



St. Anthony Volunteer Examiner

A Newsletter for and about St. Anthony Hospital Volunteers

January 2017

Issue 9

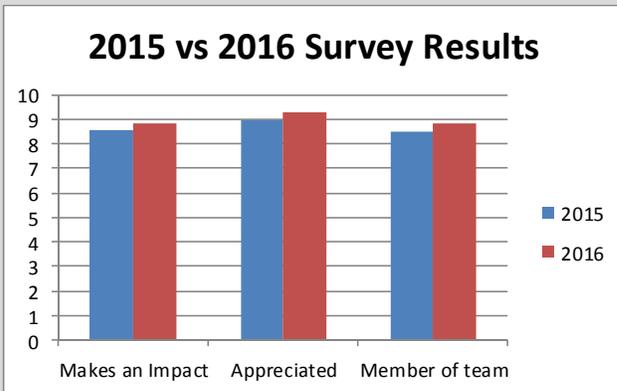
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From the Manager's Desk

The Volunteer Services team is ringing-in 2017 with hearts full of gratitude for the St. Anthony and OrthoColorado Hospitals volunteer community and your continued service and commitment. We are looking forward to a new year and opportunity to foster growth and meaningful connections within the volunteer program.

Volunteer satisfaction and engagement is a top priority to us! Thanks to all of you who completed the most recent volunteer satisfaction survey. I am happy to report that overall satisfaction increased in nearly all categories compared to the previous year (see chart). The survey also points us to areas we can focus efforts for improvement to make our program even stronger.

Your feedback is important as we work to continuously offer support, activities, and meaningful engagement opportunities to meet the needs of our volunteer community. The survey results will be discussed in more detail at the annual volunteer meeting in February.



How well do you know the Volunteer Services Team?

Emily Gingerich has been on our team for more than two years and her primary role is onboarding new volunteers for both St. Anthony and OrthoColorado. Among other duties, she is instrumental in coordi-



Geoff Davies, Emily Gingerich, Lorie Rubio and Marietta Foster

nating the Student Ambassador and Executive Intern programs for Jeffco area high school students. In addition to her Volunteer Services role, Emily is married with a young son, Reuben.

Marietta Foster coordinates all of the “point-of-entry” volunteers, including scheduling and providing ongoing trainings for volunteers at the SAH information desk, and Medical Plazas 1 and 2, (Plaza 3 in late 2017). She also stays engaged with several hospital committees. Marietta’s passion for reading has spurred her interest in coordinating the new “book share” for patients. Ask her about the details! She has a daughter in Virginia and two beautiful grandchildren.

Geoff Davies is often the first VS team member with whom most volunteers interact when joining St. Anthony/OrthoColorado. Geoff works mostly behind the scenes processing volunteer applications, background checks, and other documentation required to confirm volunteers and keep their records up-to-date. He also works closely with the Pet Therapy teams. In addition to his work at SAH, Geoff is pursuing his Bachelor of Science degree toward a career in Nursing.

I feel that communication is the key to fostering strong relationships and nurturing overall satisfaction, and our Volunteer Services team is here to help.

Lorie Rubio

Manager, Volunteer Services

SAVE Spotlight: *Introducing Arlene Schneider*

By Dorothy Baron



Among our many amazing SAH volunteers is **Arlene Schneider**, a member of our volunteer community for 16 years. Arlene was encouraged to become a St. Anthony volunteer by a chance meeting with two nuns (twins) from her home town of Olpe, Kansas who were assigned to St.

Anthony Central (SAC). Arlene has worked at both SAC and SAH serving patients and visitors as an Extraordinary Minister of Holy Communion and at the Information Desk. While serving at SAC, Arlene was involved with the committee that researched and published the long history of St. Anthony Hospitals. Photos of the committee's work honoring the heritage of the hospital is on display at SAH in the circular area behind the Information Desk.

