

volunteer link

MARCH/APRIL 2010

VOLUME 5 ISSUE 2

AUXILIARY BOARD MEMBERS

Sharon Huffmire
President

Jill Chandler
1st Vice President

Pam Bruce
2nd Vice President

Connie Appleby
Treasurer

Liz Roberts
Assistant Treasurer

Mary Lou Zortman
Recording Secretary

Jackie Mikolaitis
Corresponding Secretary

Bruch Koch
Advisor

Carol Chentnik
H.O.P.E. Chair

Peg Meyer
Ways & Means

Loma Meyer
Scheduling

AUXILIARY MISSION

To supplement the work of paid staff in delivering excellent service and ensuring our volunteers opportunities to learn and grow.

AUXILIARY VISION

To be recognized as a valuable resource in the field of health care. Inspired by a philosophy of continuous improvement, through a visionary approach, provide volunteer management in all aspects of program development and exceed customer expectations by providing a friendly and positive atmosphere.

AUXILIARY VALUES

To demonstrate, in all we do, the Baxter Regional Medical Center values of Hospitality, Enthusiasm, Respect, Ownership, Excellence and Sensitivity.

from auxiliary president sharon huffmire

I'm beginning my final newsletter with the following two questions:

- Do you have a positive story to tell about your experience at BRMC?
- Do you know someone who has a story to tell of their positive experience at BRMC?

If you can answer yes to either of the above questions, please stop by or call Kim in the volunteer office and give her your name and phone number so I can contact you to schedule an interview. During our various daily volunteer duties, we come in contact with many people; other volunteers, staff, patients, families of our patients, and visitors. We need to let our residents, patients and visitors know of these positive experiences. If you have a story you would like to share about someone, please be sure you have received their permission to do so.

Since this is my final newsletter, as president of the auxiliary, I want to take this opportunity to thank you all for your encouragement and support these last two years...the time sure went quickly! I have to admit when I was first asked to take on the responsibilities as president I was very nervous and apprehensive. But, I must admit, I have enjoyed every minute.

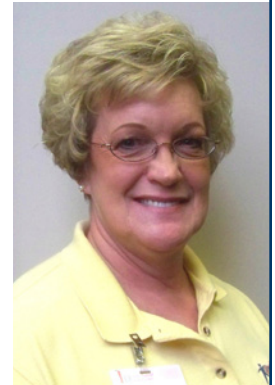
It's been a wonderfully fulfilling experience and an honor for me to be a leader in an "award winning" organization so highly respected throughout our state. But, you're not going to get rid of me that easy...I plan on being just as active as advisor on the auxiliary board as I have been as president!

I want to personally thank our President & CEO, Mr. **Ron Peterson** and Mr. **Barney Larry**, Foundation Director, for their guidance and support throughout my tenure as auxiliary president. Also, I would like to thank the entire BRMC staff for including the auxiliary as an important part of "the team". I have learned a lot from each of you, and I look forward to what the future holds for Baxter Regional Medical Center.

I would be remiss if I didn't extend an extra special thanks to two special people who have made my job a lot easier, our CVM, **Becky Rose**, and **Kim Bryant**, her assistant. We have worked very closely these past two years, and you both have my utmost support and respect for all you do.

Last, but certainly not least, a big thank you to the best auxiliary board in the state, you have been my rock and truly are a "Remarkable" group of wonderful caring individuals. Each one of you brings a special talent to the organization and I applaud you for your dedication. BRMC truly is a "Remarkable" place to volunteer and you, our volunteers do make the "Baxter Difference!"

Remember: "The heart of a volunteer is not measured in size, but by the depth of the commitment to make a difference in the lives of others."



CONTACT US

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Baxter Regional
**VOLUNTEER
SERVICES**

from director of volunteer services becky rose

I have been holding meetings with volunteers in various departments within the hospital. The reason for these meetings are to keep you the volunteer informed for your safety as well as our patient's & visitor's safety, to find out concerns you have, to meet other volunteers in your area who serve on other days & shifts, and to remind you why you started volunteering.

We also need to remember who our "customer" is; it is anyone you may come in contact with during your volunteer shift...a patient, visitor, employed staff, or another volunteer. Below is a list of questions that I want you to answer and do a self evaluation. My hope is that this will help you to remember why you started volunteering and help you to return to that "first love"...the opportunity to use your servant heart. The medical center needs our volunteers...we would not be where we are today without you, our dedicated volunteers. It takes a team to make the Baxter Difference, providing quality care for every patient, every time.

