

the Scoop

The mission of St. Luke's-Roosevelt Hospital Center (SLRHC) is threefold: ♦ Provide outstanding health care ♦ Provide the highest quality education to health care professionals ♦ Further research medical knowledge and develop excellence in health care delivery

2009 St. Luke's-Roosevelt Volunteers of the Year

Congratulations **Abbe Frank!** Abbe received a

certificate from the Crime Victims Treatment Center for her work as a Rape Crisis and Domestic Violence Advocate. Established in 1977, the Crime Victims Treatment Center of St. Luke's-Roosevelt Hospital is now the largest and most comprehensive hospital-based victim assistance program in New York State.



Each year we choose three individuals as St. Luke's - Roosevelt Volunteers of the Year. These people are committed to the mission of the hospital and dedicated to their service. This year's honorees are **Jeannette Huaman, Frank Temple, and Leila Attiyeh.**

In 2006, **Jeannette Huaman** started volunteering in the St. Luke's Pediatric Emergency Room. Currently, Jeannette gives her time to St. Luke's Cardiac Research Cen-

ter and is a core part of the Patient Rounding program. As a Patient Rounder, Jeannette orientates patients to their room and the hospital and acts as an advocate for Spanish-speaking patients. She has the amazing ability to calm patients through her warm personality and winning smile. Jeannette's loyalty to St. Luke's patients makes her an asset to her departments.

Monday through Friday, mid-day, **Frank Temple** can be found pushing his book cart through the floors of Roosevelt

Hospital. Frank's dedication to Roosevelt and it's patients is displayed in the little things he does everyday - making an extra trip to the library for a specific request, bringing in his own newspaper to share with a patient, looking for

certain magazines because he knows what the patients want and showing up every weekday because he knows he has a purpose and a place here at Roosevelt. Frank is singled out for his deep love of the hospital and the patients. Frank is one of a kind!

Leila Attiyeh, a member of the SLRHC Associate Board of Trustees, has co-chaired a fundraiser for the Small Grants Program for several years. These fundraisers provide grants for departmental projects at the hospitals. One of her fellow board members commented on Leila's volunteer work, "She gives tirelessly of her time, is devoted to the hospital and has a kind and generous spirit."

Congratulations and thank you for your time!



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Health Information Center

The Health Information Center is a growing program that provides patients with consumer health information. It is located in the lobby of Roosevelt Hospital just outside of Admitting and is currently staffed 4 days a week. With this service, we help make the search for additional health information less intimidating for our patients and visitors by putting it at their fingertips, or at times researching information online. Our Center hosts a library with brochures and information on a variety of health issues, as well as community information. Please stop by and welcome the newest member of the Volunteer Services team, Heather Peck. Heather is using her background in marketing to bring new life to the Health Information Center at Roosevelt Hospital. "The Information Center is such a great asset to patients of the hospital and its clinics, yet has largely gone unrecognized", says Heather. She is originally from Texas, and like any Texan, is quite proud of that. In her spare time, she enjoys running and cycling, and loves to be in the kitchen using her creativity in her cooking. Heather looks forward to building the Health Information Center into a thriving area of the hospital, and asks that if any of your patients or their families need information or resources, please send them to the center. Heather can be reached at 212.523.8045 or via email at hpeck@chpnet.org.



Please support the following businesses. They generously donated to the Volunteer Recognition Event:

- Amsterdam Restaurant
- Backwoods
- Bistro Ten 18
- Camille's Restaurant
- Cardomat
- Coach, Time Warner Center
- Columbia Hardware
- Community Food & Juice
- Deluxe
- Havana Central Restaurant
- Hungarian Pastry Shop
- Le Monde
- L'Oreal
- Milano Market
- Nussbaum & Wu
- P&W Sandwich Shop
- Redken on 5th Avenue
- Sephora, Time Warner Center
- Strokos
- Tom's Restaurant
- V & T Pizzeria & Restaurant
- Westside Market

Congratulations 2009 Volunteer Honorees

On April 20, 2010 St. Luke's-Roosevelt Hospital Center will honor their 2009 Volunteers. The following people will be presented with awards for both longevity and hours of service. *Thank you for your dedication and service.*

Junior Volunteers — 100+ Hours

Derrick Chen, Kevin Jin, Adela Kim, Michelle Nava, Nur Sheikhan, Jamie Spahn, Jonathan Tam, Sreenath Varma

150 Hours of Service

Lisa Allen, Jokebed Boyer, Tamara Briner, Robin Brown, Rachel Burgess, Ronald Dabney, Lenn Ditman, Bryan Dubon, Roni Elson, Kathleen Evans, Amy Frick, Leanni Gabai, Betty Goldblatt, Omnia Ibrahim, Francesca LaRosa, Jena Lee, Amanda LeQuire, Alvita Lewter, Divya Mahajan, Angel Martinez, Farhan Mohammad, Sean Morgan, Michelle Morris, Joanna Neuberg, Marina Nitseiska, Andrew Paska, Abu Rahman, Stephanie Ramos, Casilda Rivera, Ian Rouso, Claire Russel, Lisa Smith, Fran Steinberg, Rachel Sunshine, Beicer Tapia, Marcia Wynns-Gerardino, Paul Zentko

500 Hours of Service

Henriette Arzewski, Jeannette Huaman, Carmen Larino, Maria Santos, Nikki Schiro

1000 Hours of Service

Carol Aicher, Naomi F. Goldberg, Joanne Kubat, Maria Morban

5 Years of Service

Carlos DeLeon, Eloisa Kiamzon, Carmen Larino, Leanor Te Chajet, Robin Kerner, Marianne Olmsted, Katherine Vidal

10 Years of Service

Annie Petrus

15 Years of Service

John Deysher, Beverly Weinstein

The Starfish Story



An old man walked up a shore littered with thousands of starfish, beached and dying after a storm. A young man was picking them up and flinging them back into the ocean. "Why do you bother?" the old man scoffed. "You're not saving enough to make a difference." Without missing a beat, the young man picked up another starfish and sent it spinning back to the water. "It made a difference to that one."



