

■ JANUARY
■ FEBRUARY
■ 2009

Volunteer VOICE

A Publication for the Volunteers of Mercy Medical Center



SPOTLIGHT ON: PET PATROL



Mercy Pet Patrol volunteer Becky Hershberger regularly visits patients with her dogs, Cody and Clifford.

DELTA SOCIETY WORKSHOPS SLATED FOR MARCH

The Delta Society will hold workshops on Sat., March 7, and Sat., March 14, for anyone interested in being part of the Mercy Pet Patrol. Program candidates must attend a workshop to be part of the patrol. In addition, behavioral testing will be held on Sat., March 28, for current pet patrol teams and new teams who complete the workshop.

Mercy Pet Patrol – a collaborative effort between the nursing units, volunteer services

and approved pet patrol teams – offers therapeutic pet visits for hospital patients and visitors. Service goals include providing a sense of comfort and normalcy during hospitalization, promoting self-esteem through unconditional love and supplying an outlet for anxiety, stress and depression.

For more details about the workshops or behavioral testing, please contact Mary Beth Breda in volunteer services at 330-489-1106, ext. 3812.

NEW YEAR, NEW LOOK!

Mercy Volunteer Services is starting 2009 off right with a fresh look for *Volunteer Voice*. This new, bi-monthly publication will contain the latest information about what's going on with Mercy volunteers, as well as recent hospital news and upcoming events and benefits.

The new *Volunteer Voice* will also help Mercy conserve on printing and postage. Instead of getting two separate newsletters each month, volunteers will now receive one. We hope you like the change!

INSPIRE

*Sponsored by the
Mission and Values Committee*

Teach us, good Lord, to serve you
as you deserve:
to give and not count the cost;
to fight and not heed the wounds;
to toil and not ask for rest;
to labor and not ask for any reward
except that of knowing that we do your will.

– St. Ignatius of Loyola

CONTACT US:

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Mercyvolunteer@csauh.com • Access the Mercy Volunteer Information Center by visiting
CantonMercy.com. Click on "Become a Volunteer" and then select "Hospital Volunteer."



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The Sisters of Charity
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MERCY VOLUNTEERS HELP MAKE HALLWAY FESTIVE



Mercy extends a special thanks to the students and staff of the GlenOak Hospitality Program who helped make the holiday – and the Mercy hallway outside of laundry services – bright and festive. The group created a fireplace, gingerbread men, a Christmas tree and snowman – all out of recycled material. Thanks for sharing your creativity with Mercy!

Volunteer

VOLUNTEER BENEFITS

TAKE ADVANTAGE OF ALL THE GREAT BENEFITS THAT ARE AVAILABLE TO MERCY VOLUNTEERS. IF YOU WERE UNABLE TO ATTEND THE BENEFITS PRESENTATION IN DECEMBER, PLEASE STOP BY MERCY VOLUNTEER SERVICES AND PICK UP A COPY OF THE INFORMATION.

CURRENT BENEFITS INCLUDE:

- Complimentary meal or snack on days of service.
- Volunteer awards and invitations to annual appreciation events.
- Free TB tests and flu shots.
- A 10-percent discount at the Mercy Gift Shop, as well as discounts with area merchants.
- Mercy Pharmacy and Images Shop (uniforms) perks.
- Invitations to Hall of Fame Balloon Classic and Mercy picnic and holiday meal.
- Discounted movie, amusement park and special-event tickets.
- Training.
- Counseling services.

GET DISCOUNTED PRESCRIPTIONS AT MERCY PHARMACY

Mercy Pharmacy now offers eligible volunteers 40 discounted prescriptions for just \$10 or less for a normal 90-day supply.

To be eligible for this benefit, a volunteer must serve for at least 52 hours per quarter (three month period), or an average of four hours per week. This condition will apply beginning April 1 (with the exception of the Mercy Pet Patrol volunteers, who will remain eligible because of participation in the extensive pet therapy program).

A copy of the discounted prescription list is available in volunteer services.

MERCY PROVIDES FREE VOLUNTEER MEALS

Volunteers who **serve a shift of four hours or more** receive a free Mercy Cafeteria or Holy Grounds Coffee Shoppe meal valued up to \$5. Those who **volunteer for less than four hours** can choose a snack and a beverage priced at or under \$2.50.

Volunteers who choose a meal or snack that costs more than the maximum value are asked to pay the difference. To obtain the meal or snack, a volunteer must be on duty and wearing an identification badge.