While at SAC, Arlene served on the Volunteer Association Board of Directors, and worked on several committees including Art and Decorating, Healing Garden

and the Chapel. Arlene also participated in the planning of a Wings Over the Rockies fund-raising event to support the Flight for Life program.

Arlene came from a small farming community in Olpe, Kansas (pop. 350) where she milked cows, gathered eggs and did a variety of chores to help her parents and five siblings run a farm. After graduating from high school, Arlene followed her dream to become a flight attendant and enrolled in a course sponsored by TWA. However, after completing her training, Arlene shifted goals and moved to Denver, married and began a career with the Credit Union of Denver—where she worked for many years as a loan officer.

Over the years, Arlene has given generously of her time and talent to many organizations, including the Catholic Daughters of America and the Knights of Columbus Ladies Auxiliary, serving as President and Treasurer for 10 years. She has been an Extraordinary Minister of Holy Communion at St. Jude Catholic Church for the last 30 years. Along with her husband of 55 years, their two children and four grandchildren, Arlene can look back with pride at what she has accomplished as a volunteer.

Getting to Know You . . . *Jude Torchia*

By Terry Halladay

Nothing is impossible for **Jude Torchia**, the first CEO of OrthoColorado Hospital, located on the St. Anthony Medical campus. He has made the opening of new hospitals a specialty—moving possibilities into realities. After graduating from the University of Pittsburg with majors in biology and business, he began a medical career as a phlebotomist at Mercy Hospital, inspired and guided by Sister Joanne Marie, CEO of the hospital. The Sister encouraged Jude to continue his education and he earned a Master of Health Services Administration at George Washington University. During the next 25 years, Jude served at Mercy Hospital in Pittsburg and several hospitals in Texas.

OrthoColorado is a physician-invested institution, that is, 40 percent is owned by a group of physicians and Centura Health owns the other 60 percent. All surgeries at OrthoColorado are elective, at the request of an attending physician and the patient, so it has no Emergency Department. This emphasis on singular care and expertise serves the patient and the community to



Emmanuel Sanders with the Torchia family

a high degree. It enables staff and associates to excel and aligns goals and outcomes in a successful partnership.

Jude Torchia arrived on day one of OrthoColorado's opening and has steered the group to a very successful place of service in the six years since. He says that his mentoring back at Mercy under Sister Joanne gives him the "style of CEO leadership" that she exhibited. He strives to know the name of every employee and has found the staff and volunteers here to be most sup-

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Paws for Patients . . . SAH's Newest Volunteers

The newest members of our Paws for Patients pet therapy program are **Elvis**, **Sophie** and **Reba**. As part of Volunteer Services, these therapy dogs provide a calming presence for patients, their families and associates. They help decrease anxiety levels and are a natural mood enhancer.



Elvis is a purebred Miniature Schnauzer who will be three years old on Halloween. Elvis got his name when he was introduced to his family as “a hunk of love” and they replied “a hunk of burning love—Elvis.” Elvis is very laid-back for a Schnauzer and after he visits, patients can tell their families that they saw “ELVIS!”



Sophie is a ten-year-old English Cream Golden Retriever originally from Russia. She was rescued from a breeder who didn't want to keep her because she was “too old.” Sophie is incredibly sweet, tolerant and loving. Sophie LOVES being petted, so as a member of the pet therapy team, she gets lots of pets!



Reba is an eight-year-old Golden-Doodle who has been part of our family since she was seven weeks old. Reba loves being a part of the Paws for Patients team and is always happy to visit patients and families. She loves people and is very gentle with children.

Volunteer Testimonials

We ask volunteers to share their reasons for devoting time to the SAH volunteer program. Here are three recent responses.



Jocelyn Clark: *“I volunteer because I not only have a passion for the field of medicine, but also for people and patient care. St. Anthony's is an amazing hospital and I am excited to contribute. It gives me an opportunity to really see the workings of the hospital and aid me in deciding*

where in the medical field is right for me. Also, I chose to volunteer at SAH because my father is an EMS Captain at Inter Canyon Fire Department and has high re-

gards for this hospital.”



