

Connections

Newsletter for hospital volunteers, students & friends of Roper St. Francis Healthcare

August/September 2022

Check out Berkeley's new wheels

After nearly two years of nurses fundraising and a final boost from the Foundation, Roper St. Francis Berkeley Hospital has a new golf cart to transport patients and visitors around its campus.



The golf cart was delivered in May and wrapped in an awesome RSFH camouflage in June. Volunteers will now be offering the cart services to visitors, outpatients and teammates.

Maiden voyage of Berkeley's golf cart took place July 26, 2022. A lot of the staff saw us as we 'flew' by, practicing our driving skills. Thank you to Ron Rukan and Ken Schwanke, who were the first to drive the golf cart in their Volunteer roles. We appreciate you!



The Comfort of Your Presence

Between the stress of illness, traffic and parking our patients and visitors may already have nerves on edge as they walk in the door. Our goal is that they feel the comfort of having arrived at a calm, healing and comforting place. By our welcoming manner, visitors should know immediately that they are our top priority. Practice looking up promptly as visitors approach us. Smile as people enter. Offer to get a wheelchair or escort them to their destination. Try not to let a customer catch us in the middle of a personal call or eating at our station. If we read between calls, be alert for visitors approaching and look up in a welcoming manner. Our guests will not forget it.

Never doubt how meaningful your kind word or gesture is. Many of our visitors are exhausted caregivers who can use a moment of kindness and a smile. Thank you for the memorable moments you create each day.

"Empathy has no script. There is no right way or wrong way to do it. It's simply listening, holding space, withholding judgment, emotionally connecting, and communicating that incredibly healing message of 'You're not alone.'" Brene Brown

Roper Hospital ranked as state's No. 2 Hospital

Roper Hospital rose to the No. 2 ranked hospital in South Carolina by U.S. News & World Report in its 2022-2023 Best Hospital rankings. In addition, Roper Hospital's rehabilitation specialty ranked among the nation's best at No. 43, and the hospital earned a High Performing rating for twelve procedures and conditions.

Best Hospitals rankings highlighted the system's three other hospitals for "High Performing" procedures and conditions, including:

- Bon Secours St. Francis Hospital for hip fracture and stroke
- Roper St. Francis Berkeley Hospital for pneumonia
- Roper St. Francis Mount Pleasant Hospital for hip fracture and hip replacement

Food and Personal Hygiene Drive

Mt. Pleasant Hospital volunteers will sponsor a Food and Personal Hygiene Drive from August 1 - 12 to benefit our neighbors in need. Items most needed include soap, shampoo, deodorant, toothpaste, hand soap and feminine hygiene products. Collection bins will be located on each floor at Mt. Pleasant hospital. We thank you for your support.



Calling all green thumbs!

Our Bon Secours St. Francis (BSSF) Hospital campus gardens need some care. Perhaps you and a good friend enjoy gardening. There are two gardens on the BSSF campus that need a gardeners loving touch. One is

beside the Cancer Center (so those receiving care can enjoy the garden) and the other is in our meditation gardens. Consider joining a friend and helping us maintain our beautiful grounds! If interested, please contact Trudi Campbell at (843)402-1156.



Volunteer Opportunities

- **Berkeley Hospital** welcomes volunteers at the Medical Office Building Information Desk on Wednesdays from 10 a.m. - 2 p.m. and Friday from 8 a.m. - 12 noon. Outpatient Waiting Room desk on Tuesdays from 12 - 4 p.m. Patient Liaison on Tuesday from 12 - 4 p.m. Golf cart drivers needed.
- **Bon Secours St. Francis Hospital** welcomes volunteers interested in serving as Lobby Ambassadors. This role is especially needed in the morning from 8 a.m. - 12 noon to help guide patients through the hospital to their destination and to offer occasional wheelchair support.
- **The West Ashley Cancer Center** has an openings at the reception desk on Monday from 12 - 4 p.m., Tuesday morning from 8 a.m. -12 noon, and Friday from 12 - 4 p.m.
- **Mt. Pleasant Hospital** welcomes Information Desk and Lobby Ambassadors; Golf Cart Drivers from parking lots to entrances and back, Pet Therapy and Piano Player.
- **Roper Hospital** welcomes volunteers interested in Information Desk; Mammography from 8 a.m. - 12 noon and 12 - 4 p.m. daily; Lobby Ambassadors and Piano Player.

So Long, Farewell...

Wishing all the best to our summer volunteers who are returning to college to pursue careers in healthcare. They provided many hours of volunteerism while learning more to enhance their knowledge in their areas of interest.

Farewell to Christine Davis, MPH Mammography Hostess Volunteer; JoAnn Gibbons and Ellen Kay, BSSF Cancer Center Volunteers. Thank you for your service. We will miss you.

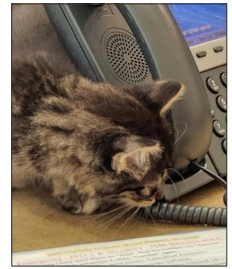
Arts in Medicine

Mount Pleasant Hospital has initiated a Visual Arts in Medicine Series. Volunteer Artist in Residence, Jann Owens, painted Summer Solstice in the lobby in June. Jann spoke with visitors, teammates and patients about the benefits of art and appreciation. Visiting Artist, Matt Jackson, painted wonderful designs on pots in July. Sandra Lesueur, Bon Secours St. Francis Hospital teammate, will be exhibiting sweetgrass basket weaving on Tuesday, August 16 from 11 a.m. – 12:30 p.m. at Mt. Pleasant Hospital. If you know an artist who might like to participate in these monthly programs, please contact Peg Hughes, peg.hughes@rsfh.com.



