

Volunteer Newsletter

Spring 2012



Volunteer Highlight: Rehabilitation

By Jennifer Raminick

I began volunteering in the Rehab Department three years ago as I was preparing to apply for a speech-language pathology graduate school program. I am so grateful for all of the experience, knowledge and FUN I have volunteering at CHOC!

I began by observing and assisting the speech-language pathologists (SLP) in the outpatient department. I had the opportunity to contribute several handouts used for parent education and

home programs. I observed group therapy sessions for children with acquired brain injuries, which was an extremely rewarding and exciting, as well as many hours of therapy with so many amazing CHOC patients. I also began working with the inpatient SLPs and expanded my knowledge-base even further.

Most recently, I worked with a CHOC SLPs on a research project on using therapeutic tape for feeding and swallowing. The project

was selected to be presented at the National American Speech and Hearing Association Conference in November 2011, and I attended the conference as a co-presenter. I believe my experience made me a better candidate when applying for graduate school and made me a better student in my graduate program as I gained such a wealth of hands-on experience. I feel I have been able to contribute to Rehab Department and for that I am most fortunate.

Left: Jennifer enjoys her interaction time with patients in the Rehabilitation Department. **Right:** Jennifer demonstrates the resource brochure she helped developed for parents.



Inside this issue:

Message from Volunteer Services	2
Family Advisory Council	2
Flu Season Extended	3
Volunteers who Reached 100-Hours	3
ACE Requirement	3
Hours Buttons for Appreciation Week	4
Construction Updates	4
Patient Satisfaction	4
Volunteer Recognition	5
Volunteer Hours	5-6

Upcoming Events:

- **Happy National Volunteer Appreciation Week– April 15 through April 21**
- **Hospital Week– SAVE THE DATE–May 8th, hospital cafeteria, receive a gift, pin and sweet desert**
- **ACE Deadline– Ends May 31st**

Here to Help:

Donna D. Nam
Manager, Volunteer
Services
714-532-8676
dnam@choc.org

Karina Vargas
Volunteer Specialist
714-289-4795
kavargas@choc.org



SOME ACCOMPLISHMENTS OF THE FAC

Policy changes with direct input and influence on:

- Brain Injury Letter
- ED Triage policy
- Rapid Response Policy
- Mission ED policy
- New Tower Garden design, Room Numbering, Art Work, Furniture

A FAC member designed the NICU resource book

Implemented guided Imagery
CHOC Admission Guide

Message from Volunteer Services



Donna Nam

There is a lot of growth and movement going on at CHOC this Spring. We have 803 active volunteers who donated 77,986 hours this year, thank you! Our seven

story tower will add 426,000 square feet and 4 new services. In addition, the plan is to add several hundred more volunteers to support the new services and assist our patients/families in navigating around the campus. We are looking to our current volunteers to take on training and leadership roles, come by and see me if interested.

Please remember to do your Annual Compliance Education, ACE. The Joint Commission surveyors were so impressed with the level of training CHOC volunteers receive.

The flu season has been extended until May 19th, so please continue to wear your mask and if you haven't been vaccinated, visit Associate Health. The season started late and we continue to see an increase in numbers.

In honor of Volunteer Appreciation Week, April 15 to 21, volunteers can receive free cookies in the cafeteria, see the cashier at the register.

This year we are celebrating with CHOC associates during hospital week. Save the date of May 8th to join the festivities. More information to follow.

Volunteers truly Make a Difference Every Day here at CHOC!

With appreciation and affection,

Donna

FAC Makes Its Mark With CHOC

By Cindy Jenkinson

The Family Advisory Council (FAC) at CHOC is comprised of a diverse group of amazing parents and family of chronically ill children or bereaved parents who want to give back or just help other families in the same situation. FAC empowers families and gives them a voice in the decisions that affect the patient care and family experience at Choc Children's. Marta Gebo is the Patient Family Centered Care Coordinator at Choc, overseeing 44 family partners; 13 FAC, 12 Neo-Natal Advisory Council, 6 Bereavement Council and the remainder are the e-group available via email.

