In celebration and appreciation of our UPH Volunteers we gathered for movies and baseball at two appreciation events!
As a former Navy SEAL, Brandon Webb helps organizations train leaders. One of his rules is that teams should not aspire to simply be above average—instead, they should aim for excellence.

I see excellence championed every day at UnityPoint Health.

A couple weeks ago, I had the privilege of visiting Witwer Children’s Therapy in Cedar Rapids, which provides speech, occupational and physical therapy to children facing physical and mental challenges. Our team members also work to support the families of these kids in need. What really impressed me were two things: their passion for the patients they treat and a great sense of teamwork shown by everyone regardless of job title.

Because we believe in living our FOCUS values.

A Spanish-speaking patient came into one of our clinics due to dehydration. She and her daughter had been living in poverty, with no water at their home. When Molly, a nurse practitioner, tried to do a physical exam, the patient sobbed because she was embarrassed she hadn’t showered in a few weeks. Molly helped her get the social services and care she needed.

Because we treat our patients as people first.

And two of our regions began participating in weekly joint chart rounds through videoconferencing technology, which allowed them to work together to review cases in order to find the best treatment options. An innovative solution helped them be efficient, use everyone’s skills on the team, and hold each other accountable in prioritizing quality of care.

Because we know success doesn’t happen with a “me” mindset.

With every story shared, we commit to excellence, and I’m proud of that. Thank you for being a vital part of making UnityPoint Health the place where leaders want to lead, physicians want to practice, staff want a career and patients must have their care.

Kevin Vermeer | President & CEO | UnityPoint Health
What is the Roadmap?
The Roadmap is our path to being a fully integrated, nationally recognized health care organization. This strategy builds clarity around our collective direction for the next several years, so that we can live our values and continue to build a culture where leaders want to lead, physicians want to practice, staff want a career and patients must have their care.

What does “fully integrated” mean?
Fully integrated means that we will work together within and between regions, clinics, colleges, home care, system services, foundations and insurance to deliver a comprehensive healthcare experience to patients and families.

What are our priorities?
- Serve More Patients
- Exceptional Care Delivery
- Efficient & Effective Operations
- Committed Team

Why don’t we just keep doing what we’re doing?
Our environment continues to significantly influence the reality within which we operate as a health system in our communities. As we consider our path ahead, we must consider the trends and forces upon us which direct our path.

How does the Roadmap move us forward?
It sets clear priorities that do not reset our foundation, but simply help us advance and evolve as an organization that will continue to do what we do best: serve patients.

What does this change mean for volunteers and how do we make a difference?
- Potential additional service opportunities, as we expand services to serve more patients and in different ways.
- Continue to be engaged and passionate about the work you do.
- Continue providing a meaningful impact for all patients you serve.

Watch Here:  https://vimeo.com/212974651/a5ed737a2d
Own the Moment for our Patients and Families

How many times did you check in on me to see whether I needed anything, from food to drink, fresh clothes to a hot shower, or to see whether I needed a better explanation of a medical procedure, or just someone to talk to?

How many times did you hug me and console me when I fell to pieces, or ask about Laura’s life and the person she was, taking the time to look at her photos or read the things I’d written about her? How many times did you deliver bad news with compassionate words, and sadness in your eyes?

When I needed to use a computer for an emergency email, you made it happen. When I smuggled in a very special visitor, our tuxedo cat, Cola, for one final lick of Laura’s face, you “didn’t see a thing.”

And one special evening, you gave me full control to usher into the I.C.U. more than 50 people in Laura’s life, from friends to co-workers to college alums to family members. It was an outpouring of love that included guitar playing and opera singing and dancing and new revelations to me about just how deeply my wife touched people. It was the last great night of our marriage together, for both of us, and it wouldn’t have happened without your support.

