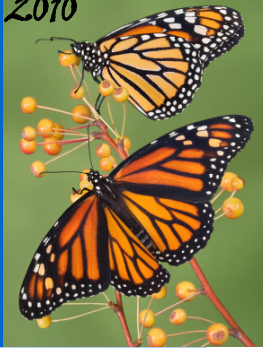




The Volunteer VOICE

University Medical Center Brackenridge



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Why I Love UMC Brackenridge

By: Linda Rodriguez, President, University Medical Center Brackenridge Volunteers

My love for Brackenridge Hospital actually started 20 years ago. My daughter was born 2 ½ months premature at Brackenridge Children’s Hospital. I will never forget the love and support that was given, not only to my daughter, but to me as well. She was in the Intensive Care Unit for 15 days and during that time I got to know quite a few of her nurses. They were a great team who were there for me when I needed them most and now it’s my turn to give back. This is one of the main reasons why I decided to volunteer at UMCB.

Since my daughter graduated from high school and is in college, I have more time to share my skills and my heart. I love to crochet during my spare time, so one afternoon I decided to do some research on the internet about how I could put my crochet skills to use. I found several projects listed on the internet, but the one that interested me most was CareWear, especially since Brackenridge Hospital was listed as one of the hospitals that had a CareWear group already formed. So I called the Volunteer Office, spoke with Erica and made an appointment to pitch my ideas to them. I walked into the Volunteer Office to present the project I had in mind to help other babies in the NICU. That’s when I first met the wonderful ladies in the Volunteer Office.

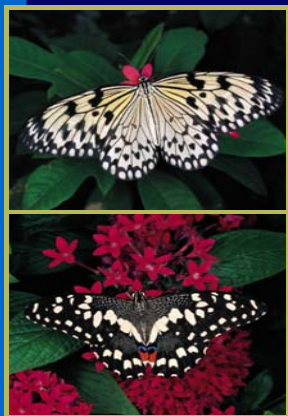
Jill, Tia and Erica welcomed me with open arms! I sat down with them and told them about my CareWear Project and lo and behold, they did everything they could to help me get my project underway. We now meet the first



Linda Rodriguez
President
2010 — 2011

Sunday of every month and it has been a wonderful opportunity and a great way to meet new friends. We are a small group but we are a determined group. We sew, knit and crochet various items that we donate to the NICU. It’s a wonderful feeling knowing that the love and tenderness we put into every item is placed on a very special baby in our Neonatal ICU.

Little did I know that months later I would be in this position as President of the Volunteer Program at UMCB. I’m looking forward to a wonderful year and the challenges and opportunities that it will bring. As a legal assistant for a criminal defense attorney, being around UMCB is something very different and nothing like my full-time job. I will be able to experience first hand the care and compassion that is given to the patients at UMCB. I’m eager to be a part of this mission-driven organization.



The Next Generation of Safety

By: Kate Henderson, MHA, Vice President, Chief Operating Officer, UMC Brackenridge



Kate Henderson
VP, COO, UMCB

UMCB associates have an insatiable appetite to advance both associate and patient safety. This hunger for improvement has served UMCB and those it cares for very well. In the spirit of continuous improvement, UMCB is beginning its next generation of safety work this summer. We've named this next generation safety work "**High Reliability Healing.**"

What does that mean?

High reliability concepts are safety tools which "grew up" in the nuclear power and aviation industries. The integration of high reliability concepts into an

organization is a proven technique to radically reduce system failures and to effectively respond when failures do occur. Hence, integrating high reliability concepts will support our continuous improvement in associate safety, patient safety and patient loyalty.

High reliability tools include, but are not limited to, three-way repeat-backs and read-backs; use of clarifying questions; use of phonetic and numeric clarifications; and handoff communication techniques.

All associates will participate in High Reliability

Healing error prevention training this summer to begin to learn and practice these high reliability tools.

We already do exceptional safety work at UMCB. Incorporating next generation safety tools – *specifically high reliability tools* - into our work will enable us to ensure we do our work safely every time. Safety isn't another priority at UMCB but rather it is a core value – it IS our business.

Our High Reliability Healing is an exciting next step in UMCB's safety journey. Stay tuned, be safe, and help your colleagues be safe, too.

Have You Seen this Dynamic Duo?

- They work from 9:30 A.M. to 7:00 P.M. . . .
- Words like committed and caring would describe them . . .
- Both are warm and outgoing, always sharing their time and their hearts . . .
- You can tell they care for and admire one another . . .
- This strong team of two, Tia



and Erica, are the dedicated people who are true to the Seton mission, serving all the volunteers and the hospital, too.