For each one of the following statements, indicate your rating of your volunteer service using the following scale:

1 = Never 2 = Sometimes 3 = Usually 4 = Always

| | | |
|----|---|--|
| 1. | I understand that a call for ANY assistance from Staff, Visitor, Patient or another Volunteer is my duty and not an interruption of my day. | |
| 2. | I understand we are on the same Team. I treat patients, visitors, staff and fellow volunteers they same way I would like to be treated. | |
| 3. | I greet customers as they approach. | |
| 4. | I approach all patients and visitors of the hospital who appear to be lost and offer them my assistance. | |
| 5. | I escort our patients and visitors to their destination. | |
| 6. | I introduce myself as a volunteer and give my name. | |
| 7. | I apply the brakes on a patient's wheelchair before they sit down and before they exit the chair, using keywords "for your safety". | |
| 8. | I refrain from talking about patients, visitors, staff and fellow volunteers. I keep patient information confidential at all times. I take conflicts to supervisors and do not talk about it in front of patients and visitors. | |
| 9. | Do I believe I am making a difference in someone's life when I volunteer at BRMC? | |
| | Total Score | |

What can I personally do to improve my service to BRMC as a volunteer?

I hope that you seek to serve and improve your service as well as your volunteer experience.

committee reports

MEMBERSHIP

Reported by Pam Bruce

January 2010

| | |
|-------------------------|---------|
| Total Membership | 652 |
| Total Active Members | 431 |
| Total Hours Volunteered | 8,715.5 |
| Total Accumulated Hours | 8,715.5 |

Welcome New Members

Clyde Cassady
Nicki Cassady
Rich Jannick
Rosie Jannick
Wilson Quiles
Marty Ramey
Gene Sadoski

BARGAIN BOX

Reported by Connie Appleby

January 2010

| | |
|-------------|------------|
| Total Sales | \$8,123.47 |
|-------------|------------|

FLIPPIN BARGAIN BOX

Reported by Connie Appleby

January 2010

| | |
|-------------|------------|
| Total Sales | \$2,920.62 |
|-------------|------------|

PEEK-A-BOOTIQUE

Reported by Connie Appleby

January 2010

| | |
|-------------|----------|
| Total Sales | \$409.57 |
|-------------|----------|

PINK-A-DILLY

Reported by Liz Roberts

January 2010

| | |
|-------------|-------------|
| Total Sales | \$15,438.25 |
|-------------|-------------|

TREASURER

Reported by Connie Appleby

January 2010

| | |
|----------------------|-------------|
| Checking Balance | \$43,355.04 |
| Money Market Balance | \$35,147.32 |
| Available Funds | \$78,502.36 |

committee reports

MEMBERSHIP

Reported by Pam Bruce

February 2010

| | |
|-------------------------|-----------|
| Total Membership | 656 |
| Total Active Members | 434 |
| Total Hours Volunteered | 9,539.25 |
| Total Accumulated Hours | 18,254.75 |

Welcome New Members

Ron Bragg
Helen Johnson
Nola Jongberg
Dixie Krutina
Linda Morey
Amanda Quarrie
Karen Stalmack
Celia Sykes
Dava Williams

BARGAIN BOX

Reported by Connie Appleby

February 2010

| | |
|-------------|------------|
| Total Sales | \$9,730.34 |
|-------------|------------|

FLIPPIN BARGAIN BOX

Reported by Connie Appleby

February 2010

| | |
|-------------|------------|
| Total Sales | \$3,709.78 |
|-------------|------------|

PEEK-A-BOUTIQUE

Reported by Connie Appleby

February 2010

| | |
|-------------|----------|
| Total Sales | \$684.97 |
|-------------|----------|

PINK-A-DILLY

Reported by Liz Roberts

February 2010

| | |
|-------------|-------------|
| Total Sales | \$24,849.60 |
|-------------|-------------|

TREASURER

Reported by Connie Appleby

February 2010

| | |
|----------------------|-------------|
| Checking Balance | \$47,877.68 |
| Money Market Balance | \$40,161.90 |
| Available Funds | \$88,039.58 |

save the date!

All events held in the Lagerborg Dining Room

| | |
|-------------|---|
| April 6 & 7 | Uniform Sale |
| April 16 | North Central Spring District Meeting, Searcy |
| May 5 | Auxiliary Appreciation Banquet, Baxter County Fairgrounds |
| May 12 & 13 | Handbag & Accessory Sale |
| June 2 & 3 | Book Sale |

2010 rating

The Volunteer Customer Service Goal is to be in the 90th Percentile, which equals a Mean Score of 90.2.

Current Score 91.8

Awesome job!

thank you

The staff of Baxter Regional Home Health would like to take the time to thank all of our volunteers for their dedicated service. With your help we have continuously been recognized as one of the leading Home Health agencies in the Nation.

For the past 30 years Home Health has provided essential medical care for patients in the comfort of their home, allowing them to forgo alternative hospitalizations or unwanted moves to nursing homes. With a staff of highly trained and experienced nurses and therapist, Baxter Regional Home Health is able to make living a safe independent life at home a reality for many people in Baxter and Marion counties. To all of our valued volunteers, thank you, we couldn't do it without you! If any of you or your loved ones could benefit from Home Health care following a surgery or medical problem, please let us help, a nurse is available 24 hours a day 7 days a week.

donations needed

Please remember the Flippin and Mountain Home Bargain Box as you do your Spring Cleaning. Both locations are low on miscellaneous items such as books, kitchen appliances, knick-knacks, shoes, purses, etc. as well as clothing of all sizes.

