



Summer / Fall 2011

Volunteer Views

A Newsletter from the Lutheran HealthCare Volunteer Department

Summer Students

High school and college students committed significant time to volunteering at Lutheran this summer. More than 135 new students were processed for work from May through August. In addition, we had a record number of 30 returning students. Working in a variety of departments, these young volunteers definitely made an impact on the services we provide. In fact, we received many positive comments from staff. Maureen English, R.N., nurse manager for post anesthesia care unit, stated "our volunteers were extremely helpful, caring and compassionate to patients and families. They were hardworking, took their role seriously and went beyond to help the patients. They were polite, eager to learn and grow. Keep them coming!" In addition to work in their own assignment areas, many of the volunteers helped with special projects such as National Health Center Week, the emergency preparedness project and major mailings.

Student Nurse Extern Program

Eleven student nurse externs joined the volunteer team this summer for a four - week voluntary observational experience designed for nursing students who are within one year of graduation from an accredited program. The program was a combination of a "R.N. shadow" experience and classroom education. The students were selected through the Nursing Department and assigned to Critical Care, Behavioral Health, Women's / Children's Services, Surgical Services and Medical/ Surgical Nursing units.

National Health Center Week

Jia Wang, Keo Chau, Catherine Gong, Jacqueline Gong and Yun Fan "Denny" Chen assisted staff with preparations at the kick - off of National Health Center Week on August 9. The event was a health and wellness fair held on Lutheran Lane. Pictured below are Yun Fan "Denny" Chen, Jacqueline Gong and Catherine Gong.



Get To Know Our Volunteers

NINE - YEAR PARTNERSHIP



Three student interns from the Brooklyn-Queens-Long Island Area Health Education Center (BQLI AHEC) volunteered at

Lutheran this summer. The BQLIAHEC mission is to improve health care outcomes in underserved areas through the development of education, mentoring, and training programs by increasing the pool of skilled providers to service these areas. This program encourages local youth to pursue health careers through the development of mentorship, training and workforce opportunities. Lutheran's partnership with BQLI AHEC and its summer health internship program began nine years ago. Since the program's inception in 2003, we've accepted 88 student interns. The internship program, a six-week program for high school and college students, includes a volunteer assignment for 18 hours a week with a once a week didactic session that includes, but is not limited to lectures, observation in the field, health awareness and study skills provided by BQLI AHEC staff.

Pictured above: Kassandra Rodriguez, radiation oncology; Brian Louis, physical therapy; Christine Gutierrez, maternity. When interviewed by summer volunteer, Rhea Jagasia, Kassandra and Christine shared their thoughts about working at Lutheran. Kassandra was so excited when she found out that she would have the opportunity to work at here because she grew up nearby and always found that it was a great hospital. "Everyone is really nice and welcoming, it makes me feel like I am part of the team," stated Kassandra. Christine says, "almost every day I hear another doctor say thank you for helping me and being here today." Overall students feel that LMC is not only a great hospital, but also a very welcoming place.

CAREER EXPLORATION/DISCOVERY INTERNS



Rhea Jagasia and Sanya Mehta came to us through the Discovery Internship Program. Both girls are out-of-state residents

and came to New York for the month of July to learn about health careers and experience life in New York City. Their internship coordinator arranged housing and other program components such as resume writing. Internship hours for the month were spent at Lutheran. Sanya wants to become a pediatrician and Rhea is interested in psychology. Both girls spent some time assisting with a marketing research project in the External Affairs Department. After that, Sanya worked in maternity and pediatrics. Rhea worked in ambulatory oncology.

Last summer Rhea found herself in Ghana, Africa and this year, she wanted a whole new experience. She signed up for discovery-internships. "As I walked into the doors of this hospital in the middle of Brooklyn, N.Y., I was extremely nervous. I was not used to the hospital feeling. All I knew is that this experience would be something that would make my college application pop out." In Massachusetts, Rhea volunteers for a suicide hotline program. Sanya volunteers in a hospital in California and chose to gain additional experience here in N.Y.C. Like many of our student volunteers, Sanya and Rhea recognize the value of volunteering, not only to help others, but as an opportunity to grow and learn more about specific health careers.