FAC members participate on 10 different Hospital Committees. CHOC staff utilizes FAC for a parent/family perspective on policy changes and we are able to communicate our recommendation and express any concerns that we may have. FAC members have participated in speaking opportunities to tell our

stories about our CHOC experiences to RN Panels, Grand Rounds, and fundraiser events for Children's Miracle Network. We have also spoken at a statewide Patient Family Centered Care Conference and recently to Doctoral students at Alliance University in Irvine. FAC worked collaboratively with staff to develop the PFCC CHEX module and have been named Best Practice FAC.

The most recent accomplishment of FAC is the presentation, design of a video and implementation (Spring 2012) of the "Touchstone Compassionate Care" educational video for new residence and CHOC doctors. The Touchstone program was brought to the CHOC through FAC member Sarah Dunn. The program was developed by Ann Schrooten. Sarah enlisted the help of four other FAC members to speak on the video about Kindness, Compassion and Care. The video is exceptional and was done at no cost, all the time was volunteered.

Acing the ACE Requirement

Thank you for your continued work and dedication. We know that because your heart is in the right place, when we approach you with annual requirements, you understand that it is all to provide the best service to our patients and families. One such annual requirement is our Annual Compliance Education (ACE). CHOC Children's is rolling this annual education and training as required by JACHO and other regulatory agencies.

All Volunteers must complete

the required learning modules by **May 31, 2012**. Failure to do so will jeopardize your ability to volunteer.

The learning modules are administered on-line through the CHEX system. You can either access from home or come to one of our scheduled days in the CHOC Computer rooms.

Please refer to the letter and the email sent out for additional information as well contact the Volunteer Service Office.

As of the 13th of April, **22%** of volunteers completed their ACE Requirement.

Although the deadline isn't until May 31st, we encourage you to finish it soon.

We need 100 % compliance!

Reaching the 100-Hour Goal

The Volunteer Services Department is working hard to improve its volunteer retention percentage. Our goal is to increase the number of volunteers who reach their 100-hour minimum requirement. **CONGRATULATIONS** to the following volunteers who reached their minimum requirement (Jan-Mar 2012):

Melissa Adriano
Danielle Aigaki
Patricia An
Jenna Armas
Andrea Ayala
Vanessa Bermeo
Meagan Blanton
Amy Boyer
Edward Chesley
Josephine Chi
Nikki Coppinger
Juliette Daitch
Linh Dao
Crystal Do
Sabine Dochmaschewsky

Tina Fey
Carisma Fregoso
Evelyn Fregoso
Nava Gabbai
Jennette Gonzalez
Stephanie Guerra
Melanie Guindon
Carol Huynh
Christine Hwu
Sarah Kim
Nayoung Koh
Kathy Krieg
Kristin Kulakowski
Yesenia Lara
Elisa Lopez

Helen Ly
Daniel Maher
Richard Majewski
Jessica Marquez
Nicole Martinez
George Mason
Amber Megee
Jade Molyneux
Elise Nguyen
Jennifer Nguyen
Michelle Nguyen
Katie Oliver
Sharon Petrocelli
Lauren Phu
Lisa Risley

Andreina Rodriguez
Paige Romeo
Elizabeth Rutter
Monique Santana
Kelli Satterfield
Tori Schmitt
Carol Seto
Natsumi Shinohara
Frank Suwalski
Winnie Tai
Rita Tayenaka
ale Vaughan
Cory Wiebe
Judy Wiles
Martin Yribarren

We want to thank **ALL** our volunteers for your dedication, especially those who continue beyond the minimum requirement.

Are you close to reaching your minimum hour requirement? You might find your name on the next edition of our newsletter.

Hello! My Name is...

As a part of the CHOC team, volunteers are encouraged to utilize AIDET during every interaction with patients, families and even staff. Recall that AIDET serves to decrease patient anxiety and fear, and increase compliance. This in turn brings better outcomes for CHOC and its patients. Also, remember the concept of "managing up" - speak on your skill set, as well as others', and speak highly of the hospital. An example of managing up is "Ms. Smith, my shift is over now, but Billy will continue working with you. He's a trained patient hospitality volunteer with such a great heart!"

Five Fundamentals of Communications

A	Acknowledge
I	Introduce
D	Duration
E	Explanation
T	Thank You

SPECIAL EVENT NEEDING VOLUNTEERS!