Martha Culp: *“I recently retired from practicing dental hygiene and want to continue being involved in the health care community. My husband was a patient at this hospital for four months and I came to love this facility. I want to give back for all the*

great experiences here. I love to help people, especially those experiencing a difficult medical journey. Also, giving is a part of healing in the grief process. I chose SAH due to thinking it is a fabulous hospital and I want to be a part of it.”

Volunteers at Work



Jerry Ma is a full-time student at CU Boulder studying Integrative Physiology who also serves as a volunteer at OrthoColorado. His main tasks include stocking the PACU to ensure that all the supplies in recovery bays are topped off, reading patient charts to retrieve their belongings and check-

ing the Pre-Op and Post-Op areas to make sure the rooms are tidy and beds are cleaned and made. Nurses often ask Jerry to do specifics, like bringing family members to recovering patients or delivering items to the recovery floor.



Chuck Flower has been a volunteer at OrthoColorado for six years. For many years, he served in the Human Resources and Administration Departments inputting information into their database. Chuck now provides administrative assistance preparing patient intake and discharge packets and other clerical and general office duties.



Dorothy Kincade is Retiring!

After 51 years of loyal service to St. Anthony Hospital, volunteer Dorothy Kincade is hanging up her smock and retiring on January 19! Our longest-tenured SAH volunteer, Dorothy spent most of those years serving in our ED and is a revered member of the team. We'll miss your smiling face! Friends and co-workers of Dorothy are invited to a farewell reception honoring Dorothy on January 19 at 10 am in Conference Room B-C.

Volunteer Showcase

This column features highlights from the professional careers of SAH volunteers. Our volunteers make important contributions to patients and staff by sharing their special talents, skills and experience wherever assignments bring them.

Eileen Lukanic, born into a musical family, has played the piano from the time she was a young girl. As she got older, she also began playing the organ. One of her greatest thrills was being able to play the Mighty Wurlitzer organ at Denver's famous Paramount Theater, which is considered to be comparable to the organ at

New York's Radio City Music Hall. Throughout the years, Eileen has added all types of music to her repertoire, from Broadway show tunes to classical, and has accompanied numerous musicians and vocalists. For her role as a volunteer at SAH, Eileen has received KMGH-TV's *7Everyday Heroes* award. Eileen worked as a court reporter and instructor, but music has, and will always be Eileen's number one true passion in life.



A SAH Volunteer Saves the Day . . .

Paul Welch, a volunteer in the Transport Department, was standing near the fifth floor elevator when the doors opened and a young child ran out. Paul waited for a parent to follow, but the doors closed and the three-year-old was left standing alone. Without delay, Paul took the child's hand and led her to the nurses' station where she was cared for until security could locate the

child's parents. Ten minutes passed before the tearful parents arrived, overwhelmed with relief to be reunited with their child. Paul's intervention **SAVED THE DAY!**



Words of Wisdom from the Quote Garden. . .

**Have you had a kindness shown?
Pass it on
Twas not given for thee alone,
Pass it on
Let it travel down the years,
Let it wipe another's tears,
Til in Heaven the deed appears,
Pass it on**

-Henry Burton, 16th Century Theologian

Welcome New Volunteers!

- | | |
|--------------------------|---------------------------|
| Frank Beebe | Ron Jones |
| Viktorija Blevens | Katelin Matson |
| Robb Burgardt | Teresa Mackillop |
| Beverly Conklin | Katelyn Maher |
| Lauren Duesenberg | Leonard Marsh |
| Margo Dukesherer | Lynne McHugh |
| Briahna Easton | Sr. Denise Mueting |
| Sheila Furman | Gracie Rhodes |
| Kathryn Gessert | Gillian Ridler |
| William Gleghorn | Dale Robuck |
| Monica Gordon | Timothy Tuggle |
| Jesse Henderson | Rachael Turner |
| Nancy Hill | |
| Tyler Houston | |

SHARE A Compliment Hall of Fame

The SAH volunteer **Hall of Fame** column honors recipients of SHARE card compliments for their outstanding efforts.