No act of kindness, no matter how small, is ever wasted.
- Aesop

We are prone to judge success by the index of our salaries or the size of our automobiles, rather than by the quality of our service relationship to humanity.

- Dr. Martin Luther King

Volunteers Participate in Emergency Management Drill

On August 24, LMC conducted an emergency management exercise. This drill was designed to help us prepare for emergencies and to better serve our community in the event of an actual disaster. Twenty-six volunteers participated in the radioactive explosive simulation exercise. The hypothetical scenario involved a large influx of patients from a radioactive explosion in a local school gymnasium. Volunteers who participated as the “patients” came in with everything from minor lacerations to radioactive exposure. Drills such as this help ensure efficient treatment and open communications in the event of a real emergency. The drill was observed and evaluated by members of the emergency management team and served as a great way to comprehensively assess our approach to emergencies in the hospital or our community. Thanks to all volunteers who participated.



Auxiliary News – Harvest Tea



The Auxiliary is busy preparing for its annual Harvest Tea to be held on Saturday, November 5 at the Shore Hill Community Room. If you're interested in attending, contact the volunteer services office for information about tickets at 718-630-7296.

If you're a high school student and would like to assist as a server for the tea, please contact Ruthy Nieves, 718-630-7296.

Auxiliary members pictured here graciously assisted as servers for the nursing department on May 10, 2011 during nurses' week.

Language Assistance



Many student volunteers are bilingual and are able to assist with minimal non-medical interpretation. Yau Lok (Michael) Fung began volunteering in August 2009. He completed more than

1,100 hours of service, working on Saturdays on a weekly basis throughout the summer and two academic years. When he started, Michael wanted to strengthen his English language skills. He chose to work at the information desk in the main lobby of the hospital. This is a high-traffic area and is a very challenging customer service assignment. In his volunteer role, he answered phone calls and interacted with patients, visitors and staff. Because he is multilingual, this opportunity afforded Michael the chance to use his language skills as he assisted visitors and patients. He performed this role with dedication, maturity, enthusiasm and professionalism. Michael also assisted with preparation of gift bags for two annual dinner dance events and worked as a server for the Auxiliary annual tea. Michael has been a wonderful addition to our volunteer team.

Joint Commission Readiness

Volunteers should be able to answer the following questions if surveyed by Joint Commission...

Do you know where the fire extinguisher is on your unit?

Do you know what RACE stands for?

Do you know how to use a fire extinguisher?

Do you know what the acronym PASS stands for?

Where is the fire alarm pull station in your area located?

You can find the answers to most of these questions by reviewing the Joint Commission INFORMATION GUIDE 2011 enclosed with this newsletter.

Lutheran HealthCare's mission: We believe our only reason for being is to serve the needs of our neighbors.

Lutheran HealthCare's core values: DISC

Dignity, Integrity, Service, Compassion

Breast Tomosynthesis Available at Lutheran Medical Center



This year, Lutheran made major strides toward developing a comprehensive Breast Surgery Program for women with breast cancer and other breast diseases. In

January, Lutheran appointed breast surgeon Alan Sickles, M.D., as coordinator of the Breast Surgery Program. As part of this new program, Lutheran holds a weekly Breast Imaging Conference, every Tuesday morning, that includes surgeons, radiologists, pathologists and oncologists who confer and discuss eight to ten cases weekly.

In addition, Lutheran just became the first health care system in Brooklyn to offer a 3D digital mammography system. This technology offers the next level in breast imaging because it uses high-powered computers to convert digital breast images into a stack of very thin "slices" building what is essentially a 3D image of the breast. This 3D image allows the Radiology Department to zoom in for close-ups of specific areas of interest to show one millimeter at a time, which is particularly helpful for women with dense breasts, masses or nodules. To make the referral process easier the Breast Imaging Conference is developing protocols for referrals which will be sent to physician offices shortly.

The Radiology Department will be scheduling patients for 3D imaging (beginning September 19.) To make a referral or for further information please call 718-630-7421.

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