

# V.I.P. Volunteers in Print

comments or suggestions may be emailed to  
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## Coming Events

**Monthly Volunteer Inservice – “Your Stories”, Monday, March 2<sup>nd</sup>, 12pm-1pm, Pavilion Classroom 2.**  
Please RSVP if you plan to attend.  
Lunch provided

**Monthly Volunteer Inservice – “Autism”, Monday, March 30<sup>th</sup>, 12pm-1pm, Pavilion Classroom 2,**  
presented by the Child Life Interns.  
Please RSVP if you plan to attend.  
Lunch provided.

**March of Dimes Bake Sale**—On **Tuesday, March 31<sup>st</sup>**, the NICU will sponsor a bake sale in the atrium of the medical center from **7am** until they are sold out. The event helps raise funds for March of Dimes whose research benefits our smallest patients. Please help by baking or purchasing a special treat.

## Construction Update

**March 3<sup>rd</sup>** – Fencing encloses Pruitt St. from 7<sup>th</sup> Ave. to West edge of the pavilion building.

**March 10<sup>th</sup>** – 7<sup>th</sup> Ave. is closed and fenced in from Pennsylvania to Pruitt during the remainder of construction (approx. two years).

**March 13<sup>th</sup>**-Demolition of Easter Seals Building begins; ends in April.

## Congrats!

Congratulations to volunteers **Glenn Brown** (Navigator) and **Kenneth Dubois** (Rehab Aide) who recently became Cook Children's employees. We wish them continued success in their new roles.

## Camp Dates

The 2009 summer camp dates are set and counselors are needed for the ten diagnosis-related camps. Options for volunteering as a counselor are overnight camp, long weekend camp, and day camp. Counselors do not have to be Cook Children's volunteers to participate. Anyone 18 and older with a love of bug juice and children is eligible to apply. The contact for camp information is Betsy Hillyard, Child Life Manager, 682.885.4180 or email [betsy.hillyard@cookchildrens.org](mailto:betsy.hillyard@cookchildrens.org) to have the complete list of 2009 camps and dates sent to you.

Camp Wish Lists are posted in the rack in the volunteer check in area if you would like to support the camps in other ways.

## Volunteer Opportunity

**Bilingual Navigators-2 Main** – Family Services seeks volunteers who are bilingual to provide directions and escorts to surgery, NICU, and PICU for families and visitors. Volunteers are needed mornings and early afternoons, Monday –Friday. Please contact the volunteer office if you can help. If you are not bilingual but would like to help, you are more than welcome!

**Support Group Sitters** – The Child Life staff offer or participate in several different Parent and Patient Support Groups (Sickle Cell, Teen, Epilepsy, etc.). Sitters are needed to keep patients and siblings company during the group meetings. All support groups meet in the evenings either monthly, or weekly for a limited number of weeks.  
If you are interested, please call Marie at 682.885.7452 or forward the information to a friend that you think would be a great volunteer.

# Cook Children's Receives Recognition

Cook Children's Health Care System ranked 63rd – and was the only exclusively pediatric network – in 2009 Top 100 Integrated Healthcare Networks (IHN), which ranks the top most highly integrated health care networks in the United States. This prestigious listing appears in the current edition of *Modern Healthcare*. The health networks' performance survey by SDI (formerly Verispan) is based upon system efficiency and performance. SDI surveys, evaluates, and ranks local and regional, nonspecialty integrated networks across the United States on critical factors in eight categories: integration, integrated technology, services and access, financial stability, hospital utilization, outpatient utilization, physicians and contractual capabilities. "This recognition as a top integrated network, affirms that we are uniquely positioned to provide the very best medical care for our patients in a safe environment. It's a testament to the spirit of collaboration between our medical staff and administrators. And it validates that our commitment to sharing information, expertise and technology improves patient outcomes," said Rick Merrill, president and CEO. (From *Cook Children's Focus*, Issue 93)



## Golden Hearts Honored at Luncheon

On February 20<sup>th</sup>, a very special group of Cook Children's volunteers were honored for their extended years of dedicated service to patients and families. Golden Heart volunteers are those who have given at least 2,500 volunteer hours. Four new Golden Heart volunteers were inducted into the group: **Terry Chaler, Jeanne Hosler, Tony Martinez, and J.D. Taylor**. Each received a crystal, heart-shaped clock and their 2,500 hour service pin to commemorate the occasion. Also honored at the event with service pins were Golden Hearts with 5,000+ hours: **Tricia Arnold, Ann Bogle, Joann Boston, Betty Brooks, Vikki Cooney, Laveta Curry, Kay Ellis, June Johnson, Bertha Kinsinger, Deb McDonald, Glena Nieswiadomy, Gayla Shivers, and Lewis Washington**. Pins for 10,000+ hours were presented to **Jo Whitfield** and **Ruby Dillon** (who has over 20,000 volunteer hours). **Laveta Curry** was presented with the Distinguished Golden Heart Award for serving 877 hours in 2008. We extend our most sincere congratulations and appreciation to each of the 38 Cook Children's Golden Hearts. Their legacy of giving is truly exemplary!



J.D. Taylor  
New Golden Heart



Jo Whitfield  
10,000+ Hours Heart Pin



Ruby Dillon (& Christy Beck)  
20,000+ Hours Heart Pin



Stan Davis, VP & Jeanne  
Hosler, New Golden Heart

Additional photos of the event will soon be available online at

## A-B-C-D Award



Congratulations to **C.W. Northcutt**, February's recipient of the Above and Beyond the Call of Duty Award. C.W. is the source of the wonderful piano music you hear in the atrium at different times of the day. C.W. is a Cook Children's Employee Volunteer who works in the Epilepsy Monitoring Unit. During breaks, lunch, and before or after his shifts, he comes down and plays for the children and passers-by. Whether the theme from Charlie Brown or a classical piece, C.W. gives it his all and regularly stops people in their tracks when they hear him playing. Amazingly, he plays all his pieces without a single sheet of music! It is

not uncommon to hear an appreciative audience clapping from the balconies between songs. We congratulate C.W. and thank him for sharing his uncommon gift with everyone!

## HIPAA Audits

So that everyone is aware, the Corporate Compliance Committee has established a HIPAA Subcommittee that will be responsible for conducting walk-around HIPAA Privacy and Security Audits for the entire organization. The audits will occur at random and the auditor will be looking to ensure all areas are maintaining an acceptable level of compliance with the HIPAA Privacy and Security rules as well as other standards and regulations that we must comply with.

Be sure you:

- Lock workstations when leaving them unattended (on non-shared workstations)
- Keep your monitor positioned in such a way that limits shoulder surfing by unauthorized individuals
- Dispose of information properly (use appropriate bins, shredders, etc.)
- Ensure your work area is not cluttered with PHI (Protected Health Information)
- Turn documents containing PHI face down when not in use
- Ensure that patient care discussions are handled appropriately, maintaining awareness of the volume of your voice, your location and surroundings, etc.
- Clear printers and fax machines of documents in a timely manner

## Fond Farewell

Rosemary Mendiola is leaving her position as Volunteer Program Coordinator. The reason is the little cutie you see in the photo. Rosemary is dedicating herself to being a full-time Mom. We wish her all the best and thank her for sharing her warm personality, and dedicated professionalism with us during the past year. We will miss her dearly!

