

the Volunteer Voice

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For the 2013-2014 flu season, Summa Health System has endorsed a universal seasonal influenza (flu) vaccination policy.

This policy states that all Summa Health System staff and volunteers must be immunized against influenza by November 1. Volunteers must be immunized regardless of their contact with patients. Unvaccinated volunteers will be asked to refrain from volunteering and be on a Leave of Absence (LOA) during the entire flu season starting November 1, 2013. The exact date unvaccinated volunteers can return will be determined by the Director of the Infection Control in consultation with the assigned Infectious Disease Physician. This is often mid-April but varies each influenza season.

The influenza vaccine will be available free of charge to all Summa Health System volunteers. The vaccination program is coordinated by the Employee Health Department, and flu Vaccination

Clinics will be offered this fall to assist you in meeting this requirement. The Volunteer Services Department has posted the dates and locations for these flu clinics in the Volunteer Service Centers at all hospital locations.

Volunteers may also walk-in to the Employee Health Department after October 1 during normal business hours to receive your flu shot.

If you have been or are planning to be vaccinated outside of Summa Health System, you must provide proof of immunization to Employee Health by October 31, 2013. Proof of immunization may include a physician's note, a receipt for vaccine or a copy of consent to immunize with signature of vaccine administration.

For more information regarding Summa Health System's flu vaccination policy, please review the list of frequently asked questions posted in the Volunteer Service Centers at all hospital campuses. If you have additional questions, please contact Rebecca Clark at (330) 375-3141 or email clarkrr@summahealth.org.

Thank you for your dedication to the safety of our patients, guests and your colleagues.

Walk-in Flu Shot Times in the Employee Health Department:

Summa Akron City Hospital:
Location: Main Hospital, Ground Floor
Near Emergency Department
Hours: Monday – Friday, 7:00 a.m. - 3:30 p.m.
Phone: (330) 375-3263

Center for Corporate Health –
Summa St. Thomas Hospital:
Location: Outside Entrance to the left of the Main
Hospital Entrance
Hours: Monday – Friday, 8:00 a.m. - 4:30 p.m.
Phone: (330) 379-5959



The Inpatient Visitor Volunteer Program

In May of this year, the Volunteer Services Department collaborated with the Service Excellence Department to launch a new program called the Inpatient Visitor Volunteer Program. This collaboration began after Tom Strauss expressed his idea for volunteers having enhanced interactions with patients during their hospital stay.

The duties of Inpatient Visitor Volunteers include:

- **To give an overview of the patient room:** how to use the call light and how to operate the patient education channels.
- **To encourage the patient to complete an *All About Me Form*.** This form was designed to assist with encouraging meaningful conversations between patients and staff.
- **To review the *It's My Health* folder** so that patients are aware of how to find information in the Guide to Patient Services and know what to expect during their stay.
- **To inform patients of the *Patient Experience Survey (HCAHPS Survey)**** they will receive in the mail after they are discharged and answer any questions they may have.



Volunteer Quanita Mitchell shares the It's My Health Folder with a patient.

About the Inpatient Visitor Volunteer Program:

Summa Health System has created wonderful patient education materials to assist patients during their stay. These educational materials come in different formats, such as a television program and an *It's My Health* folder. Both contain pertinent information on how to manage medications, prepare for discharge and what to expect during a patient's stay. Summa also delivers a *Guide to Patient Services* pamphlet to each patient that includes information on patient safety, patient rights and services and amenities offered on our campuses.

Summa provides these educational materials to a patient to create a more positive environment for improved patient care. Often times, patients and family members do not realize what these materials are or how informative they can be to them during their stay. That is where the Inpatient Visitor Volunteer Program makes the most impact.

Inpatient Visitor Volunteers are there to review these materials with patients and help relieve stress that a patient may experience during their hospital stay. They lend compassionate listening skills and address any patient concerns immediately. The volunteers assist in creating a positive patient experience.

*The Patient Experience Survey
(Hospital Consumer Assessment of Healthcare Providers and Systems or HCAHPS Survey)
The HCAHPS Survey is a survey of patients' perspectives of hospital care. Learn more by
visiting the Hospital Compare website, www.hospitalcompare.hhs.gov.

