

NMC HEALTH: 5 STAR HOSPITAL

We are a little excited! In July, the Centers for Medicare and Medicaid Services updated its overall hospital quality star ratings for 2022, giving 429 hospitals a rating of five stars. NMC Health is one of only six hospitals in Kansas to receive this honor (for the last four years), receiving high marks for: low mortality rates, high safety of care, low readmission rates, high patient experience and timely and effective care! Thank you to our employees and medical staff for making this possible!

- Check out these links to learn more: [CMS star ratings are out: 4 things to know \(beckershospitalreview.com\)](#)
- Learn the metrics for star ratings: [Overall hospital quality star rating | Provider Data Catalog \(cms.gov\)](#)
- Find NMC Health on the Hospital Compare Website: [title | Provider Data Catalog \(cms.gov\)](#)

Are you interested in a career with an organization that is nationally recognized for quality, we would love to have you join our family – learn more or apply online mynmchealth.org/careers/



We are on the move!

A big, big thank you to all who have stepped in to help!

LET'S TALK
ABOUT IT

After a long sabbatical, Volunteer Services is up and running again! Over 900 days ago, we started hearing and using words like coronavirus, COVID-19, social distancing and mask mandate. We began reading metrics and grids and worrying about the number of available hospital beds and diminishing supplies. Nearly 850 days ago, like so many healthcare organizations - and schools - and businesses - and theaters - and sports venues - and faith settings, NMC Health limited access and placed our volunteer program on hold. And we are back! It's been a long, dry season - but we are here, together again! We are updating processes, adding new and interesting opportunities, bringing in new logoed vests and smocks, and re-establishing our chaplain volunteer corps. And, we are adding volunteers each month!

MAY: Warren Wiggers, Lynn McDougal, Maddie Clark, Jordan Adajar, Weldon Boeckner, Natalie Jones

JUNE: Alexandria Nickel, Rosalie Goff, Jean Farrar, Natalie Church

JULY: Cheryl Williams, Karen Farrell, Janelle Courtright, Karen Fulk, Gary Denny, Ken Franz, Patti Regier, Peter Hartman, Rosie Jantz, Sharelle Venso, Virginia Jost, Chris Simmons, Jen Hamm, Ron Moyo

And, we are reaching out to Newton and surrounding communities, making sure they know that we are on the move again. Would you like to help? Consider this: be an ambassador and tell your friends and family that volunteers are again engaged in the work of NMC Health. It is a pleasure to see familiar faces, meet new friends and provide additional help to our patients, families and staff! Share the word!

FEATURED “SUMMER INTO FALL” VOLUNTEER JOBS

SURGERY WAITING VOLUNTEERS welcome patients and families, updating them as the patient goes through the surgical process. (early morning-early afternoon shifts)

SURGERY/STERILE PROCESSES VOLUNTEERS put together sterile trays and manage instruments. Have you always desired to don a set up scrubs? Well, here's your opportunity! (weekly)

BLOOD DRIVE VOLUNTEER COORDINATOR handles the logistics of quarterly blood drives at the hospital, connects with donors and Red Cross, arranges snacks, checks in donors, etc. (quarterly)

VIDEOGRAPHER/PHOTOGRAPHER/EDITOR VOLUNTEERS assist our marketing department with all things multi-media. (per project shift)

COMPUTER SCANNER VOLUNTEERS assist with needs in our specialty clinics located in the 800 building, near the hospital. (weekly)

FIRST IMPRESSION VOLUNTEERS connect with guests through the ER and main entrances, assuring that they are wearing masks and can move freely throughout the hospital (weekly)

AMIDON CLINIC VOLUNTEERS help with filing, culling files, and general clerical needs in the Amidon Family Clinic. (weekly)

SORTING VOLUNTEERS isolate out-of-date items, help with inventory and stocking in surgery and food services. (weekly)

PATIENT ADVOCATE VOLUNTEERS assist environmental services by connecting with patients and families in the medical unit regarding room cleanliness and other needs. (weekly)

ACTIVITY VOLUNTEERS meet patients where they are in the Generations Behavioral Health Unit, playing games, enjoying puzzles, providing companionship and other activities. (weekly)

Maybe one of these first-rate jobs sounds interesting - or maybe you know of another needed job at NMC Health - or maybe you know some awesome person who would be a great volunteer! Don't wait - call 316.804.6057 right away!

