President’s Corner

The California Association of Hospitals and Health Systems Leadership conference in February was informative and interesting focusing on all aspects of volunteering and issues facing our hospitals. Next year's conference will be in Sacramento February 11-13.

One of the topics we will discuss at our June 18 meeting is the findings of OCCHV's format committee. OCCHV still needs a treasurer for the 2019-2020 fiscal year. Paul has served for three years and has other commitments on which he needs to focus. Your suggestions for a treasurer will be appreciated.

St. Jude Medical Center has planned a great program for us at our June meeting. We all have a part in a patient's experience and our speaker will discuss improving patient outcomes.

See you June 18.

Pat Pebley, President
Orange County Council of Hospital Volunteers

Orange County Global Medical Center Auxiliary

Orange County Global Medical Center Auxiliary celebrated our 51st Annual Scholarship Luncheon Saturday, May 12th, 2018. The auxiliary is committed to the value and importance of education. In support of that commitment it has sponsored a scholarship luncheon for fifty consecutive years.

Scholarship recipients are worthy applicants entering or continuing their education. Those receiving awards for the current year are guests of honor at this event.

Scholarship funds come primarily from the Auxiliary Gift Shop receipts, Orange County Global Medical Center Staff Physicians, and Junior Volunteers, memorial donations, honorary donations, and ticket donations for the Scholarship Luncheon, which are tax deductible.

This year we had nine Junior Volunteers, five Employee and four Community Outreach recipients.

Teri Stickel
Auxiliary President
ORANGE COUNTY COUNCIL OF HOSPITAL VOLUNTEERS

The Orange County Council of Hospital Volunteers is a nonprofit organization in which your hospital guild, auxiliary, advisory board is a member. Hospitals throughout Orange County are members of this organization that was created in 1960 to foster networking and sharing of ideas and programs on how to be excellent volunteers.

As a member of your hospital volunteer organization, you are automatically an OCCHV member and eligible to attend all general meetings. OCCHV’s meetings are held three times a year – the third Monday of January, June, and October. The meeting format is to have individual sessions highlighting interest areas such as gift shop, DVS/Managers/Coordinators of volunteer services, and the presidents’ council. Members can attend any session they desire. Following the breakout sessions, a general meeting is held where the host hospital presents information about that hospital. A program is then presented by the host hospital. For example, St. Jude Medical Center is the host for the June 18 meeting and has arranged for MaryAnn Perez, Manager, Patient Experience, to discuss the many facets of improving performance. As you know, volunteers play a large role in fostering excellent patient experiences. Cost to attend is $25 because of the master-chef prepared buffet lunch.

You are sincerely invited to attend meetings of the Orange County Council of Hospital Volunteers. Sign-up sheets are made available by your volunteer leadership.

Respectfully,

Pat Pebley, President, Orange County Council of Hospital Volunteers

Please consider contributing news about your hospital events, celebrations etc. for publication in the Orange Blossoms.

Email to bjlewandowski@hotmail.com and put OCCHV News in the Subject line.
Thank you to everyone who contributed to the Orange Blossoms for this quarter.

Barbara Lewandowski, OCCHV Newsletter Editor
Being a hospital patient can be a stressful and uncomfortable experience, even under the very best of circumstances. You are away from home and not feeling well. For many people, tea is associated with comforting thoughts of family and friends. Our desire is to help patients have some of these same feelings while in the hospital.

To further enhance the patient experience at Fountain Valley Regional Hospital, the Volunteer Services program, with support from the Food Service team, has introduced a late afternoon tea time that is being trialed in multiple patient care departments. As a part of their patient rounds, volunteers now offer warm tea. So far the response has been very positive, even for those patients who do not accept a cup of tea, the simple act of offering something seems to have a positive impact. The service also provides a great opportunity for volunteers to connect with patients on a more personal level. We look forward to continuing this wonderful service for our patients.

Submitted by David Heineman
Fountain Valley Regional
St. Joseph Hospital celebrates National Volunteer Week

The St. Joseph Hospital Volunteer Advisory Board and Volunteer Staff tried a new approach to celebrating National Volunteer Week this year.

In the past a luncheon was held and volunteer hour awards were presented. The volunteer staff also went to each unit served by volunteers to personally hand them a carnation and thank them for volunteering. Additionally the Volunteer Office was decorated and a desert was served.

A survey sent out to the volunteers indicated that volunteers were not feeling appreciated and that the luncheon was attended by fewer volunteers each year.

This year instead of the luncheon and carnations, each volunteer was given a meal ticket worth seven dollars. It was presented in a little bag with the volunteer’s name. The bag was decorated with a tag signed by the Volunteer Staff that thanked the volunteer. On the other side it said “Lunch is in the bag”. Members of the Volunteer Staff and Volunteer Advisory Board went to each unit to personally thank the volunteers for their service. Additionally the Volunteer Office was again decorated with colorful tablecloths and balloons. Posters with pictures of volunteers were placed throughout the hospital and some volunteers were featured on message boards in the hospital. Treats were also provided in the Volunteer Office.

It is hoped this change will let St. Joseph Hospital Volunteers know how much they are valued and appreciated.

Submitted by:
Kathie Mullins
VAB Co-Chair

Send reservations to:
Paul Rudewicz, OCCHV Treasurer
Mission Hospital, Mission Viejo
27774 Ruisenor
Mission Viejo, California 92692
Phone: (949) 472-8035
Email: prudew@ix.netcom.com

Check or Money Order must accompany your reservation
Late reservations may not be accepted.
GENERAL MEETING: Monday, June 18, 2018

Grand Catered Events,
300 S. Flower Street, Orange, CA
Hosted by St. Jude Medical Center

Agenda:

9:00 a.m.  Registration - Coffee and tea are available; opportunity ticket drawing sale

9:15 a.m.  Breakout Sessions: President’s Council (Garden Room), DVS and Student Advisors (Champagne Room), Gift Shop (Lobby Foyer)

ALL attendees are welcome to attend meeting of their choice

10:30 a.m. General Meeting, Champagne Room – Pat Pebley, President

Chairperson Reports

Host Hospital Presentation: Duncan Johnson, President, St. Jude Medical Center Guild

11:00 a.m.  Speaker: Mary Ann Perez, Manager, Patient Experience, St. Jude Medical Center

Topic: “Organizational Culture and Patient Experience:

12:00 p.m.  Inspirational: Gian Santos, Manager, Volunteer Services, St. Jude Medical Center

Delicious Buffet Luncheon, and Opportunity Drawing

1:30 p.m.  Meeting Adjourned