Volunteer Neil Semple discusses the census with a nurse on 4 North.

Success and Expansion of Inpatient Visitor Volunteer Program

The program was piloted on four nursing units at Summa Akron City Hospital: 2 North/3 North, 5 North, 5 West and 4 North. The Nurse Directors on these floors were a great asset to the development of this program. These nurse leaders provided suggestions to better support their unit-specific needs, educated staff on the significance of the program and encouraged our volunteers on their unit. Thus far, our 13 Inpatient Visitor Volunteers have visited 1,140 patients through July, which is 15% of our inpatient admissions.

Quanita Mitchell, an Inpatient Visitor Volunteer, shared her favorite experience. A patient was admitted at the same time the family's first grandchild was born. Quanita was able to arrange a special visit for the patient to visit the new baby while in the hospital. Quanita left that day feeling she truly made a difference for that patient.

Patient feedback on the program has been very positive. One patient shared, "I was nervous about going to surgery and had no family here; thankful for the volunteer visitor who talked with me."

Another patient said, "How nice to have someone come in to talk with me and spend caring time with no agenda other than me."



Volunteer Janna Bruner visits with a patient and her stuffed smurf.

Plans are underway for program expansion into other areas of the hospital. This program is a great way for volunteers to make a difference! For more information about becoming an Inpatient Visitor Volunteer, please contact the Volunteer Services Department at (330) 375-3928.

Refer a Friend, Receive a Prize!

Don't just **tell** your friends about your volunteer experience at Summa Health System, **refer** them to join our team! We are always looking for additional volunteers who wish to utilize their talents and help us provide excellent care to our patients, their families and the community.

The Volunteer Services Department is implementing a "Refer a Friend" program during the months of October and November, where we will reward you for helping us expand our volunteer program.

When someone you referred applies to be a volunteer, you will receive a small token of our appreciation and a raffle ticket for a chance to win a \$50 gift card to Virtue's Restaurant! Refer as many friends as you'd like, there are no limits to the number of raffle tickets you can receive. The raffle prize drawing will take place on December 2.

Here's how it works:

- **Option 1:** Refer your friends, colleagues and family members by filling out a "Refer a Friend" form located in the Volunteer Service Centers, emailing volunteer@summahealth.org or by calling (330) 375-3928. We will contact your friend to share the benefits of being a Volunteer at Summa Health System and engage them to apply!
- **Option 2:** Encourage your friends to apply today by visiting us online at www.thesummafoundation.org/volunteers or calling (330) 375-3928 for an application. Remind them to write-in your name in the "how did you hear about us" section of our application.

Volunteer Services Department Now Has Automated Phone Line

The Volunteer Services Department is proud to announce our automated phone system is up and running! Please call our main number at **(330) 375-3928**, and test our new telephone structure.

The new system will navigate you directly to the Volunteer Services team member you need to contact based on your calling needs. It will also prompt you to leave a voicemail message if you need to call-off from your volunteer assignment.

After calling the main phone number, your options are as follows:

- **Press 1**, if you are interested in learning more about volunteer opportunities at Summa Akron City, Summa St. Thomas and Summa Rehab Hospitals. This prompt will direct you to Volunteer Coordinator, Ashley Green.
- **Press 2**, if you have questions about our application process such as interviews, orientations or volunteer schedules. This prompt will direct you to Volunteer Coordinator, Siomara Marquetti.
- **Press 3**, if you are a current volunteer and need to call off your assignment or if you have a question or concern you would like to share with the department.
- **Press 4**, if you would like to speak with the Manager, Volunteer Services, Rebecca Clark.

As we continue to bring you new and improved ways to interact with the Volunteer Services Department, we appreciate your feedback. We will also have additional menu options during peak business times such as taking reservations for our appreciation celebration and other programs. If you wish to speak to a member of the Volunteer Services Department regarding these changes, please contact Rebecca at (330) 375-3141 and she will be happy to assist you.



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