Welcome New Volunteers

Please take a moment to welcome our new volunteers!

Behnam Albazboz
Kortese Adams
Ilya Ant
Sali Baalghayth
Saud Baalghayth
Donna Bilderback
Caitlin Brennan
Kenneth Chapman
Jeffory Corkery
Dalton Dehn
Avery Fair
Sharon Feller
Amanda Fischer
Kurt Hansen
Levi Hongsermeier
Allyson Jansen
Mallory Jones
Jessica Jordan
Shahab Khan
Kathy Kitch
Derek Koch
Tamara Kratz
Dianne Love
Marie Menning
Tyler Muich
Pennypalmer
Alisha Payne
Mansour Qumayr
Linda Ronek
Hannah Synder
Luann Spiegel
Linda Stovall
Tom Stovall
Darlene Stuart
Emily Sundstedt
Molly Timmerman

Please take a moment to welcome our new volunteers!
Sunshine Circle Update:
The Sunshine Gift Shop is currently awash with beautiful fall decor...and Betty Jane's caramel apples! In addition to the Halloween and Thanksgiving offerings, new cold weather accessories are showcased.....warm scarves, wool "boot socks," and many more fun items. Popular new additions include petite Ginger Snaps. Now you can mix and match the snaps of different sizes and make fun new bracelets and necklaces.
Betty Jane Caramel Apples are now available in the Sunshine Circle Gift Shop for a limited time! $4.00 each. Orders of 12 or more, please call ahead.

SAVE THE DATE: Sunday, November 6th and Monday, November 7th. The Auditorium will be transformed into a wonderful Marketplace just in time for your holiday shopping. It will be open from 7 AM until 4 PM to accommodate everyone's work schedules. Delectable bakery items, unique hand-made gifts, and holiday specialties from the shop will be available. See you there!! Remember, ALL proceeds go directly back to the hospital to fund department requests. Sunshine just completed a $100,000 commitment to the Currents for Care capital campaign.

Auxiliary Update:
Finley Hospital Auxiliary is hosting a Book and Gift Fair on Friday, October 14th from 7 a.m. until 3 p.m. "Books Are Fun" will provide more than 250 titles, ranging from first editions to the classics. This book fair provides a little bit of everything for ALL community members. Children's books to cook books and best sellers. There will even be stationery and scrapbooking products, music collections and other small gifts. Don’t miss this opportunity to receive 30-70% off retail.

While your shopping for Books and Gifts, don’t forget to stop at our RADA Cutlery Sale Table. Rada Cutlery has been around since 1948. If you don’t know Rada yet, now is your chance.
Rada products are 100% American Made, with their manufacturing plant right here in Waverly, Iowa. Rada Cutlery lives by their mission of “Providing our customers the best value of kitchen knives for their dollar." The Rada Cutlery Sale will be held during the Book and Gift Fair.

Love Light Star contribution cards will be mailed out in October. This is a great time to remember someone special during the holiday season. Your star can memorialize, honor, thank or extend a holiday wish to a very special person or persons in your life.
Do you know what to do in an active shooter/aggressor situation?
Being mentally and physically prepared is critical. Having a plan in advance will significantly increase the likelihood of you and others surviving the attack.

Lt. Scott Baxter, from the Dubuque Police Department, will be onsite to provide Active Shooter Training for UnityPoint Health Finley Volunteers.

This training provides simple, straightforward options for civilians faced with an active aggressor situation and is supported by law enforcement experts nationwide.

Active Shooter Training Session
UnityPoint Health Finley Hospital Volunteers
Tuesday, October 11
9:00 a.m. – 10:00 a.m.
Finley Auditorium

RSVP to Prin at Yvette.Durham@unitypoint.org or 589-2449

Medicare Open Enrollment
Medicare Open Enrollment is just around the corner, October 15, 2016 through December 7th, 2016. If you have questions and need assistance navigating through the information make sure to make an appointment with the Senior Health Insurance Information Program, call 563-589-2673.