NEWS AND EVENTS

Volunteer Services was pleased to participate and/or host these events this summer:

- Newton 150 Summer Bash - June 4
- Clergy Appreciation Lunch - June 15
- Volunteer Meet and Greet - June 23
- Wichita Heart Walk - June 25
- EMERGE Luncheon - July 14 - click this link to learn more about this Harvey County young professionals' group: <https://emergeharvey.com>

AUGUST BIRTHDAYS

- 1 – Karen Fulk
- 4 – Weldon Boeckner
- 15 – Rosie Jantz
- 23 – Virginia Jost

THE "DROP IN"

Volunteer Services is here for you! It's best to make an appointment, but if you are in the vicinity, drop in! It's always wonderful to say "hi!" And - if you have ideas or suggestions, please share!



PODCAST RECOMMENDATION

Hear people's inspiring and uplifting stories from around the world:
<https://www.dogoodpodcast.co.uk>

Do you listen to podcasts? Check out the **DO-GOOD** podcast hosted by Rob Watson. There's so much good happening right now on the planet – and these happenings are not getting the recognition that they deserve.

"Something that runs through a lot of the interviews that I've been doing, is that it seems there is a real purpose in what people are doing, it's actually that deeper meaning, that call to be of service in some way that actually gives you the motivation and fuels your passion to keep doing what you are doing."



A SPECIAL WISH LIST

Muslin fabric, cotton or cotton blend printed fabric and bags of rice are needed to make rice bags for the "Maternal Child" unit. These bags are heated in the microwave and are warm comfort items for our mothers and their babies. In this picture, volunteer Alexandria Nickel shows the bags that she just completed!

DID YOU KNOW?

The NMC Health website is a wealth of information! Follow this link to see the latest NMC Health news: [News - NMC Health \(mynmchealth.org\)](https://www.mynmchealth.org)

VOLUNTEER CHAT

It's great to get to know our volunteers, understand what brought them to NMC Health and what motivates them to stay. Recently, we spoke with Rosie Jantz and she shared these thoughts:

"I'm looking forward to volunteering at NMC Health again. I was here during a brief sabbatical in 2018 and enjoyed it very much. When I retired in 2020, I was hoping to jump back in, but the pandemic prevented me from doing that. Now that NMC Health is reviving their volunteer program, I'm delighted to get involved. There are so many opportunities to help carry out the vision of NMC Health. Volunteering isn't just about giving my time, but also about receiving so much more from the people I serve. I'm excited to get going again!"

Thank you, Rosie, for your commitment and service to NMC Health patients, families and staff!

SIGN UP. SHOW UP. GET INVOLVED.

OUR COMMITMENT TO COMMUNITY AND QUALITY

NMC Health is proud to support our community and set a high standard of quality for every service we provide. We strive for every person who comes to us for help to receive a rich patient experience from beginning to end. Our goals extend beyond our medical doors to our community. We are always looking for ways to identify and prioritize the greatest healthcare needs in Harvey County. Check out our website to learn more: Awards and Recognition - NMC Health (mynmchealth.org)

Meet **Lynn McDougal**, a new volunteer from the Hillsboro area. Lynn is instrumental as we grow our Volunteer Services department. She makes sure our volunteer files are current and ready for use. And, she takes home projects for other departments - like envelope stuffing and packet making. In this picture, she is working on an 800-envelope mailing for Employee Health. Thank you, Lynn, for your great work!



Jordan Adajar helps out in two areas at NMC Health - patient access/front desk and sterile processing. In this picture, he is working in the surgery area, setting up OR trays, and sterilizing so they are ready for use. Originally from the Philippines, Jordan is awaiting naturalization status so he can work as a full-time RN at NMC Health. In the meantime, he is learning about our organization and making friends! Welcome Jordan!



It is our privilege to welcome back **Warren Wiggers**. Warren previously volunteered in surgery waiting - and will do so again! In the interim, he helps out once a week at the front desk, working on items from the mailroom, creating notebooks, delivering flowers and assisting patients and families so they can find their destinations. We are so thankful for persons like Warren who "weathered" the COVID shutdown and are here to help us on the other side. Thank you, Warren!



