

Volunteer Services Department University of Iowa Hospitals and Clinics

1st Friday Notes: November 6, 2009

Dear UI Hospitals and Clinics Volunteers,

"I awoke this morning with devout thanksgiving for my friends, the old and the new." – Ralph Waldo Emerson

November often brings feelings of gratitude and thanksgiving. We would like to thank each of you for your service and we hope you continue to enjoy volunteering at our hospital.

Let us hear your story! – What are you grateful for? 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.

Helen Rossi Guest House Clothes Closet Needs: The Helen Rossi Guest House clothes closet is in need of winter clothing for men. Long sleeved shirts and pants are especially needed. Sweatpants are very helpful, but any donated pants are appreciated. Please bring donated clothing to the Helen Rossi Guest House, located on the 5th floor of General Hospital.

UI Hospitals and Clinics Information and Events:

New Integrated Strategic Plan 2010 - 2012 – This integrated strategic plan is the first plan to provide a framework for one shared mission, one shared vision, shared values, and shared goals for the Carver College of Medicine and UI Hospitals and Clinics. Plan highlights include:

- **Mission:** Changing Medicine. Changing Lives. - University of Iowa Health Care is changing medicine through pioneering discovery, innovative interprofessional education, delivery of superb clinical care, and an extraordinary patient experience in a multi-disciplinary, collaborative, team-based environment. University of Iowa Health Care is changing lives, preventing and curing disease, improving health and well-being, assuring access to care for people in Iowa and throughout the world.
- **Vision:** World Class People –Building on our greatest strength. World Class Medicine – Creating a new standard of excellence in integrated patient care, research and education. For Iowa and the World – Making a difference in quality of life and health for generations to come.

- **I Care:**

Innovation - We seek creative ways to solve problems.

Collaboration - We believe teamwork is the best way to work.

Accountability - We behave ethically, act openly and with integrity in all that we do, taking responsibility for our actions.

Respect - We honor diversity and recognize the worth and dignity of every person.

Excellence - We strive to achieve excellence in all that we do.

Flu Shot Reminder: If you have not yet received your seasonal flu shot, please call the Employee Health Clinic to schedule an appointment to receive your vaccination at 356-3631.

Also, please note that the seasonal influenza immunization program is not a vaccination program for the novel H1N1 influenza. Details regarding a possible immunization program for novel H1N1 influenza will be provided as public health decisions are made at the federal and state levels and more information becomes available.

Volunteer Services Events:

- November 16, 2009 – December 18, 2010: Angel Tree – Adopt an angel by purchasing gifts for patients; angels available outside the Volunteer Services Office, 8025 JCP.
- November 17, 2009 – January 26, 2010: UI Hospitals and Clinics Scarf and Mitten Tree: Help decorate the tree with new hats, scarves, and mittens to be donated to local United Way Agencies: Main Entrance Lobby.
- November 18, 2009: Volunteer Chicago Bus Trip. (Sold Out!)
- November 26, 2009: University Holiday – Volunteer Offices closed.
- November 27, 2009: University Holiday – Volunteer Offices closed.

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 comments by a family member we received through the Volunteer Services website.

Hello!

I just used your email a patient service and then browsed around your webpage. I wanted to say that I am impressed by the number of programs that you have and by the things that you do...often it is the small things that make a big difference. You all are to be commended for your efforts.

Thank you so much for caring!

Best Thanksgiving Wishes ... Your friends in Volunteer Services