

Volunteer Services Department University of Iowa Hospitals and Clinics

1st Friday Notes: February 5, 2010

Dear UI Hospitals and Clinics Volunteers,

Happy Belated Groundhog Day! Six more weeks of winter may sound tough, but we hope you will be warmed by the special difference you make in the lives of patients and their families here at our hospital!

It's Time to Update Your Annual Competency Quiz and Review the Workbook:

<http://www.uihealthcare.com/depts/volunteerprogram/competencyworkbook.doc>

<http://www.uihealthcare.com/depts/volunteerprogram/competencyquiz.doc>

If we do not receive your quiz by March 1, 2010, it will be mailed to you, so completing the on-line version will save both time and money! When you have completed the quiz, please return it to the Volunteer Office by March 1st, 2010. Please remember that active volunteers are required to get 90% correct on the quiz (so we will be in contact with you if you miss more than one question on the quiz). We are pleased you have chosen to contribute your time to assist patients and staff here, and we thank you for your attention to this requirement!

University of Iowa Hospitals and Clinics prides itself on high quality of care and standards it provides to patients. As a volunteer, you become a part of that commitment to care. In order to demonstrate its commitment, UI Hospitals and Clinics voluntarily applies for the privilege of being surveyed and receiving an accreditation status from The Joint Commission. The Joint Commission is an independent, not-for-profit organization that accredits and certifies more than 17,000 health care organizations and programs in the United States. Joint Commission accreditation and certification is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards. For more information, please see their website at: www.jointcommission.org. Part of how Volunteer Services can demonstrate professional standards is to have all active volunteers complete a Competency Quiz on an annual basis.

Volunteer Services Events:

- February 12, 7:00 am – 7:00 pm: Wild Rose Gifts Valentine's Day Event: in store.
- February 18, 5:30 pm: New Community Volunteer Orientation: East Room, UI Hospitals and Clinics.
- March 4, 2:00 am – 4:00 am: Wild Rose Gifts and Wild Rose Books Late Night Hours: in stores.
- March 17, 7:00 am – 7:00 pm: Wild Rose Gifts Jewelry Event: in store.

Friday Differences are the stories shared with us which show the impact Volunteer Services has on the patient/family experience at our hospital. Recently spotted by hospital staff throughout the hospital:

“A volunteer helping guide a family to where they wanted to go”

“A volunteer helping a child pick out a sock monkey”

“A volunteer giving a child some stickers from the Volunteer Office”

“A volunteer cuddling with a pediatric patient whose parents were going to go take a quick break”

“A volunteer who was helping a patient read an email they had received from a friend”

“A volunteer helping nursing staff stock supplies in our inpatient rooms”

Have you made a difference this week? Please spend a few minutes reflecting on this and share your thoughts by replying to this email.

Let us hear your story! – As 2010 begins, 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