Medicare Open Enrollment

It is that time of year again. Flu shots are REQUIRED for all volunteers. Volunteers will be able to stop in during Validation Fair times of:

October 11th:
9 am-10:30am, 1:00-2:30pm

October 12th
12:30-1:30pm

October 14th:
7:00-9AM

October 18th
1:30-2:30PM

October 20th
10:30am-12:00pm

Flu shots are also available for staff and volunteers at the Biometric Clinics and during the wellness Fair on November 3, or you may also contact Patty Dissell at 589-2650 to set up an appointment.

If you are have received a Flu shot outside of Finley Hospital, please give a copy of the receipt to Employee Health or Volunteer Services.

Find us on: facebook®

UnityPoint Health—Finley Hospital Volunteer Services now has a closed Facebook page. This is a group that will allow volunteers to see news and announcements from other volunteers and volunteer services. If you are on Facebook and are not yet a member of this group, let us know and we would be happy to add you.
PRESS GANEY SCORES:

Starting in May of this year, Volunteer Services has been tracking results from Inpatient Press Ganey Surveys specific to “Friendliness and Courtesy of Volunteers.” The Survey is a metric for hospitals to measure patient satisfaction.

The Press Ganey survey encompasses all aspects of a patient’s experience at Finley. Everything you do as a volunteer either directly or indirectly affects their experience or will be reflected in the survey results.

ALWAYS ASK YOURSELF:
“What can I do to make our customers remember Finley positively?”

ALWAYS ASK THE PATIENT
“Is there anything else I can do for you?”

What do unhappy customers do?

Unhappy customers tell people!

ONE SATISFIED customer will share the positive story with at least 1 other person.

ONE DISSATISFIED customer will share the negative story with at least 10 other people.

ONE REALLY DISSATISFIED customer will share their negative story with at least 20 people!

If they have access to the internet, they will tell over 1000 people!

***12 positives needed to offset one negative!!!***

Volunteers play a huge role in the patient experience. Remember that every single person that you come in contact with, you have an opportunity to make a difference. Providing a warm greeting, a big smile, eye contact, direction, information and support … are all ways in which you have helped that patient.
NEW Set of Values for UnityPoint Health

ONE TEAM      ONE GOAL      ONE CULTURE

Here is the vision for the organization – **Best Outcome, Every Patient, Every Time**. That is a vision we all work toward every day. The new values will help us live that vision – whether we are in direct patient care roles or in roles that support that work – we are all working toward that same outcome. A Task Force was created to support our efforts related to culture, and to create the value proposition for our entire system. System CEO Kevin Vermeer challenged the Task Force team to:

Be BOLD     Be DISTINCT     Be AUTHENTIC     Be ASPIRING

Our goal at UnityPoint Health is to be a place where leaders want to lead, physicians want to practice, staff want a career, and patients must have their care. The following values and standards of behaviors across our regions will consistently demonstrate UnityPoint Health’s values in the performance of job duties and responsibilities.

<table>
<thead>
<tr>
<th>VALUE</th>
<th>How we do it:</th>
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<tr>
<td>Foster Unity:</td>
<td>Listen first in order to understand.</td>
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<td>Work as one team.</td>
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<td>Celebrate each other.</td>
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<td>Collaborate with others.</td>
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<td>Use AIDET.</td>
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<td>Own The Moment:</td>
<td>Make moments matter.</td>
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<td>Be accessible and welcoming.</td>
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<td>Take ownership and manage each other up.</td>
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<td>Take pride in our environment.</td>
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<td>Escort guests to their destination.</td>
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<td>Champion Excellence:</td>
<td>Learn from others.</td>
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<td>Be aware of your tone and energy.</td>
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<td>Maintain and excuse-free culture.</td>
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<td>Share stories.</td>
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<td>Celebrate accomplishments.</td>
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<td>Seize Opportunities:</td>
<td>Pursue greatness.</td>
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<td></td>
<td>Anticipate the needs of guests, patients, and co-workers/volunteers.</td>
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<td>Build open and sincere relationships.</td>
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<td>Embrace and promote change.</td>
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<td>Identify opportunities where we can be better.</td>
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Kudos Corner

Volunteer, Evan Link received a compliment on the good work that he has done as a Patient Escort. “Evan has a nice warm smile and is always willing to help. It is great to see him at the front desk, ready to help our patients and families.” Thank you Evan for all that you to make the patient and family experience a positive one!