There is another moment — actually, a single hour — that I will never forget. On the final day, as we waited for Laura’s organ donor surgery, all I wanted was to be alone with her. But family and friends kept coming to say their goodbyes, and the clock ticked away. About 4 p.m., finally, everyone had gone, and I was emotionally and physically exhausted, in need of a nap. So I asked her nurses, Donna and Jen, if they could help me set up the recliner, which was so uncomfortable, but all I had, next to Laura again. They had a better idea.

They asked me to leave the room for a moment, and when I returned, they had shifted Laura to the right side of her bed, leaving just enough room for me to crawl in with her one last time. I asked if they could give us one hour without a single interruption, and they nodded, closing the curtains and the doors, and shutting off the lights.

I nestled my body against hers. She looked so beautiful, and I told her so, stroking her hair and face. Pulling her gown down slightly, I kissed her breasts, and laid my head on her chest, feeling it rise and fall with each breath, her heartbeat in my ear. It was our last tender moment as a husband and a wife, and it was more natural and pure and comforting than anything I’ve ever felt. And then I fell asleep. I will remember that last hour together for the rest of my life. It was a gift beyond gifts, and I have Donna and Jen to thank for it. Really, I have all of you to thank for it.

With my eternal gratitude and love, A Patient
10 Don’ts of Positive People

People who have positive attitudes most of the time are mentally strong. Here is a list of the 10 Don’ts of positive people. Positive people:

1. Don’t Feel Sorry for Themselves – positive people don’t sit around feeling sorry about their circumstances. Instead, they take responsibility for their role in life and get up off their butt and do something.

2. Don’t Give Away Their Power – positive people understand that they are in control of their life and have a choice on what they do and how they respond to situations and people.

3. Don’t Shy Away from Change – positive people don’t avoid change. Instead, they welcome it. They understand that change is inevitable and believe in their ability to adapt.

4. Don’t Worry About Things They Can’t Control – positive people focus on what they can control in their lives and recognize that sometimes, the only thing they can control is their attitude.

5. Don’t Worry About Pleasing Everyone – positive people realize that they don’t need to please everyone all the time. They’re not afraid to say no or speak up when necessary. They strive to be kind and fair, but can handle other people being upset if they didn’t make them happy.

6. Don’t Dwell on the Past – positive people don’t waste time dwelling on the past and wishing things could be different. They acknowledge their past and can say what they’ve learned from it. However, they don’t constantly relive bad experiences or fantasize about the glory days.

7. Don’t Make the Same Mistakes Over and Over – positive people accept responsibility for their behavior and mistakes. As a result, they don’t keep repeating those mistakes over and over. Instead, they move on and make better decisions in the future.

8. Don’t Resent Other People’s Success – positive people appreciate and celebrate other people’s success in life. They don’t grow jealous or feel cheated when others surpass them. Instead, they recognize that success comes with hard work, and they are willing to work hard for their own chance at success.

9. Don’t Give Up – positive people don’t view failure as a reason to give up. Instead, they use failure as an opportunity to grow and improve. They are willing to keep trying until they get it right.

10. Don’t Feel Entitled – positive people don’t feel like the world owes them something. They understand that life isn’t always easy or fair and look for opportunities based on their own merits.

Matt Booth - Attitude Expert
Volunteer Spotlight – JJ Kapur

Lifetime Hours: 2 years, 7 months
Volunteer Area: ILH Volunteer Program

What do you enjoy about volunteering at UPH?
The beauty of volunteering entails making genuine human connections. There is one task at the Volunteer team that many volunteers do not dare to take on—patient stories. Patient stories require volunteers to engage in one-on-one conversations with hospital patients about their life experiences. Afterwards, the storytelling process entails writing and presenting a one-page biography about the patient. The patient story project helped me to understand the importance of staying mindful; I actively listened to the hospital patients sitting across from me in order to capture the essence of their story. My first patient story was with “Robert” (not his real name) who lived in foster care until the age of seventeen and served in the armed forces for twenty seven years. I was engrossed by Robert’s story. I felt as if I was running alongside Robert through the jungle as he told about his wartime experiences stationed as a drill sergeant in Japan. After writing Robert’s story and presenting it to him, I couldn’t help but notice a smile spreading across his face. It had been two weeks since Robert’s family had the time to visit him, and he was so grateful he had a listening ear to talk to. Engaging in the patient story process this semester helped me to realize that when one serves the public from the heart, those receiving the service also experience warm hearts. On the other hand, public service fails to positively impact lives if done without heartfelt passion, mindful presence, and a listening ear.
What have you learned while volunteering?