SPECIAL EVENTS:

COMPARE COST, COVERAGE, CONVENIENCE

MEDICARE OPTIONS EVENTS, A GOOD PLACE TO REVIEW CHOICES

Between Jan. 1 and March 31, individuals with Medicare can make one plan change: either into a Medicare Advantage Plan or out of one. To help enrollees compare cost, coverage and convenience between plans, Mercy Senior Friends is sponsoring free Medicare Options Events on Feb. 3 and March 3.

Each marketing event will begin with a Medicare overview by Mercy's Medicare counselor Terri Gursky, and guests can review information about several Medicare Advantage Plans in one location. No reservations are required. Refreshments will be served.

Representatives from the following Medicare Advantage Plans will be on site: AARP Medicare Complete, Advantra Freedom, Anthem, Health Plan – HomeTown Region, Humana, Medical Mutual and SecureHorizons.

For more information about the Mercy Medicare Options Event – or to set up a one-on-one session with the hospital's Medicare counselor – call the Senior Friends Office at 330-489-1215 or 1-800-223-8662.

REMINDER:

ANNUAL EDUCATION REMINDER

Please return your annual education update to Mercy Volunteer Services if you have not already done so. The Joint Commission requires that all volunteers who serve in a hospital complete this short quiz, which was mailed out at the beginning of December.

Don't forget to write your name on the front of the quiz before returning it in person or via mail.

IN SYMPATHY: MONICA T. NEVEL

Mercy extends its deepest sympathy to the family of Monica Nevel, who recently died following an extended illness. She volunteered in the Mercy Mail Room for more than 15 years and will truly be missed.



Volunteer CHOICE

PROGRAMS:

ENJOY SENIOR FRIENDS BENEFITS, PROGRAMS FOR FREE

Mercy Senior Friends is an exceptional, not-for-profit senior benefits program designed for adults age 50 and older. The best part: it's free!

Members enjoy an outstanding array of healthy living programs and health care discounts, including:

- Hospital VIP Program – Senior Friends who come to Mercy receive insurance claims filing assistance, cafeteria and gift shop discounts, an emergency response system at a discount rate, and (for inpatients) a complimentary, daily meal for a spouse or caregiver.
- Guidance from a trained Medicare counselor.
- Regular, free health screenings and wellness workshops.
- A variety of social activities, including luncheons, seasonal parties, a book club, day and overnight trips, movies and enrichment classes.
- Discounts on group travel and many other products and services.
- Free copies and notary services.

If you are interested in joining Senior Friends, call 330-489-1215 or 1-800-223-8662.

GIVE 'GIFT OF LIFE' BY DONATING BLOOD

January is National Blood Donor Month, and donating blood is a great way to extend the recent season of giving. Make an appointment to give the "gift of life" this month by calling LifeShare Community Blood Services at 330-489-1076.

Founded in Lorain County in 1948, LifeShare provides more than 160,000 units of lifesaving blood components annually to hospitals throughout Northeast Ohio, including Mercy. Donated blood remains in the community where it was given. To learn more about LifeShare, visit www.LifeShare.cc.

A special thanks to four special volunteers – including (left to right) Carolyn Karasarides, Sarah Colston and Terrence Newuiett (Brenda Houseknecht is not pictured) – for coordinating Mercy's Adopt-a-Family donations in December. More than 20 families received holiday gifts thanks to the generosity of Mercy employees.

VOLUNTEERS ASSIST WITH 'ADOPT-A-FAMILY'



MERCY ACHIEVES HEART FAILURE INSTITUTE ACCREDITATION

HOSPITAL IS FIRST IN OHIO AND SECOND IN NATION TO RECEIVE DESIGNATION

Mercy is the first hospital in Ohio and the second in the nation to be named an accredited Heart Failure Institute by the Healthcare Accreditation Colloquium.

This designation recognizes Mercy's complete continuum of heart failure (HF) care that helps individuals manage this disease. Examples of Mercy's innovative, proactive HF initiatives for inpatients and outpatients include remote HF monitoring, the Dance for Life exercise pilot program and rapid access to clinical data for HF patients.

The accreditation process included an analysis of current practices, a comprehensive report, in-depth interviews and an on-site review.

FOREFRONT OF HF CARE

According to the American Heart Association, more than five million Americans live with HF, a chronic condition in which the heart cannot pump enough blood to the body's other organs. Each year 550,000 new HF cases are diagnosed and about 300,000 die annually. Life expectancy with symptomatic HF is currently less than five years.