Tia McCurdy, Director of Volunteer Services and Erica Otero-Peña, Volunteer Coordinator.

WE THANK YOU!!!

Welcome, New Adult Volunteers

Thank you for all you do. Please let us know if we can help you.

Tracy Adams NICU

Heather Baade Mother/Baby

Heather Cain Cancer Connect

Rebecca Castaneda Patient Floors

Aileen Cavazos Care Wear, NICU

Kim Coffey NICU

Manuela Ewing Eighth Floor

Margaret Glusser Ninth Floor

Patricia Henry ER

Joan Hutchinson ER

Sen K. Jung Ninth Floor

Fariba Karimi Ninth Floor

Jacqueline Keller Physical Therapy

Edward Kirchof Ninth Floor

Britney Lewis ER

Mario Leyva Physical Therapy

Nicole Murray Patient Floors

Sara Nannen March of Dimes

Richard Nelson Pharmacy

Sally Pawsat Pet Therapy

Linda Rodriguez NICU

Yasmin Sebanne Ninth Floor



Adri Smith Information Desk

Patty Smith Mother/Baby

Allison Stephenson Eighth Floor

Shanila Tillekeratne Ninth Floor

Blake Watkins Eighth Floor

Eric Whittington Ninth Floor

Courtney Wiener Ninth Floor

"The world is round, and the place that may seem like the end, may also be the beginning."

Ivy Baker Priest

A Final Word in Gratitude

By: Jill Scacco, Past President, UMC Brackenridge Volunteers



What they undertook to do They brought to pass
William Butler Yeats

Privileged to be a UMCB volunteer, honored to have

served as president, it is time for me to pass the stewardship of this marvelous organization to a wonderful new president, Linda Rodriguez.

I leave office with my heart overflowing with admiration, gratitude and pride in the job we

have done.

UMCB's exceptional volunteers take advantage of the joyful occasion to help the poor and vulnerable every day. Warm, caring, giving and dedicated, they treat all who come here with compassion, reverence and integrity.

The committed board members conscientiously lead and support volunteers, striving always to fulfill their responsibilities, offer counsel and advice, and make informed choices.

UMCB's Administration highly values the volunteers' work. President Greg Hartman includes

leadership in key decisions, often asking volunteers for opinions and input. New COO Kate Henderson has already shown respect and affection for the volunteers.

The Seton Volunteer Council generously provides a template, encouragement, and advice based on experience.

Director Tia McCurdy and Coordinator Erica Otero-Peña, devoted, capable women, have supported my every step.

It has been a blessing to witness the magic of UMCB Volunteers. Thank you, for what we have brought to pass.

Jill, 2008 —2010



In the last 12 months, volunteers have lovingly donated 48,375 hours of service to UMCB. That equals the work of 22 paid fulltime employees, with a value of \$966,918.

The Sewing Room's Comfort Pillow Project

The sewing room volunteers come in each Wednesday, quietly working on different projects, that will help make patients' time with us better.

For breast cancer patients, they make camisoles designed by Katherine Bennett, a sewing room lady, to accommodate the lines and tubes during their hospital stay. They also make sleeve donners for patients with lymphedema and caps to keep heads warm.

They sew baby blankets for the Mother/Baby and NICU departments, and create bereavement kits for parents who have just lost their little ones.

Precious little animals are made

with love and care, given to the families.

Now, they have taken on a new project. This giving group of volunteers agreed that they want to make something that would serve a larger patient population. So, the "Comfort Pillow" project was born.

These pillows will be distributed to the patient floors, disseminated by the nursing staff to those with the greatest need. The pillows will provide support and comfort in so many ways. It's just another reason to thank one of these fine ladies when you see them walk by.



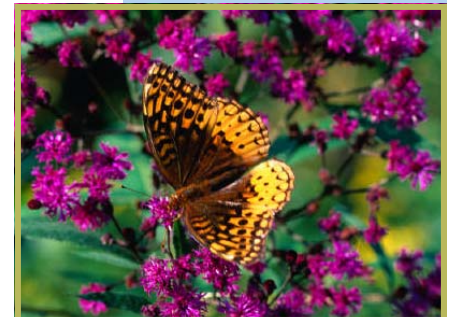
From the left: Helen Nibouar, Cindy Kilmer, Daphne Lambert, Helen Paust, James Dowdy, Octavia Smith.