"The place God calls you to is the place where your deep gladness and the world's deep hunger meet"

BEYOND OURSELVES

Frederick Buechner is an American writer and theologian, and the author of more than thirty published books. His books have been translated into twenty-seven languages for publication around the world, and he is often praised for his ability to inspire readers to see the moments of grace in their daily lives. Ponder Buechner's thoughts about finding one's place in the world:

UPCOMING VOLUNTEER TRAININGS

As we move into fall, trainings are scheduled monthly.

Thursday, August 18 - Basic Volunteer Orientation (5:30-8:30PM) Every NMC Health volunteer attends this training to learn more about our organizational mission, vision, awards, safety, HIPAA, expectations and the many available volunteer opportunities.

Saturday, August 20 - Patient/Family Support Orientation (8:30-11AM) Volunteers working near patients and families attend this orientation, created to understand and empathize with the patient/family healthcare experience. Included are topics such as communication, sensitivity, awareness, boundaries and patient conditions as well as an empathy simulation exercise.



SUMMER YUMMERS

Many of us grew up cranking homemade ice cream in the basement or garage on an old White Mountain freezer. Though times have changed, making homemade ice cream is still a great way to spend time with friends and family. Here's a tried and true vanilla ice cream recipe. Enjoy!

Here's a Prairie Homestead recipe:	½-¾ cups of sugar
2 cups heavy cream	2 tablespoons vanilla
2 cups whole milk	Pinch of salt

Combine milk, sugar and vanilla until smooth. Add remaining ingredients and blend until everything is combined. Place in your ice cream maker and freeze. Serve immediately for soft-serve style or place in a freezer and allow to harden for a firmer result. Here's the online version: <https://prairiehomestead.com> Do you have a recipe to share for this newsletter? Contact Suz.

OTHER PLACES, OTHER VOLUNTEERS

Beryl Institute, a group located in Nashville, TN, seeks to elevate the patient experience by providing tools and education to hospitals of all sizes. This short video reflects on a new respite volunteer program for families whose children are receiving care at St. Jude's Children's Research Hospital. It's great to see how volunteers make a difference in other healthcare locations!

Check it out:

<https://www.theberylinstitute.org/page/PXL-B-NeedAHelpingHand>

VOLUNTEER IMPACT: IT'S ALL ABOUT THE NUMBERS

JUNE

- Lynn McDougal and Warren Wiggers, stuffed **800** envelopes for Employee Health.
- Natalie Church filled **100** plastic mugs with rock salt for new employee orientation.
- Volunteers drove **912** miles to and from NMC Health to volunteer for us.

JULY

- Louise Thieszen turned in **11** blue and pink baby caps, knitted for Maternal Child.
- One Monday/Tuesday, Karen Fulk folded **645** pages and stuffed them into **471** envelopes for Patient Financial Services and since 2003, she has knitted **250** baby caps for Maternal Child.
- **14** potential volunteers attended basic volunteer orientation, two chose not to volunteer and **12** are moving forward.

BLAST FROM THE (VOLUNTEER) PAST¹



“Recognizing the need for additional support of the hospital during the Depression era, several civic-minded women met in an upstairs room of The Newton Kansan offices to discuss formation of an auxiliary group. In November 1933, the group formally organized as the Women’s Guild of Axtell Christian Hospital ... their primary function was to sew and mend linens for the hospital but, by 1937, the Women’s Guild had begun to provide financial assistance for the purchase of needed hospital equipment.”

(Photo, July 12, 1901: The first nurses’ uniforms at Axtell Hospital were made of heavy blue-and-white striped material with full, gathered skirts that barely cleared the floor.)

VOLUNTEERS IN ACTION



From upper left to lower left: Natalie Church (lab), Natalie Jones (surgery), Weldon Boeckner (front desk), Maddie Clark (imaging), July volunteer trainings (2 sessions)

Thank you for your service!

¹ Myers, Lana W. Newton Medical Center: Merging the Past with the Future, 2006.

HOW DO I BECOME A VOLUNTEER?

1. Reach out to us with a phone call or email.
2. Complete application.
3. Attend the initial interview.
4. Attend Orientation.
5. Attend the placement interview - what do you want to do and when do you want to do it?
6. Start your volunteer job! Grow in your volunteer job.
7. Attend events and parties and tell the NMC Health story!