James D. Johns, M.D., chairman of Mercy Family Practice and medical director of the Mercy Heart Failure Center, believes that raising the awareness of physicians, nurses, and

the community to the importance of proper care of individuals with heart failure is an important goal of the institute. Close monitoring of symptoms and adjusting treatment accordingly helps patients avoid return trips to the hospital and maintain quality outpatient care.

"This accreditation means Mercy is on the forefront of heart failure care and actively contributing to the formation of best practices for this serious, long-term condition," said Johns. "In keeping with the Healthcare Accreditation Colloquium's Ideal Heart Failure Institute ModelSM, we strive to understand the disease process from the patient's point of view and continue to implement patient-focused programs that may improve quality and length of life."

Ahmed A. El Ghmary Sabe, M.D., medical director of the Mercy Heart Center, believes the Mercy Heart Failure Center accreditation is added recognition of the Mercy Heart Center's decades of achievements and leadership. Named as one of America's 50 top heart centers by *U.S. News & World Report* and one of Solucient's 100 top hospitals for cardiovascular services – as well as the nation's leader in emergency chest pain centers – Mercy has demonstrated its expertise in caring for acute and chronic cardiovascular disease.

He said, "At Mercy, we believe a community hospital must strive for excellence. We have to offer the best care because the lives of those in our community depend on us."

To learn more about Mercy's HF programs, call 330-580-4764.

NOTES: DIABETES FAIR AND SUPPORT GROUPS

MERCY HOLDS ANNUAL DIABETES EDUCATION FAIR

Mercy will hold its eighth annual Diabetes Education and Equipment Fair on Thurs., March 19, from 3 p.m. to 6 p.m. in Mercy Hall Auditorium. The fair is free and open to the public. Light refreshments will be available.

This informational event is designed to help those with diabetes and their loved ones learn about the latest disease-management technology. The fair features health screenings (blood



pressure and blood glucose checks, foot and eye screenings, and more); testing equipment; therapeutic care items; and wide variety of skin lotions, sugar-free foods and other product samples.

For more information about the fair or Mercy Outpatient Diabetes Education, call Debra Shaw, B.S.N., R.N., C.D.E., diabetes education coordinator, at 330-489-1484.

DIABETIC SUPPORT GROUPS RESUME IN JANUARY

The Mercy KIDS (Kids Involved with Diabetes Support) support group will meet on Thurs., Jan. 15, from 6 – 7:30 p.m. in the medical office building auditorium to discuss how to get the most from a doctor appointment. The adult diabetes support group will meet on Tues., Jan. 20, from 6 – 7 p.m. in the auditorium to talk about the healing nature of laughter.

Monthly KIDS meetings offer a topic of interest, networking and socialization, and hands-on activities for diabetic children under age 18 and their families. The adult support group meets bi-monthly to network and listen to physicians, dietitians and other speakers discuss diabetes-related issues. Both support groups are free but reservations are required. To register, call 330-489-1333 or 1-800-223-8662.

ATTENTION MAIN LOBBY DESK VOLUNTEERS: REMEMBER STARS, SELECT SPECIALTY.

Main lobby desk volunteers need to check for updated room and event listings using the STARS database, which is accessed through MercyNET.

In addition, please remember that Select Specialty Care is located on the medical center's sixth floor. These Select Specialty Hospital patients are listed in the Meditech computer database in yellow letters, similar to an outpatient. Please pay close attention to a sixth-floor location code, which indicates a Select Specialty Hospital patient.

JOIN US: CURRENT SERVICE AREA OPENINGS

PLEASE STOP BY VOLUNTEER SERVICES FOR A COMPLETE LISTING

Gift Shop

Fri. 4 p.m. – 8 p.m.

Heart Center Desk

Mon. 12 p.m. – 4:30 p.m.
Thurs. 12 p.m. – 4:30 p.m.

Cancer Center Desk

Fri. 12:30 p.m. – 4:30 p.m.

Central Transport

Fri. 1 p.m. – 4 p.m.

Concourse Transport

Tue. 12 p.m. – 4 p.m.
Fri. 8 a.m. – 12:00 p.m.

Mercy Health Center of North Canton Information Desk

Thurs. 9 a.m. – 1 p.m.

Mercy Boutique

Mon. 1 p.m. – 4 p.m.
Fri. 1 p.m. – 4 p.m.

Floral Design and Plant Care

Sun. through Sat., flexible

For more information about these or other opportunities, please contact Beth Ransom at 330-489-1182.