Jeannie Eggleton: *Jeannie, a volunteer at the Information Desk, was extremely compassionate and helpful with questions and assistance that I needed. She is a wonderful asset.*

Pet Therapy: *Such an amazing team of lovely volunteers! They make my day and improve patients' needs.*



Dottie Humbert: *Dottie greets me with a smile and a demeanor that represents St. Anthony far beyond the norm required. This person was kind and offered me information I needed to proceed with my appointment.*

Where Are They Now?

By Dorothy Baron

This column highlights the path some of our volunteers have taken since joining our group. Their volunteer experience—along with a dedication to serve—provided them with the opportunity to gain employment with SAH.



Karen DeNiro began volunteering at SAH in 2012, providing clerical support in the GI Lab

several days a week. In November, she was hired as a staff member in the Lab and is still volunteering once a week at the information desk. . .talk about dedication!



Tina Woulfe served as a volunteer at the information desk for almost two years, gaining valuable knowledge about all aspects of our facility. In September 2016, Towne Park hired her to use all that knowledge as a Concierge in our SAH lobby. Congratulations, Tina!

Community Health: *A Commitment to Behavioral Health*

By Monica Buhlig, MPH, Group Director Community Health, and Lisa Hofstra-Johnson, SAH Family Community Nurse

As a nonprofit hospital, St. Anthony Hospital is committed to addressing Jefferson County and Clear Creek Counties' health needs. In meetings with stakeholders in the community earlier this year, we learned that one area we all need to focus on is behavioral health. In Jefferson County, 18% of adults indicate they are lacking social and emotional support, which is a key component in preventing poor behavioral health outcomes. Additionally, behavioral health is the most frequent key health diagnosis for patients ages 18 years and older. Within our aging patients ages 65 years and older, 27.5

% have a behavioral health diagnosis.

We should all be prepared to recognize the signs and symptoms of someone who may be struggling and learn how to support them as a friend or colleague. Mental Health First Aid is a class offered at no cost to the community. It helps people learn more about how to support community members who may be struggling with a behavioral health diagnosis. If you have an interest in taking a Mental Health First Aid class, please contact Lisa Hofstra at 303-321-0031 or lisahofstra@centura.org.

Getting to Know You: *continued from page 2*

portive and helpful. Celebrity support comes from Emmanuel Sanders of the Denver Broncos, who serves as OrthoColorado's brand ambassador.

Further support comes from his family. In 2009, Jude relocated his family to Lakewood. He and his wife Teresa

recently welcomed their second granddaughter, Ariana, now three months old. Isabella, their first grandchild is now three years old and the apple of her grandpa's eye.

Sister Joanne, indeed, would be proud of her fledgling phlebotomist!

OrthoColorado Volunteer Team

This issue of SAVE highlights the OrthoColorado volunteer team which provide services in Pre-op, Post Anesthesia Care Unit (PACU) and Surgery. They are trained, mentored and guided by RN Abbie Brester along with Peggy Tsuchimoto and Sandra Sturgeon, in business support. These volunteers are truly appreciated for their dedication to serving staff and patients.

Linda Berteau
Sean Butler
Lorna Chapa
Vanessa Chavez
Charles Flower
Kathryn Gessert
Monica Gordon
Jesse Henderson

Katherine Hislop
Jerry Ma
Chau Nguyen
Christopher Putman
Estefania Ramirez-Renteria
Anngelica Reseigh

Did You Know? . . . That OrthoColorado is the State's only orthopedic specialty hospital? It was established in June 2010 in a unique partnership between Panorama Orthopedics and Centura Health. The 40 physicians at OrthoColorado perform only elective orthopedic surgeries. As described by Clinical Nurse Manager Amanda Vick, OrthoColorado operates on anything "from small pinkies to large spines." OrthoColorado's culture centers around teamwork, customer service, and patient satisfaction. They hold a coveted 5-star rating from Centers for Medicare and Medicaid Services, a distinction that only four other hospitals in the state share. Volunteer assignments are available in Pre-op, PACU, and on the nursing floor. If you are interested in volunteering at OCH, contact Emily Gingerich, Volunteer Services Coordinator at 720-321-4034.