TAKING CARE OF YOU

It is important to take care of your health, even if you're not a patient. NMC Health offers a "Healthy Lifestyles" campus to promote wellness in our community and beyond. Not only should medical care be given to treat illnesses, but healthy living is important to overall wellness. To this end, at NMC Health Medical Center, we offer a collection of health and wellness opportunities: FitTrail, Fishing Pond, LIFEpath, Wildflower Garden, Honeybee Hive and Sunflower Café.

A "Summery" Healthy Tip: Add a Berry Boost to Your Diet! You already know that eating right is essential to being healthy, and there are many ways to maintain healthy eating habits...drink lots of water, cook in an air fryer, add vegetables and fruits to every meal.

If you're looking for an added way to live healthy this summer, add a berry boost to your diet. A good mix of blackberries, blueberries, raspberries, or strawberries will give you a healthy boost in antioxidants if eaten every day. Not only are they good for you, but they're a cool treat on a hot summer's day. Try some today!



A GOAL WITHOUT A PLAN IS JUST A WISH



Everyone needs a goal, right? Volunteer Services Goal: 75 active volunteers by April 30, 2023. Can you help us reach our goal?

- Ask a friend to volunteer with you,
- Talk with your family about the importance of volunteering,
- Participate in our events and fundraisers,
- Like, comment and share on our social media pages,
- Be an NMC Health Ambassador, and,
- Become an NMC Health volunteer!

DRIVING NEWTON KANSAS

In this video, Kansas Man takes a full drive around Newton, Kansas in time lapse. Fun! Enjoy!

Click here: [Driving in Newton, KS - Full tour \(Time-lapse\) - YouTube](#)



KEEP IN TOUCH AND SHARE THE WORD

The biggest joy of “re-igniting” our Volunteer Services program is that our volunteers help make it happen! Obviously, when you give of your time and energy as a volunteer, that is the first tier of making our program successful. But there is so much more.

*The next (sizable) tier is to make sure the people in **your circle** KNOW that you volunteer and RECOGNIZE that volunteering makes a difference in your life and the lives of NMC Health patients, families and staff.*

Recruiting volunteers is all about “word of mouth” sharing of information with people you know and love. Think about the circles of your life - is there anyone you might encourage to be an NMC volunteer?

Church

Circle iWork

Kids Activities

Sporting Events

Clubs

School

Hobbies (bowling, cards, crafts)

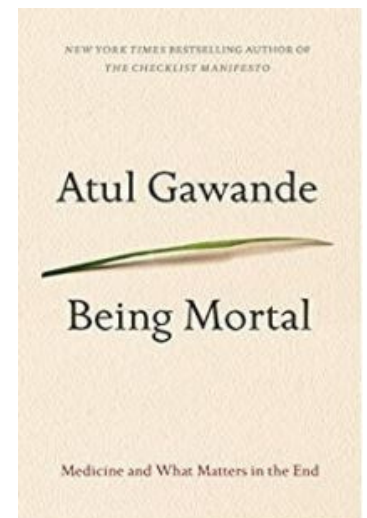
Recruitment happens best when it happens “person to person”. And, that is lots of fun! Thanks for helping us recruit volunteers!

FOR READERS ONLY

In this video, Kansas Man takes a full drive around Newton, Kansas Consider reading Being Mortal by Atul Gawande (2014).

“Being Mortal” is a valuable contribution to the growing literature on aging, death and dying. It contains unsparing descriptions of bodily aging and the way it often takes us by surprise. This work meditates on how people can better live with age-related frailty, serious illness, and approaching death. Riveting, honest and humane, Being Mortal shows that the ultimate goal is not a good death, but a good life - all the way to the very end. It is a must-read for those of us who are growing older and looking closely at who we are. Gawande is a gifted storyteller, and there are some stirring, even tear-inducing passages here. The writing can be evocative.

Available in print, as an audio book, or for check-out in Volunteer Services.