Air Power Games

April 28th, 2012
Santa Ana
College

(See attachment flyer for more information. Sign up directly with the Breathmobile)

Sample Hours Button



Get your FREE cookies!



Varying levels of noise will be experienced during all of these activities. As a reminder, ear plugs are available through Customer Service. Please pay close attention to flagmen and signage to navigate safely around our campus.

Volunteer Newsletter:

Jennifer Raminick
Volunteer Highlight

Cindy Jenkinson
FAC Volunteer

Karina Vargas
Volunteer Specialist

Donna Nam
Manager, Volunteer Services

You've Volunteered *HOW MANY HOURS?*

During Volunteer Appreciation Week, buttons will be distributed by your department liaison to those with 90 plus hours. You must have registered to receive one. The button will state your **name** and **total number of hours volunteered**, as

well as our tag line for this year's celebration—
Volunteers Make a Difference Every Day

The hours reflected on the buttons are as of March 31, 2012.

Construction Updates



CHOC Tower

An artist's rendering of the new CHOC tower set to open in Spring 2013. The seven-story building will help accommodate the pediatric healthcare needs of the region, while propelling CHOC even closer to its vision of becoming a nationally recognized, preeminent children's hospital.

ED Build Out:

The next phase of the build out of CHOC's Emergency Department in our current main lobby, which started on March 19 and will continue through June 2012. This phase involves relocating the meditation room and some offices in the corridor near the staff elevators. Seating is reduced, and the path of travel from the reception desk to the main elevators has change. Additionally, the main entrance to

the gift shop is closed for approximately two weeks. A door located on the north side of the gift shop is a temporary entrance. Signs are posted to help direct people.

Staff should continue to enter and exit the hospital through the side door (leading to the corridor in front of the board room and cafeteria) and/or through the back door (near the loading dock).

Patient Satisfaction

Did you know CHOC Volunteers have a Patient Satisfaction goal to reach?

Our target is 91.2%!

Each family receives a survey after their hospital stay. The survey questions ask them to rate their experience and Volunteers are included in the survey, which rates volunteers on a scale of one to five, with five being the best. Last year the volunteer patient satisfaction score was **90.8%**. This year CHOC leadership has determined we can do even better.

Eight months into the fiscal year we have yet to reach our target. Please keep up the great work you already do and help us reach target by remembering the importance of each patient/family interaction. Excellent customer service leads to increased patient satisfaction.

As you carry out your volunteer duties, how can you challenge yourself to provide even better service?

Volunteer Recognition

Volunteer Appreciation Week—April 15-21, 2012

Hospital Week—May 6-12, 2012

Based on your response to our recognition survey (distributed Summer 2011), we are celebrating you in a

different way this year. We plan to do more on-the-spot recognition and join CHOC Associate's celebration during Hospital Week.

We are thankful for the wonderful work you all do as you *Make a Difference Every Day*.