My experiences volunteering at the hospital altered my perspective about the medical field. Much of human life is recounted through stories. The story-telling of life, illness, and dying is a dynamic process that my dry biology textbook could not capture. The very telling of a story allows patients to provide their complex lives a sense of coherence and meaning, especially when they are assisted by an active listener. Giving hospital patients an opportunity to tell their unique stories also helps them to feel a sense of ease while diverting their attention away from painful illnesses and rigorous treatments.

Hobbies?

I LOVE PUBLIC SPEAKING! As part of my high school speech team, I participate in speech tournaments across the nation. The one thing I love about public speaking is the ability to utilize the power of words to spread a message and influence peoples' perspectives.

Future Plans?

I have recently fallen in love with political science and cultural studies - topics I hope to study when I go to college. I one day hope to practice law or politics so that I can amplify the voice of underrepresented communities across the nation.

Editor's Note: JJ has won multiple speech competitions around the United States. Take a peek at JJ speaking at a gala in 2016.

https://www.youtube.com/watch?v=FG15uXO488

If you would like to be in the volunteer spotlight, just let your volunteer coordinator know. Otherwise all spotlights will be randomly selected from our active volunteer list.
HELP WANTED!

REFER YOUR FAMILY AND FRIENDS!

Check us out online:

HTTP://WWW.UNITYPOINT.ORG/DESMOINES/VOLUNTEERS.ASPX

Share the link and spread the volunteer fun!

Volunteer Position Spotlight

Retail Volunteers

- Not New Shop
- Gift Shops on all campuses
- Floral Design

Get your retail on! Do you love working with people in a fun and creative atmosphere? AND, with a purpose of helping those that may need a smile, listening ear or someone to help celebrate a new baby?

Volunteers provide outstanding customer service, fill online orders, create flowers to sell, work with customers on finding the perfect gift or personal care item, display merchandise and just have fun!

We have a variety of openings (M-S) in our gift shops on all campuses and our thrift shop – the Not New Shop. If you are looking for your volunteer home and a new way to give back and feel great, consider becoming an important part of our retail volunteer team at UPH Des Moines!

All of these positions have various openings but do require an ongoing commitment to a specific schedule. Contact us for details!
Contact Us!

Volunteer Services

UnityPoint Health – IMMC & Blank
1200 Pleasant Street
Des Moines, IA  50309
515.241.6414

UnityPoint Health – ILH
700 East University Ave.
Des Moines, IA  50316
515.263.5227

UnityPoint Health - MWH
1660 60th Street
West Des Moines, IA  50266
515.343.1645

General Office Hours:  M-F, 7:30am-4pm

Sarah Brix
Project Coordinator
IMMC- Blank Hospitals

Brad Fuglsang
Volunteer Coordinator
Iowa Lutheran Hospital

Pat Howlett
Volunteer Coordinator
Methodist West Hospital

Elizabeth Johnson
Manager, Not New Shop
Iowa Lutheran Hospital

Ginny Kerr
Project Coordinator
Iowa Lutheran Hospital

Cheryl Thomas
Office Manager
Iowa Lutheran Hospital

Sara Minnis
Manager, Gift Shop
Iowa Lutheran Hospital

Kiley McLaughlin
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IMMC – Blank Hospitals

Sheri Vining
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Volunteer Services