HARVEY COUNTY RSVP



RSVP works to create a meaningful way for all volunteers to share their talent. Support and encouragement by RSVP staff and NMC Health help maintain a connection with the volunteer. The mission of Harvey County RSVP is to provide a variety of opportunities for persons aged 55 and over, to participate more fully in the

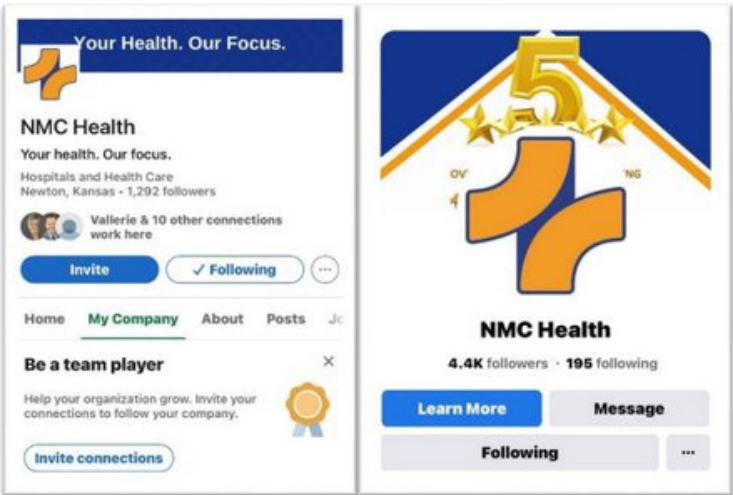
life of their communities through significant volunteer service, thus meeting the needs of individuals and local nonprofit agencies and organizations. For more information about the benefits of being a part of RSVP (at no charge), contact Mary Adams, RSVP Coordinator at 316.284.6881. Her office is located in the courthouse, in Newton.

FIND US ON SOCIAL

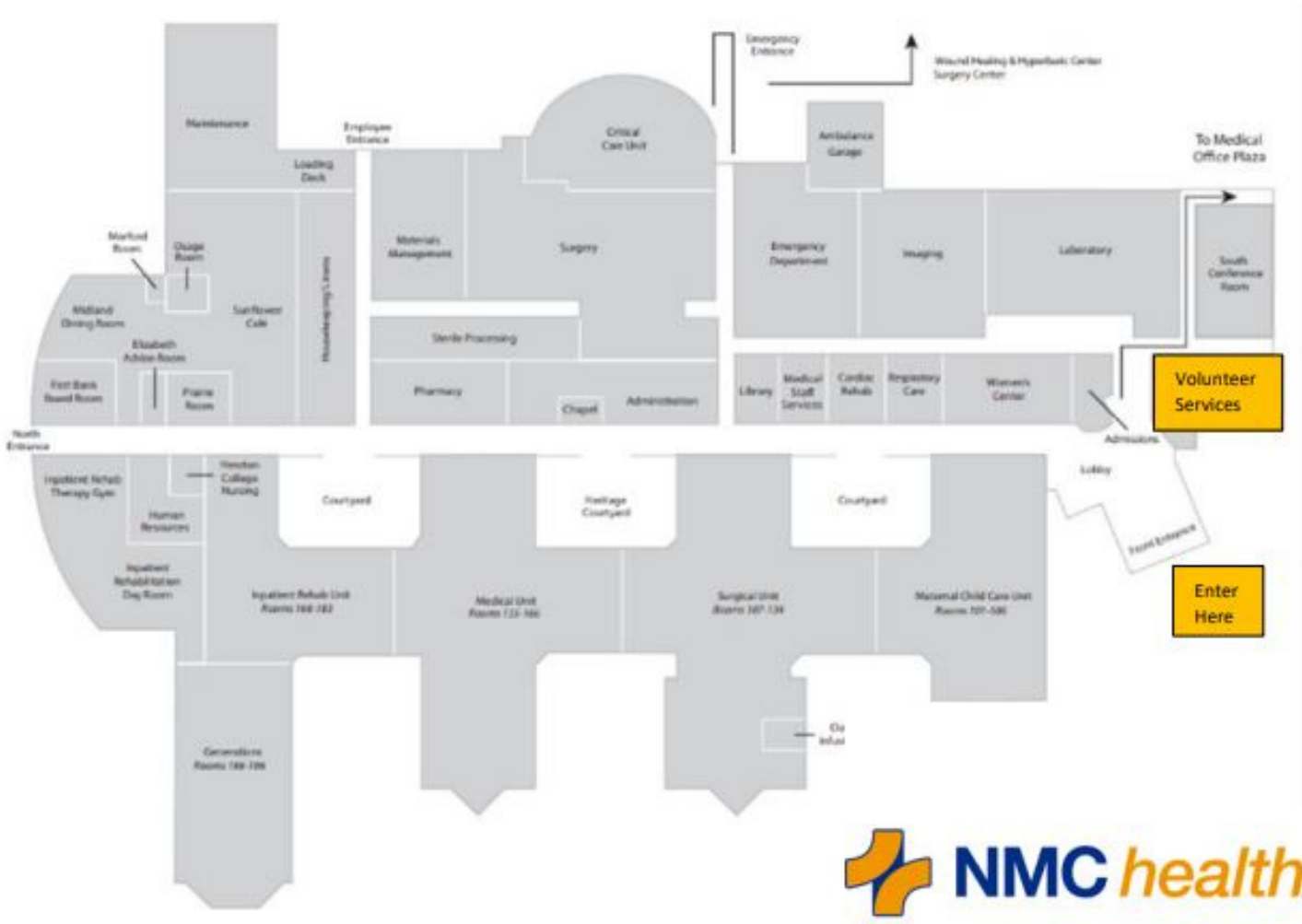
Social media are interactive technologies that facilitate the creation and sharing of information, ideas, interests and other forms of expression through virtual communities and networks.