Volunteer Hours

<u>10,000 Hours or More:</u>	Boone, Marilyn	Keith, Betty	
<u>5,000-9,999 Hours:</u>	Beaty, Shirley	Kegel, Millie	Yurtin, Pat
<u>1,000-4,999 Hours:</u>	Donaghu, Marti Dresser, Loretta Drew, Elizabeth Farrell, Donna Flores-Dow, Susan Grimm, Don Harvey, Sue Hennigan, Kathryn Levin, Betty Martin, Akiko	Mattern, Mary McQuade, John Melvin, Carole Melvin, Don Miller, June Moore, Nora Musick, Barbara Richardson, Cynthia D. Schaefer, Christine Serbia, Carolyn	Simpson, Megan Stewart, Nancy Tsuchida, Kimiko Viljak, Donna Weidauer, Elna Williams, Bob Williams, Jan Williams, Russell Wilson, Sharon Wulff, Ruth
<u>750-999 Hours:</u>	Dave, Jay Franco, Luisa Hite, Terry Keider, Janell Leibe, Kimberly Frances Lewis, Louise Ann	Mundia, Katie O'Mara, Mary Reyes, Adriana Shah, Krishna Snyder, Coleen Thompson, Lynn	Tudrick, Valerie Turner, Carla Watts, Barbara Wiersma, Lenny
<u>500-749 Hours:</u>	Drent, Susan Dunn, Joyce Ehrenberg, Lynn Field, Sally Filippi, Fran A Garms, Leeann Kaplowitz, Karen Kelly, Mary Ann	Kopal, Hans-Dieter Lee, Delphine Mundia, Bryan Navarro, Cathy Christine Neiman, Shaina Ouni, Nina Phillips, Gene Prather, Elizabeth	Reggiardo, Cindy Rohrer, Laurie Shook, Vicki Shubin, Sharlene Valdez, Tanya Valentine, Michael Wong, Josie Wong, Lauren
<u>250-499 Hours:</u>	Bushman, Jane Camarillo, Victoria Cody, Bob Cody, Sue Conroy, Joan Cooper, Donald Cooper, Nancy Cordes, Suzanne Cueto, Jorge David, Marissa S. Davis, Lindsey	Davis, Loretta DeLosReyes, Brianna Demers, Joanne Francis Do, Tammy Duerksen, Natalie Farner, Peggy Ferris, Elisabeth Flores, Amairani Fregoso, Valery Fryer, Marjie Fusco, Bonnie	Godlewski, Elaine Gomez, Pedro Graham, Aleta Green, Micaela Gushue, Ari Hata, Stacy Heller, Mary Hillman, Karen Holmes, Sarah Huynh, Angel H Huynh, Jeannie

250-499 Hours...continued

Jaimes, Jeanette	Linehan, Traci	Pingle, Brenda Louise	Sechrist, Christine
Jenkinson, Cynthia	LiRocchi, Alma Marie	Ploof, Tara Quan	Sherman, Katelyn
Johnston, Sarah M	Lishka, Sandra	Raminick, Jennifer	Smith, Zachary
Kahng, Jin Young	Melendez, Luis	Ramirez, Stephanie A.	Teays, Debra
Kwok, Jennifer Foon-Yee	Metz, Katherine Michelle	Riegel, Mary G.	Ticer, Terri Allyn
Lankalapalli, Sravya	Meyer, Brenda	Rodriguez, Wanda	Tran, Christina
Le, Kathy	Moga, Rebeca	Rogers, Taylor Danielle	Vannote, Rhonda Kaye
Le, Michelle	Montenaro, Margaret	Rose, Judy Ann	Winer, Jack
Le, Vy	Moucharrafi, Jamila	Rosenast, Christine Ann	Woods, Nancy Anne
Leong, Holly	Mueller, Barbara Rae	Saxena, Priyanka	Wylie, Linda L
Letcher, Cherie	Perez, Sarah	Scanlon, William J.	Zamarripa, Briana

100-249 Hours:

Adriano, Melissa	Drover, Christine Diana	Love, Lorraine	Reichert, Chloe
Aigaki, Danielle	Dunn, Sarah	Ly, Helen	Richey, Paige
Ainpour, Shaheen Shawn	Eelkema, Anna J.	Macmillan, Patricia Ann	Risley, Lisa
An, Patricia	Espinoza, Nadia	Maher, Daniel L.	Rodriguez, Andreina
Anderson, Brent	Favis, Roxanne	Majewski, Richard W	Rodriguez, Renee
Armas, Jenna	Ferragamo, Jodi	Marquez, Jessica L.	Roell, Erika
Arreola, Gabriela	Fey, Tina	Martinez, Amanda Akemi	Romeo, Paige B.
Asgarinejad, Haleh	Flores, Christian	Martinez, Nicole S.	Rutter, Elizabeth A.
Aslam, Azra	Francis, Shanta Alicia	Mashburn, Ashley	Sanchez, Lilia
Aung, Phyu	Fregoso, Carisma	Mason, George H.	Santana, Monique
Ayala, Ana Rosa	Fregoso, Evelyn	McGill, Kathleen Caulfield	Satterfield, Kelli Marie
Ayala, Andrea	Fuller, Tracy Lynn	Megee, Amber A.	Schmitt, Tori
Baer, Marguerite Susan	Fumo, Melissa Elizabeth	Melgoza, Javier Armando	Scuri, Janice
Barclay, Keturah	Gabbai, Nava Nana	Mischler, Kristina	Seeley, Sarah Christine
Bellino, Mary	Gama, Doris	Molina, Miguel Angel	Serrano, Aneliese
Berkhausen, Barbara	Gandhi, Mausami	Molyneux, Jade Kathryn	Seto, Carol Y.
Bermeo, Vanessa E.	Gonzaga, Eva	Monell, Roger	Sparkuhl, Emily Suzanna
Bernal, Victoria	Gonzalez, Jennette	Monticup, Rene	Spence, Ralph
Bierbower, Luchi	Gordon, Rachael	Moore, Maureen	Sprague, Lorie
Blackburn, Danielle	Gorman, Holly	Morales, Alec Ricky	Stanley, Molly
Blanchard, Deanna M.	Guerra, Stephanie A.	Muller, Adrienne	Strobridge, Marisa Eden
Blanton, Meagan E.	Guindon, Melanie R.	Nava, Cassandra	Suwalski, Frank J.
Boyer, Amy	Hamilton, Hayley Michele	Nematinejad, Zahra	Tai, Winnie
Bradley-Peterson, Jacquelyn	Hardy, Linda L.	Nguyen, An Tram D.	Tayenaka, Rita
Brown, Cindi Ann	Hatanaka, Ryan T.	Nguyen, Christine	Theos, Lisa Ansaldo
Ceja, Nancy A.	Heinman, Olga	Nguyen, Diana	Thurk, Carol Ann
Chang, Nicholas	Hellmich, Allyson	Nguyen, Jennifer	Tran, Audrey
Chang, Shulin	Hoang, Jennifer	Nguyen, Jennifer Thuy-Linh	Tran, Chena L.
Chavez, Mirsa	Hopps, Joshua	Nguyen, Lyna	Tran, Jennifer
Chen, Anne	Horrocks, V. Aida	Nguyen, Michelle H.	Trujillo, Derek
Chesley, Edward	Howard, Kimberly	Nguyen, Thy Bao Tran	Valiente, Raymond
Chhan, Karen	Hsu, Billy C.	Oliver, Katie Lee	VanKeirsbelk, Debra
Chi, Josephine	Hugron, Brooke	Ong, Belinda Chiu Man	Vashishta, Kiran C.
Chis, Julie Ann	Huynh, Carol Tuong-Vy	Pardo, Esbeydy	Vo, Kenny
Chu, Karen	Hwu, Christine	Patel, Hinal	Vu, Verna
Clements, Mike	Kerper, Paul H.	Patel, Sarina	Wiebe, Cory
Coppinger, Nikki L.	Kim, Sarah S.	Perillard, Stephanie Jean	Wiesenfeld, Elizabeth Dee
Crawford, Laura	Koe, Nikki	Petrocelli, Sharon Kay	Wohlman, Stephanie Marie
Curtis, Jacqueline	Koh, Nayoung	Pham, Danielle	Woods, Londa Catherine
Daitch, Juliette	Kosla, Francine Josepha	Phu, Lauren D.	Yanai, Grace N.
Delgado, Evelyn	Krieg, Kathy Faye	Phung, Andy	Yergler, Janet M.
Delos-Santos, Jamie Lynn	Kulakowski, Kristin R.	Piwko, Gabriela Anna	Yoo, Joanna
Do, Crystal	Lane, Katherine	Pollard, Joanne	Yribarren, Martin
Dochmaschewsky, Sabine	Lara, Yesenia	Raburn, Patricia	Yuan, Adam
	Le, Julie	Radcliffe, Sarah J.	Zaher, Shagufa
	Lopez, Elisa	Raj, Ashna	

ORANGE COUNTY AIR POWER GAMES 2012



VOLUNTEERS NEEDED!

SATURDAY APRIL 28, 2012
8:00AM - 2:00PM
SANTA ANA COLLEGE

The Air Power Games® are designed to provide 5-14 year-old asthmatic children with an opportunity to have fun participating in track and field events in a college setting.

Volunteer Positions:

Group Leaders

Event Starters

Event Recorders

Distance Measurers (high jump, long jump, softball throw)

Award Presentation

Each volunteer will receive an Air Power Games® t-shirt. Lunch will be provided.