Sadly Missed

Pet Therapy volunteer Glenna Williamson and Mandy, her beautiful Golden Retriever, spread warmth and loving kindness to UMCB patients and staff. Sadly, Mandy passed away from a sudden illness. Glenna, please accept the sympathy of the UMCB family that loved Mandy and will remember her fondly.



Pet Therapy team: Glenna and Mandy





New Service Area Chairmen



Conrad Gonzales, Patient Floors Chair. I have been a UMCB volunteer for 3+ years. Last fall I redirected my time and attention to the patient floors. Tia asked me to take on this leadership role. My goal is to provide support and additional education regarding what is going on now and how we can make the services that we offer even better. I would like to thank the patient floor volunteers and invite any others who would like to join our team. On behalf of Volunteer Services and the nursing staff, thank you for your commitment. I look forward to meeting you!



Cindy Kilmer, Sewing Room Chair. The Sewing Sisters are really sewing angels. Each one of these lovely, devoted women brings a special touch to the projects she works on. As the new Service Area Chair for the Sewing Room, my only concern is living up to their standards, and being able to convey their wishes to the volunteer staff in a manner that is worthy of their trust. The quality of their finished products makes my life easy as I sing their praises to all that will listen.



Robert Rash, Information Desks Chair. As the new information desks Chair, my goal for the coming year is to encourage and motivate those that currently serve at the desk and train and inspire new individuals who will dedicate their time at the desk, with the hope that we can retain more adults and second-term college volunteers. I will focus on working with other departments and selecting individuals to improve the quality of guidance provided by information desk volunteers to patient appointment or procedure locations.



Courtney Hobza and Jamie Choi, Student Ambassadors. We are proud to have been chosen as Student Ambassadors. This new effort will provide structure and leadership for a culture change in the student program. Screening and interviewing processes will be developed, with performance review protocols. This restructuring, with interesting educational opportunities available only to our volunteers, will make it more competitive, creative and worthwhile.

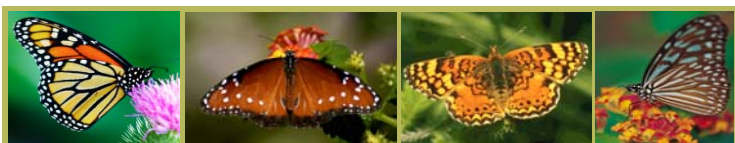


Kristin Do and Kat Wagner, Publications Chairs. Last year we had the opportunity to serve on the team that created the quarterly newsletter. As UT students we felt honored, and enjoyed learning so much about the Volunteer Services part of the world at UMCB. We're off for the summer, so Jill, Tia and Erica have produced this summer edition, but as the fall approaches, we look forward to creating more interesting newsletters for you to enjoy!



**University Medical Center
Brackenridge
Attn: Volunteer Services**
601 East Fifteenth Street
Austin, TX 78701-1996

808670



THE MISSION STATEMENT OF THE SETON FAMILY OF HOSPITALS

Our mission inspires us to care for and improve the health of those we serve with a special concern for the poor and the vulnerable. We are called to be a sign of God's unconditional love for all and believe that all persons by their creation are endowed with dignity. SETON continues the Catholic tradition of service established by our founders: Vincent de Paul, Louise de Marillac and Elizabeth Ann Seton.

Announcements

Adult Volunteer Orientation

**First Tuesday of every month
11:00 A.M. - 1:00 P.M.**

Don't Forget

**General Membership Luncheon Meeting
October 27, 2010
11:15 A.M.
CEC C1.115**

University Medical Center Brackenridge

601 East Fifteenth Street
Austin, TX 78701-1996

Brackenridge Volunteer Services:

Tia Tyler Mc Curdy	324.7151
Director	
Erica Otero-Peña	324.7584
Volunteer Coordinator	

Brackenridge Volunteers Board:

Linda Rodríguez	President
	Vice President
Paige Bonner	Secretary
James Dowdy	Treasurer
Katherine Bennett	Member-at-Large
Jill Scacco	Past President

University Medical Center Brackenridge:

Kate Henderson	324.1940
Vice President	
Chief Operating Officer	
Jan Cabral	324.5825
Executive Assistant	

Seton Family of Hospitals:

Greg Hartman	324.5833
President, CEO, UMCB	
Network Marketing, Communications and Planning	
Jan Cabral	324.5825
Executive Assistant	

Daughters of Charity Representative:

Sr. Patricia Bachman, D.C. 324.7995
Mission Integration