NMC Health is very active on Facebook and LinkedIn, and if you are part of those platforms, we need your help! Please like, comment, share and follow!

We post diverse educational items for healthy living, special events and information about our hospitals and clinics - and events and opportunities in the Newton community and beyond, nearly every day!



VOLUNTEER SERVICES OFFICE WITHIN THE HOSPITAL



THE (SURPRISING) BENEFITS OF VOLUNTEERISM

Four ways to feel healthier and happier!

1. Volunteering connects us to other people - make new friends and contacts. Increase your social and relationship skills.
2. Volunteering is good for our mind and body. Volunteering helps counteract the effects of stress, anger and anxiety, combats depression, increases self-confidence, provides a sense of purpose and helps us stay physically healthy.
3. Volunteering can advance our career. Learn valuable job skills and gain career experience.
4. Volunteering brings fun and fulfillment into our life.

How do you find the right volunteer opportunity? Consider your goals and interests. Be open minded to several opportunities. Ask questions. Make sure you know what is expected. Be honest. Enjoy yourself! And ask yourself: "what can volunteering do for you?"

FROM OUR WEBSITE

NMC Marketing department continues to enhance our outstanding website; it is a go-to place for so much great information - our award-winning care, vaccine information, healthy living education, services in the hospital/other locations, leadership, and much, much more. We have experienced some severe weather this summer, so, it is always a good idea to remind ourselves what is important to be safe. Kansas is prime real estate for severe weather. Call and winter bring cold weather hazards and springtime brings strong winds, heavy rains, lightning, hail and tornadoes. Know how to prepare for bad weather can help you and your family stay safe.

Must-have list:

- Weather alert radio
- Drinking water
- Medications
- Food
- Phone charger
- Shoes
- Whistle
- Flashlight
- First aid kit



Create an emergency plan so you are prepared. When you make "panic based" decisions during an emergency, things may get worse. So, plan!

- Understand how to collect information about the emergency through radios and phones
- Know where your shelter is and the best way to access it
- Determine the best way to communicate with your family during an emergency
- Update your emergency kit to replenish and replace expired products

If you encounter a storm and are injured, call 911. If emergency dispatch recommends that you to go the nearest ER, make sure you know where it is and how to get there. The emergency room at NMC Health is available to serve you whenever you need immediate care. To learn more about NMC Health Emergency Department, click here: [Emergency Department - NMC Health \(mynmchealth.org\)](https://mynmchealth.org)

THE VALUE OF A VOLUNTEER

Demonstrating volunteer impact is a great way to receive internal and external support for your volunteer program, recognize your volunteers and recruit new ones. Volunteer Engagement/Workforce Development Specialist Nicole R. Smith says an effective way to demonstrate volunteer impact is through numbers.



She does this by calculating total volunteer hours, equating that to what a volunteer hour is worth, and showing its value as an in-kind donation. “This is really great for numbers people,” she says. “For example, we might say, ‘The number of hours our volunteers have given is equivalent to five full-time staff or the serving of 50,000 meals.’” Because the numbers alone tend to be sterile, she says, translating that dollar amount into impact creates a better connection: “It’s important to share those actual stories as opposed to just the numbers. Numbers mean different things to different people too, but experiences tend to land differently.”

