Events:

Influenza A-H1N1 Virus (Swine Flue) Update - UI Hospitals and Clinics and the UI Carver College of Medicine are working with local and state public health authorities to ensure that we are ready to detect and treat cases of the H1N1 influenza virus if they occur, and to decrease the risk of infection in our community. Please remember to follow the standard precautions for hand hygiene available on our website:

http://www.uihealthcare.com/depts/volunteerprogram/pdf/CDC_HandHygiene_Brochure.pdf.

Please follow the advice that CDC (<http://www.cdc.gov/h1n1flu/>) recommends for all of us to stay healthy:

- Cover your nose and mouth with a tissue when you cough or sneeze
- Wash your hands often with soap and water, or using alcohol-based hand cleaners
- Avoid touching your eyes, nose, or mouth—germs spread that way
- If you get sick, stay home and limit contact with others to keep from infecting them

Epic Update – Beginning this weekend, UI Hospitals and Clinics will “go live” with the rollout of Epic, the new electronic medical record and order-entry system for all patient care and ancillary services. The conversion to Epic means not only a paperless medical record system but also significant advances in patient safety and confidentiality, provider access, order entry, and other aspects of patient care. The conversion to Epic comes after many months of design and consultation, preparation, training and feedback involving thousands of UI Health Care faculty and staff members with a goal to improve patient safety and care.

Volunteer Services Events:

- May 5, 2009, 9:00 am – 3:30 pm: Wild Rose Gifts Mother's Day Event – in 1JPP Lobby.
- May 25, 2009: University Holiday – Volunteer Offices Closed.
- June 4, 2:00 am – 4:00 am: Wild Rose Gifts & Wild Rose Books Late Night Hours: in stores.
- June 9, 9:00 am – 3:00 pm: Fourth Floor Salon Aveda Event – in 1JPP Lobby.
- June 9, 6:00 pm – 8:00 pm: Twilight Toast – Patient and Visitor Activities Center, UI Hospitals and Clinics.
- June 10, Wild Rose Gifts Father's Day Event: time and location will be announced.

Friday Differences are the stories shared with us which show the impact Volunteer Services has on the patient/family experience at our hospital. This month, we share personal stories from some of our volunteers.

“I helped quickly disinfect a room for an emergency patient coming in. Because of my help, we were able to get it done faster!” SICU

“I cuddled a baby in Bay 3. He wouldn’t stop crying if you didn’t hold him so I cuddled him for most of the time so the nurses could get some work done. He had such a cute hat on!” – NICU cuddler

“A patient didn’t speak English so I spoke Spanish with her and chatted for awhile.” – Burn Treatment Center

“I made the desk clerk laugh about 100 times today while stuffing welcome folders. We had a lot of fun.” – Mother/Baby Care Unit

Let us hear your story! – As always, we ask you to think about YOUR volunteer experiences and reflect upon what kinds of things have made an impact on you and our patients. We invite you to please respond back to this e-mail address: volunteerservices@uiowa.edu, and send us your thoughts and stories.

With thanks for ALL you do... Your friends in Volunteer Services