

Volunteer Tip of the Month:

Did you know that St. Elizabeth has its own organizational definition of patient experience? It is: *Individualized perceptions of the quality and value of **all encounters** – both clinical and emotional.*

Patient experience is based on all encounters. That means that *every encounter counts*. One bad encounter can set the tone for the entire visit. Often, you are the first encounter the patient or visitor has, make it excellent. If a patient does develop negative perceptions, it's not necessarily against the specific source as much as it is against St. Elizabeth as a whole. Remember...

"You are the Patient Experience"

St. E Edgewood is about to be...



Do you want to be a part of St. E's fight against cancer? Start now by helping patients find their way through the dust!

Groundbreaking for the new Cancer Center at the Edgewood facility begins this month and construction will last into 2020. **Do you have some extra time to volunteer?** Cancer Care is looking for volunteers to guide patients through the *temporary* Cancer Center entrance and waiting areas. **Shifts are Monday – Friday, 8a-11a, 11a-2p, 2p-5p (these may be flexible).**

Call Erin Pittman, Lead Volunteer Coordinator, at (859) 301-2140 for information or to sign up!

St. E Hosts M.O.O.N. Program

For the second year, St. Elizabeth hosted high school students for the M.O.O.N Program, a four-day learning event that exposes the students to the profession of being a physician through observation of a physician's day-to-day life in their practice offices, on inpatient units and in the operating room.

The brain child of St. Elizabeth General Surgeon Dr. Ryan Moon, this year's program took place July 10-13 and expanded to 20 participants overall, with 10 students taking part in the Perioperative Services track and 10 students taking part in the Emergency Services track. Twelve high schools and six local counties were represented. The M.O.O.N. Program is free to participants, who apply and then are blindly selected by a committee based upon passion for a career in healthcare, as opposed to academic skill. *Volunteer Services is one of the coordinating departments for this program.*



WELCOME NEW VOLUNTEERS

Please give a warm welcome to the volunteers who joined our team in **July**.

Jessica Byers
Jordan Catchen
Benjamin Harris
Mary Krahe
Cheryl Mason
Richard Mason
David Nicolas
Maria Nicolas
Elizabeth Peck
Robert Ruschman
Zenab Saeed
Trey Spencer
Cheryl Tunget



Shop to Benefit Patient Services!

Edgewood

Gift Shop Clearance Sale
Thursday, August 30th
Room J; 7:00am-3:00pm

Culture of Caring

In August, we will be collecting **phone chargers and reader glasses** to lend to PrimeWise members who are hospitalized. Donations can be dropped off at any Volunteer Office. There is no expectation to contribute, only if this speaks to you!

Attention High School Students!

Registration for **new** High School volunteers for the 2018 Fall Volunteer Program goes live **online August 20th at 3:00pm** at www.stelizabeth.com/teen-fall-program. Placements are limited.



Are you already a St. E High School Volunteer? Remember to complete the survey you were e-mailed about your experience in the 2018 Summer Program. Also, connect with your Volunteer Office if you wish to change your schedule or assignment.

St. E to Host Health Ministries National Conference

St. Elizabeth is proud to once again host the annual Health Ministries Association (HMA) Meeting and Conference, to be held September 7-10, 2018, at the St. Elizabeth Training and Educational Center (SETEC). This year's theme is The Sacred Practice of Caring: Partnering for a Healthy, Hopeful Future. Conference highlights include five keynote presentations, 10 concurrent sessions and poster presentations. Dr. Pamela Cipriano, president of the American Nurses Association, is among the keynote speakers.

This conference is perfect for volunteers interested in spiritual care. Elements of whole-person-centered well-being and focusing on the relationship of faith and health will be addressed. For more information, please contact Marlene Feagan, Health Ministries Coordinator, at Marlene.Feagan@stelizabeth.com.



Upcoming Blood Pressure checks:

- **8/7** Dolwick, Room 2103, 11am-1pm
- **8/15** Ft. Thomas, in front of cafeteria, 11am-1pm
- **8/22** SETEC 11:15-12:30
- **8/23** Edgewood, near tray return, 11:30am-1:30pm
- **8/27** Florence, in front of the cafeteria, 11am-1pm

Upcoming Events at St. E:

- **9/15** Walk with a Doc (Dr. Heidi Murley) 9am at President's Park in Edgewood. Meet at the Washington Pavilion
- St. E cycle rides are held **every Wednesday** at St. E Covington. The ride will be 15-20 miles and leaves at 6pm
- **8/11** Cycle club meets at 50 West Cyclery; leaves at 9 a.m

St. E Sponsored Events:

- **8/4** Paddlefest