Donations of gently used baby items, furniture, infants and children's clothes up to size 16. Maternity clothes are also needed at the Peek-a-bootique.

Thank you for supporting our Auxiliary!

• D O N ' T M I S S I T ! •

Auxiliary Appreciation Banquet

Wednesday, May 5, 2010 at 11:00 a.m.
Baxter County Fairgrounds Education Building

"Volunteers Wear Many Hats and Come in Many Colors"



624 Hospital Drive
 Mountain Home, AR 72653
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RETURN SERVICE REQUESTED

happy birthday!

| | | | | | | | |
|--------------------|----|-----------------------|----|---------------------|----|--------------------|----|
| APRIL | | Mary Jo Belinski | 16 | Robert Gilyon | 2 | Paul Mruk | 16 |
| Bonnie Cooper | 1 | Jan Carroll | 16 | Bob Rector | 2 | Ramona Marshall | 17 |
| Mary Coulson | 1 | John Livingston | 16 | Hazel Schoephoester | 2 | Charles Schelinski | 17 |
| Sheila Tunnicliff | 1 | Joan Young | 16 | Steve Toth | 2 | Sue Means | 19 |
| Peggy Goolsby | 2 | Ruth Chrenko | 17 | Sara Worsham | 2 | Mary Ann Sladek | 19 |
| Dorothy Patterson | 2 | Ida Hiday | 17 | Marian Coffman | 3 | Robert Biastock | 20 |
| Lyda Reynolds | 2 | Jack Engesetter | 18 | Donna Hamilton | 3 | Norma Lasecki | 21 |
| Jaime Holland | 3 | Edith Harper | 18 | Trina Janeczek | 3 | Donna Mohr | 21 |
| Susie Wilson | 3 | Lois Peverelle | 18 | Robin Stow | 3 | Bobbi Alfrey | 22 |
| Maureen Rozelle | 5 | Linda Breyspraak | 20 | Barb Dell | 5 | Dot Reckard | 22 |
| Bonnie Grubbe | 6 | Gary Hagen | 21 | Lonnie Sheridan | 5 | Marie Norris | 23 |
| Lillian Kluczynski | 6 | George Frayer | 24 | Wayne Huffmire | 6 | Marcy Bowers | 24 |
| Roy Rush | 6 | Sharon Powell | 24 | Rosie Jannick | 6 | Betty Morris | 24 |
| Marjorie Ryan | 6 | Rose Cooper | 25 | Ellen Karpen | 6 | Peggy Pevril | 24 |
| Mary Toth | 6 | Erline Cox | 25 | Helen Singleton | 6 | Rose Sadoski | 24 |
| Verlin Baker | 7 | Joe Bailey | 26 | Maxine Demand | 7 | Fred Miller | 25 |
| Dave Alfrey | 10 | Dee Fisher | 26 | Teddy Jeter | 7 | Marge Schwarz | 25 |
| Sheila Jansen | 10 | Bill Russ | 26 | Shirley Keppy | 7 | Bill Svehla | 25 |
| Margaret Rasmussen | 10 | Kathleen(Kathy) Bragg | 27 | Brandy Liles | 8 | Minard Willson | 25 |
| Clara Laska | 11 | Bonnie Luna | 27 | Ralph Keppy | 9 | Coni Baldwin | 26 |
| Donna Baltz | 12 | Rhonda Martin | 27 | Mike Alley | 10 | Dave Seiders | 26 |
| Kay Beecroft | 12 | Rebecca Novak | 28 | Donna Allard | 11 | Mary Yeiter | 26 |
| Nancy Fortman | 12 | Donna Paradise | 28 | Barbara Hough | 11 | Amanda Carter | 27 |
| Donna Brobst | 13 | Pete Michalek | 29 | Norma Madsen | 12 | Matt Keturosky | 27 |
| Thomas Mohr | 13 | Judy Garrett | 30 | Linda Morey | 13 | Billy Reynolds | 27 |
| Betty Pollard | 14 | Glen Priebe | 30 | Davina Russ | 13 | Bill Rogers | 27 |
| Louise Tennis | 14 | Wally Smietanski | 30 | Donna Uhrhammer | 13 | Patricia Todd | 28 |
| April Baily | 15 | | | Gerda Houts | 14 | Bud Swim | 29 |
| Lynn Kitson | 15 | MAY | | Mary Rattray | 14 | Elsie Hughes | 30 |
| Kathy Swim | 15 | LaRue Shumaker | 1 | Ouida Blackman | 16 | John Rennolds | 30 |