Volunteer Lisa Scheckel donates her time at Finley every Tuesday and Thursday. Lisa is responsible for recycling old magazines from hospital waiting areas and updating with new ones. She stuffs rubber gloves in traveling containers for Employee Health to distribute throughout the hospital and clinics. And, she stocks and collects the Caring Heart and Thank A Nurse brochures throughout the hospital. Thank you Lisa for all that you do!

Volunteer Jan Friedman has donated over 130 hours since January making seat belt pillows for Wendt Center patients. Thank you Jan for donating your time, talent and material. It’s those extra special touches that make a big difference.

Prayer Shawl Volunteers have turned in over 60 shawls to be distributed to patients and family members since beginning in April.

Coffee Talk

On Thursday, September 29th, Volunteer Services invited UnityPoint Health- Finley Hospital CEO & President, David Brandon, to Coffee Talk. Coffee Talk is a time for volunteers to get to know Finley Leaders, meet other volunteers and ask questions.

David joined volunteers for a cup of coffee while sharing his vision and goals for UnityPoint Health Finley Hospital. He shared his passion for Patient Experience and thanked volunteers for all the work that they do. “We couldn’t function as a hospital without you,” David stated. He recognized that volunteers play a huge role in the overall patient experience. Whether it be a warm greeting, a big smile, an escort to their destination, handing them a newspaper or flowers……every volunteer has an opportunity to make a difference in that patient’s care.

Thank you to all the volunteers that were able to make this meeting. Coffee Talk was requested by volunteers as a way to build connections between Finley Leaders and Volunteers.
A Gift for You!

Complimentary Estate Planning Offered at Finley

You are invited to participate in an exclusive program through the Finley Health Foundation, established to say “Thank You” to individuals, like you, whose life and reach has made a positive impact on others!

Our gift to you is a values-based estate planning service we offer on a complimentary basis, with no hidden agendas, no pressures, no obligations and no time restraints.

Thompson & Associates' unique approach to planning ensures your story is communicated with the same passion, values and love that has defined and inspired you over your lifetime. For nearly two decades their team has provided this special service to people throughout the United States. Some people use this consultation as a chance to get a “second opinion” on an existing plan, while others use it to update an older plan or to explore additional ways of reaching their estate planning goals.

The Process:
- Costs you nothing. They do not sell, nor offer to sell, any products or services.
- Is completely confidential. Information you choose to share with Thompson & Associates is not disclosed to the Finley Health Foundation.
- Includes an introductory meeting with Eddie Thompson to learn what the program entails.
- During the course of meetings, Eddie will help you clarify your personal values and goals, and ensure your estate plan reflects these desires. The process produces recommendations that incorporate your values along with strategies on how to provide for loved ones and reduce tax burdens.
- Once your plan is finalized, Eddie will help you share the details with your own attorneys or other professionals to implement. Your advisors draft the final documents.

What Others Have Said: “Eddie is wonderful to work with. The process of estate planning and management is very overwhelming. Eddie made us comfortable and guided us through the process with minimal stress. He is knowledgeable on legal and financial questions. He’s a wonderful resource and a great person. It feels like you are working with an old friend.”

— Wendy Scholbrock, Finley Employee

Contact: Kara Murphy at (563) 589-2485 or kara.murphy@unitypoint.org for more information.

unitypoint.org/Dubuque/estate-planning

UnityPoint Health
Finley Health Foundation
Bad Weather:
We are quickly approaching the time of year when the weather can be questionable. Please make safe decisions and know that we are first and foremost concerned for your safety.

Snow Birds:
If you have a schedule change, please contact Prin Durham at Yvette.Durham@unitypoint.org or call (563) 589-2449.

Go Green
If you would like to receive a full color electronic version by e-mail instead of your paper copy, please send your e-mail address to Jolene.Koopmann@unitypoint.org

UnityPoint Health
Finley Hospital
350 N. Grandview Ave
Dubuque, IA 52001

Phone: (563) 589-2643
Fax: (563) 557-2703
unitypoint.org

What Finley Visitors have to say:
“Thank you for showing me where to go. I always get lost when I come here.”

“We were so happy with all the help that we received from the SHIIP Counselor. She helped save us money on our prescriptions.”