

# UnityPoint Health — St. Luke's

## Extra Touch Plus Patient Experience Volunteer Program

**Baby Cuddlers:** These volunteers will hold babies or practice confinement holding to soothe babies in the NICU or Pediatrics. Other tasks will be to help restocking, folding laundry, etc.

**Baby Services:** Greet new moms and present them with a unique I am new here onesie and select a hand knitted cap for their new baby.

**Digestive Disorders:** (in PC II) Assist at the receptionist desk. Make charts for of patients undergoing gastric procedures and testing.

**Fundraisers:** Santa's House, Jewelry Fairs, etc.

**Gift Shop:** Provide customer service to those who come in to shop . Will be required to operate a cash register.

**Information Desk:** Greet visitors coming in the Visitors' entrance. Provide patient room numbers give directions and other information to visitors. Answer patient information phone line and transfer calls.

**Knitting:** make knitted (or crocheted) blankets and caps. Special holiday blankets and hats are created for babies born on Christmas Eve, Christmas Day, Valentine's and the 4<sup>th</sup> of July.

**Care Cart:** The Extra Touch Plus Patient Experience Care Cart is filled with amenities for patients, loved ones and employees. All of the items are complimentary and are offered as the cart is pushed out to all floors of the hospital. This volunteer has the opportunity to offer relief from boredom with puzzle books and coloring books, provide toiletries as needed and visiting with all as they go along. The cart goes out 3 times a day 10 am, 1 pm and 5.

**Care Cards:** The Volunteer will prepare hand signed cards for all patients in the hospital and make a personal delivery to each recipient.

**Acute Rehab Unit:** The volunteer in this area provides companionship and conversation to those patients who may have an extended stay here . We have therapeutic games we can offer as well as assisted wheel chair rides and trips to the near by community room.

**Sunnybrook Greeter:** This volunteer will assist at the fast paced front desk of our Sunnybrook Clinic in Morningside. They will take direction from the Patient Access Team . Duties may include directing patients , notifying staff of patient arrivals and other duties as assigned by staff.



**Office Projects:** Perform receptionist or clerical duties in the Volunteer Office; help with mass mailings; prepare packets of educational materials. Mark & pack Santa's House gifts. Adult and Junior Volunteers work together to stuff more than 25,000 plastic Easter eggs with candy for the annual Easter Egg Hunt in Grandview Park.

**On-line Card Shop:** Check the computer for any on-line cards that have been sent to patients, print, address & deliver to patient rooms.

**Patient Access Greeter/Escort:** Greet and assist patients and their families as they are admitted; assist visitors in the Admitting/Out Patient lobby; escort newly admitted patients to various areas of the hospital.

**Patient Experience:** Visit patients with options that will help pass the time and provide an increased level of comfort. Encourage patients to share comments about their care & other services. Make calls to hospital departments to help solve patient complaints. Our goal is to increase overall satisfaction with their care by increasing their sense of wellbeing.

**Pet Therapy:** Volunteers bring their pooches to visit patients in their rooms. Before being accepted into the program, dogs must be 18 months old and pass the temperament testing. Both dogs and handlers receive hospital-specific training through the K-9 STARS program.

**Sewing Projects:** Sew "Magic Hanky" bonnets and blankets. Make quilts for NICU. Special holiday blankets and hats are created for babies born on Christmas Eve, Christmas Day and Valentine's. Sew simple casings for rice filled neck warmers for the Patient Experience Volunteers to gift to patients.

**Siouxland PACE:** (Program of All Inclusive Care for the Elderly) is a program that coordinates and provides all health care and supportive services to enable frail individuals to remain living in the community for as long as possible. Part of this program is an Adult Day Center where participants can come for socialization, share a meal with peers, and have their health condition monitored and needs addressed. Volunteers assist PACE participants with recreational activities, provide one-on-one companionship and assist Day Center staff as needed.

**Sunnybrook Greeters:** Meet and greet patients arriving for appointments. Check in those utilizing Imaging services. Direct others to Lab, Rehab, Urgent Care, etc. Answer phones and direct calls

**Please contact Mary O'Brien for additional information:**

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