Questions and more information please call Cristina Bernal at (714) 532-7573 or email her at cbernal@choc.org.

 **CHOC Children's**



PARTNERS:

UCIRVINE | UNIVERSITY
of CALIFORNIA



WILLIAM F. FLOYD
County Representative - All Schools



AIR POWER GAMES 2012

Hosted by:



Each year the program hosts about 100 children and their families. Children participate by age group in track and field events including high jump, long jump, 50, 100, 200 meter sprints and a soft javelin throw. Children and their families also have a mandatory educational rotation that teaches them about the relationship between asthma and exercise and the importance of staying healthy and fit and keeping their asthma under control.

The games provide inspiration for children to continue their athletic endeavors. At our 2010 games, the warm up and opening ceremonies were led by a member of the US Olympic Javelin Team and in 2011 by Santa Ana College's football team members who encouraged children to warm up their bodies and their lungs prior to engaging in sports.

By holding the event on a campus such as Santa Ana College, many children are introduced to the notion that they too can one day attend college and perhaps be a member of one of the athletic teams or clubs while continuing their higher education.



Awards are presented to all participants along with a gift bag with donations from the event sponsors. Children and their parents are also entered into raffle prize drawings for attending the educational sessions. Prizes include a bike, scooter, soccer balls and other healthy lifestyle items.

The 2012 Event:

Date: Saturday, April 28, 2012

Time: 8:00 AM (Registration-7:30AM) – 1:00 PM (Closing Ceremonies)

Venue: Santa Ana College

Event Partners:

Asthma & Allergy Foundation of America (AAFA),

Orange County Asthma Coalition,

Southern California Air Quality Management District (SCAQMD)

Santa Ana College

University of California, Irvine

Orange County Department of Education

AIR POWER GAMES® VOLUNTEER REGISTRATION FORM

EVENT DATE: SATURDAY, APRIL 28TH, 2012

Please complete and return the registration form to the CHOC Breathmobile™ office by Friday, March 30th, 2012 to ensure that you will be participating.

A parent/guardian must accompany volunteers under the age of 18 to the event.

CHOC Children's Breathmobile, Attn: Cristina Bernal, 455 South Main Street, Orange, CA 92868
Any Questions please call (714)532-7573 FAX (714) 532-7550 email: cbernal@choc.org

Name: _____

Parent's/Guardian's Name (if under 18): _____

Address: _____

City: _____ Zip: _____

Phone (daytime): _____ Cell Phone: _____

Email Address: _____ Sex (circle one) M F

T-shirt Size (circle one) XS S M L XL XXL

I would like to volunteer for the following position: (please mark 1st, 2nd and 3rd Choice)

____ Team Leader Young Children

____ Volunteer Assistance

____ Registration Booth (AM only)

____ Team Leader Older Children

____ Awards & Raffles

____ Track Event _____

I, _____, hereby grant to Children's Hospital of Orange County, Santa Ana College and the Asthma & Allergy Foundation of America, its constituents and affiliates permission to use my name or my dependent's name, voice, statements, photographs and other reproductions and likenesses. I understand that the above will be used in activities and publications of CHOC Children's, Santa Ana College and the Asthma & Allergy Foundation of America, its constituents and affiliates and consent there to.

Waiver and Release of Liability for Injury

By volunteering at the Air Power Games®, I understand and acknowledge that I assume all risk of any kind of injury that I may receive or sustain as a result of participating in the Air Power Games®. Accordingly, by signing below, I understand that I hereby completely release Children's Hospital of Orange County, the Asthma & Allergy Foundation of America – Southern California Chapter, the state of California, The Trustees of Santa Ana College, and each of their agents, representatives and employees, from liability or responsibility for any and all claims, damages, injuries, losses or causes of action that may result from or arise out of my participation in the Air Power Games®.

I consent to being photographed, videotaped or interviewed for the purpose of recording the Air Power Games® experience and understand that this may be used for publicity, fundraising or other purposes.

I consent to being screened on the Megan's Law Website and that if found to be a registered sex offender I understand that I will not be permitted or assigned to participate in the Air Power Games® program in any capacity.

Signature

Date

Parent's Signature if Needed