Community Health & Mission Golden Globe Awards



Golden Globes are quarterly awards presented to outstanding associates in Community Health and Integration, and volun-

teers who have been nominated by their peers for demonstrating the highest quality of service in all that they do. Congratulations to the following members of Volunteer Services who received Golden Globes in October.

Leean Sigle-McGraw piloted our Customer Service Volun-

teer (CSV) program and now trains and mentors all new CSV volunteers. Under Leean's leadership, these volunteers use a customer-focused approach to determine if 5th floor patients are having a good experience and to resolve any identified issues. The program certainly would not be what it is today without all the work that Leean has done to make it successful. Thank you, Leean, for helping to make the CSV program a reality.

Marietta Foster, Volunteer Coordinator, was recognized for serving as Interim Manager of Volunteer Services during our recent staff transition. For six weeks she handled all management duties in the Volunteer Office, going above and beyond to assure that volunteers were supported and up-to-date on hospital communications. All the while she still actively coordinated, trained and scheduled all the Information Desk volunteers. Well done, Marietta!

Upcoming Events

Volunteer Annual Meeting

February 1, 9:30-11 am or 3:30—5 pm

Please sign up in the Volunteer Services Department





Beth Eden Baptist School Students

Sixth grade students from Beth Eden Baptist School located in Wheat Ridge asked if they could support SAH through their annual service project. They made care packages intended for families of SAH patients that contained a variety of daily grooming products. Family members of the patients who received these packages were overwhelmed with gratitude and surprise, expressing genuine appreciation for the gifts offered by these children.

Community Connections: *Acts of Caring*

By Dorothy Baron

Using their community connections, SAH volunteers obtained significant donations for the children in our hospital. The following organizations have provided items for children.

ARC Thrift Stores: ARC is a Colorado-owned and operated non-profit that benefits Coloradans with intellectual/developmental disabilities. The volunteer committee organizing our annual *Breakfast with Santa* secured a very generous donation from ARC. They contributed 115 gift certificates valued at \$575 to be included in the gift bags given to every child at the event.

Barnes & Noble: The DenverWest location created a display in their store to give customers an opportunity to purchase books for donation to SAH for distribution to children in the ED. Special thanks to Frank Defilippo, one of our ED volunteers, for facilitating this book drive. More than 1,500 books were donated in all.

WSA Fraternal Life: Volunteers from WSA contacted our Volunteer Office offering donations for the children attending *Breakfast with Santa*. They provided 115 coloring books and boxes of crayons for the children's gift bags. Among its many charitable activities, WSA provides clothes for battered women, donates hygiene bags to the homeless and organizes food drives for needy communities.

We also appreciate the generosity of King Soopers, Costco and Green Mountain Dental Practice for their contributions supporting our *Breakfast with Santa* event.

To all the organizations that generously support the work of SAH's volunteer community, we wish to express our heartfelt appreciation for their help. Thank you for caring and helping the volunteers carry out our mission to provide help wherever needed.



SAH Community Food Drive

The SAH Community Health and Mission team conducted a holiday community food drive to benefit the Action Center. Staff, associates and volunteers collected 1,080 items and \$62. The Action Center provides basic needs and intensive case management to struggling Jefferson County residents and the homeless. Their mission is to provide an immediate response to basic human needs and promote pathways to self-sufficiency. Each day, the Action Center distributes three tons of food from its Self-Select Grocery. Thank you to all who participated!



John Donahue sorts donations.

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Volunteer Happenings . . .



Volunteer Christmas Luncheon



Pet Therapy Halloween Get-Together



Student Ambassadors Touring Flight for Life



Breakfast with Santa Volunteers with Santa



Colorado School of Mines Students Who Donated Graduation Flowers For Patients