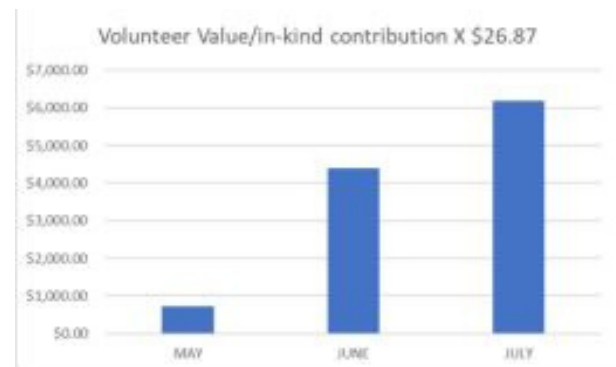
At staff meetings and annual volunteer appreciation dinners, she breaks down every volunteer position they have and uses numbers to tell a story about impact: “For example, we might say, ‘Our volunteers gave 300 tours that hosted 400 people from 13 countries. Now many more people from that many more countries are fully aware of what we do here, and through that, X many donations were given by people who learned about us through the tour,’ or ‘Our audio describers described 14 different shows, which meant 3,000 people with disabilities were able to enjoy the theater who may not have been able to if we wouldn’t have done that, and three of those became donors.’” She also shares these stories of impact in quarterly update emails to staff and in an annual report shared both internally and externally.

“Many times, after these presentations, staff will ask, ‘Oh my gosh, can we get a volunteer?’” she says. “Volunteers create more time and capacity for the staff to be able to do other things, which ends up serving our clients better.” ²

THE INDEPENDENT SECTOR

Volunteers help their neighbors, provide expertise, and serve their communities. No matter what kind of volunteer work, volunteer contributions are invaluable. The latest national value (April 18, 2022) is estimated to be \$29.95, a 4.9% increase from 2020-2021 and this is based upon:

- average earnings of private sector workers (excluding those who work on farms or in managerial occupations), and,
- 15.7% increase for the value of fringe benefits.



State estimates equal the national value of volunteer time multiplied by a state-specific “hourly earnings index”. The Kansas “value of a volunteer hour” is \$26.87. By multiplying this month’s volunteer service by \$26.87, volunteers donated \$6,193.53 in kind dollars to NMC Health!

Certainly, putting numbers to volunteer hours is never enough, but it is one way to show the contributions that individuals and organizations make in our communities. It is a way to acknowledge the millions of individuals who dedicate their time, talents and energy to make a difference. ³

2. Nicole R. Smith, CVA. Volunteer Engagement/Workforce Development Specialist

3. Independentsector.org

VOLUNTEERISM TRENDS

Mid-way through 2022, are you wondering what is trending in the professional world of volunteer management? It is safe to say that we will likely never return to the “old ways” of volunteerism...

Greater flexibility for volunteers - major workforce shifts have caused volunteer programs to adjust when and where services may occur, thus keeping higher levels of volunteer involvement.

Increased (and decreased) resources for volunteer management - some organizations have doubled down on their investments and budgets to manage a volunteer services program, while others have reduced budgets or dropped volunteer programming altogether.

More transparent and authentic communication - many organizations and professionals have become willing to be both more open and more supportive and understanding about the very real struggles with burnout, mental health issues, and overall frustration regarding COVID-19, including volunteer programs. In addition to extending a greater level of grace to one another, some volunteer groups are more transparent, recognizing that not everything can be known or settled at any given time.

Focus on recruitment for positions “post-COVID-19” - volunteer programs are leaning into and learning more about how they will approach recruitment using online marketing strategies to reach volunteers.

Getting “buy-in” remains a challenge - while some organizations have increased investment in volunteer programs, still some agencies leave the endeavor understaffed and underfunded.

An increased interest in more inclusive volunteerism - more and more organizations are expanding the current opportunities for volunteers, the ways that volunteers are engaged and are creating a workplace that values, appreciates and welcomes persons regardless of their background and diverse characteristics.⁴

2022 TREND

THANK YOU FOR VOLUNTEERING

For more information or to get connected, contact by email/phone:

suz.mciver@mynmchealth.org

316.804.6057

mynmchealth.org/volunteer

4. <https://tobijohnson.com/our-7-top-volunteer-management-trends-for-2022/>