Lincoln Center Fellow **Elisa Friedrich** prepared a musical dance and drama program with several of her gifted colleagues for St. Luke's. For Roosevelt's rehabilitation unit, she and a colleague performed a duet on violin. Thanks Elisa for your music therapy!



My Summer in the JUMP Program



My summer was unlike any other. Instead of spending my time aimlessly lounging poolside like most of my peers, I spent my summer vacation doing something a little more productive. I signed up for St. Luke's - Roosevelt Junior Medical Program (JuMP). My time with JuMP proved to be a rewarding experience.

On my first day I was introduced to my supervisor and she was very friendly and answered all my questions. For the rest of the day, I was her "shadow". I followed her as she went through her daily routine. Wherever she went, I stayed close behind, watching her every move. In this way, I was able to experience first-hand what it would be like to work in a hospital. This was especially helpful because I hope to pursue a career much like hers one day.

When I wasn't shadowing my supervisor, I was busy completing certain tasks. The tasks were relatively simple, consisting of sorting papers, restocking supplies, delivering blood samples, etc. Though these tasks might not seem very thrilling, I genuinely enjoyed doing each and every one of them. This is not because the tasks themselves were necessarily fun to do, but because of the gratitude I received in response. Every time I completed a task, there was always someone there to thank me. Even if I did something as simple as making a photocopy, I felt like I had done something important. Every little "thank you" from the doctors, nurses and patients made me feel appreciated. I truly felt I was being a big help.

Although I was often very busy with the many assignments I was given, I still managed to find room for fun. I quickly became friendly with the nurses and doctors in my unit, who were all very kind and welcoming. I had a lot of fun working with them. I will never forget my summer with JuMP. I learned something new every day, and had tons of fun along the way. You can bet I'll be back next summer for another amazing experience with JuMP.

Written By Courtney Lee

Thanks to the following people and businesses for their generous donations

- Knitty City
- John Jay Students and Declan Walsh from Community Outreach and Service-Learning
- Sterling and Ross
- Linklaters, INC
- Barnard's McAction Committee
- Columbia School of Journalism
- Elizabeth Lobel
- June Muller
- Missi Gibbs
- Marcella Lourd

Interested in JuMP for 2010? Applications will be accepted until May 15th. Please have all materials in by that date. If you have questions, please contact us at the numbers below:

Amy, Roosevelt Hospital:
212-523-7155

Beth, St. Luke's Hospital:
212-523-2188

Visit us online at
www.wehealny.org

Know your Core Competencies and Volunteer Policies

1. During the summer, a volunteer should not wear which of the following:

- A. Shorts
- B. Open-toed shoes
- C. Sleeveless shirts or tank-tops
- D. Any of the above

2. If a volunteer has ___ absences the Volunteer Department maintains the right to replace the volunteer with another.

- A. 1
- B. 10
- C. 3
- D. 45

3. A volunteer can be dismissed for which of the following:

- A. The improper disclosure of patient information
- B. Sneezing into their hand and not washing after
- C. Singing show tunes in the volunteer office

Answers on page 4

St. Luke's - Roosevelt Yarnies

Thanks to Knitty City, Nicole Doudican, and Pamela Miller Ness for their donation of knitted hats for patients during the holidays. We put out the call and they answered!



knitty city

Do you crochet or knit? Are you interested in completing projects for patients? We are always in need of baby blankets, baby hats, preemie hats, adult hats or lap blankets.



St. Luke's Roosevelt

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Big thanks to John Jay students for their help with the Volunteer Department's book sale in February at Roosevelt Hospital. Proceeds of our current book sales go towards our Volunteer Recognition Event.



Please visit the **Roosevelt Patient Library** located on the 2nd floor by the Medical Library. The books are available for patients, guests, and for hospital staff.

On Tuesday and Thursday from 12–2pm you can buy theater tickets at a discounted price.

Julliard provides Music Therapy

We are honored to have such talented individuals perform at St. Luke's Hospital. **Julliard's Gluck Community Service Fellows** perform eight recitals each school year at St. Luke's Hospital. The performances range from clarinet duets to violin, viola, and piano concerts. This year we have heard Chopin, Mozart, Paganini and The Beatles! The students not only perform, they share their personal enthusiasm for music and talk informally about the composers. It is wonderful to see how engaged the patients are during these performances. Patients sway in their chairs, hum along, make song requests and a few even share their own performance history. "All I can say is that the staff and I really love when performers come and I know the patients do too," says Patricia M. Reddish RN, Nurse Manager of Clark 9.



Do you perform? Are you interested in sharing your talents? If so, please contact Beth at 212.523.2188 or Amy at 212.523.7155.

All of us here at St. Luke's send our thanks to **Columbia School of Journalism** for their generous donation of clothes and magazines!



Look for questions in every newsletter on SLRHC's Core Competencies. It is important for all volunteers to know this important information.

Core Competencies Answer Key

1. D
2. C
3. A