Volunteer News

- A summer visit from Charleston Animal Society was well received by visitors and teammates. Kittens and puppies were a big hit in June and provided lots of love to all. Volunteers particularly enjoyed visits from the kittens at the information desk.
- Dr. Michael Moxley, VP & Chief Diversity, Inclusion and Health Equity Officer, and his team made rounds in July to educate everyone about the Diversity and Inclusion Department, committed to embracing and promoting a culture of inclusion, where differences are valued, respected, and sought after.
- Our pocket prayer shawl ministers are hard at work to keep our basket in the mammography suite at Mount Pleasant Hospital filled. Each time the group knits, they begin by praying to create a source of hope, comfort and healing. It takes four hours to knit one pocket shawl and beautifully package it complete with a pink bow and prayer for protection card. Thank you to Marianne Czarnecki and our generous and devoted prayer shawl ministers at St. Benedict Catholic Church!
- Welcome Trudi Campbell to our Volunteer team. Trudi is the new Volunteer Manager at BSSF. We are overjoyed to have her energy and expertise in the field of volunteerism. Thank you to all of the volunteers that have stopped by to welcome her.



Trudi Campbell with volunteers Charlie Black and Darrell Verdeck

Rules to Work by...

SMILE. Say "Hello" Introduce yourself
 Acknowledge all our guests. Make eye contact
 Treat everyone as a guest in our home
 Greet each person by name if possible
 Wear your name tag clearly visible
 Say PLEASE and THANK YOU!

Welcome New RSFH Volunteers

RSFH Berkeley Hospital: Welcome our new volunteers; Sherri White, Grace Hayes, Barbie Ho, and Linda Wozniak

Bon Secours St. Francis Hospital: Welcome new volunteers Julie Radabaugh., Information Desk ; Denise Bammond and Susan Stumpp, Lobby Ambassadors; Christina "CC" Westburg, WIC.

RSF Mount Pleasant Hospital: Welcome new volunteers, Stephanie Wilson, Mammography Hostess: Anthony Favaro, Emergency Department; Tonya Bailey, Information Desk; Mary Schall, Mammography Hostess; Conny Mason, Mammography Hostess; Pet Therapy Handler and Pet Therapy Dog, Patty and Zelda Kaye; Mail room Volunteer Mark Kaye's family!

Roper Hospital: Welcome back to Sue Murner! Sue helps with special projects in the volunteer office.

Tips on handling Unhappy, Angry Patients and Customers

Be the "calming influence" and steer the person to a staff person or manager.

What to do:

Stay calm. Keep your distance ... at least 3 feet

Position yourself carefully

Listen to what the individual is saying

Be empathetic and non-judgmental

Involve another teammate at your side

What not to do:

Ignore the customer or become argumentative

Don't get in their face or tell them to "calm down"

What if the behavior turns to aggression?

Implement Code Yellow (call 911 at non-hospital locations) and wait for help NEVER try to handle alone!

Get to know MyChart, RSFH's new patient portal

**New 24/7 Secure
Personalized Patient Portal**



MyChart simplifies your healthcare experience with easy-to-use, convenient features so you can:

Schedule & manage your appointments

Message your providers

Request medication refills

Access medical records, test results & immunization history

Pay your bills

Enroll Today mychart.rsfh.com

If you have an account with the Roper St. Francis MyHealth Physicians patient portal, you must enroll in this new patient portal, MyChart, starting August 1, 2022.



08/3	Margaret Mauro	9/7	Bob Mason
8/11	Bobbye Wilson	9/8	Suzanne Maurer
8/12	Alice Cagnina	9/8	Betty Sikes
8/20	Jack Connelly	9/13	Linda Wozniak
8/20	Mary Vogel	9/14	Nina Costa
8/22	Katie Park	9/14	Gerald Hogan
8/22	Christina "CC" Westberg	9/17	Ron Bell
8/25	Donna Blake	9/17	Maureen Minaudo
8/25	Linda Reinschmidt	9/20	Richard Nadol
8/30	Jane Classen	9/21	Yolanda Arroyo
8/30	Abby Dawson	9/22	Thomas Wojslawowicz
8/31	Conny Mason	9/23	Jay Baek
9/2	Marlene Williamon	9/26	Louise Lagno
9/3	Jessie Iguagiato	9/27	Darrell Verdeck
9/6	Jim Merryman	9/29	Patricia Haigler

Volunteer Recruitment Drive

We're currently seeking friendly volunteers! If you know someone who would be a good fit, encourage them to contact us for an interview and tour to discuss opportunities. Give back to your community in a positive way and join the Roper St. Francis Healthcare Volunteer Team!

For any who are thinking about rejoining the Volunteer team, please reach out to us. We have several areas in need of your time and presence.

Know someone interested in volunteering?
Send them our way!

Bon Secours St. Francis Hospital
VolunteerStFrancis@rsfh.com
(843)402-1156

Roper Hospital
VolunteerRoper@rsfh.com
(843)724-2080

RSF Mount Pleasant Hospital
VolunteerMPH@rsfh.com
(843)606-7502

RSF Berkeley Hospital
VolunteerBerkeley@rsfh.com
(854)529-3059





“The best way to find yourself is to lose yourself in service of others.”
-Mahatma Gandhi

