



The Volunteer Voice is published bi-monthly as a service to volunteers of Harry Hynes Memorial Hospice.

We welcome your comments, suggestions and articles. To contribute to Volunteer Voice, or for general questions, please contact the volunteer coordinator in your area.

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Volunteer Contacts:

Rita Hynes, Director of Volunteers and Coordinator for Wichita and surrounding areas:

Phone: (316) 219-1762;
rhynes@hynesModule.org

Aquila Winchell, Coordinator of Volunteers for Southeast Kansas:

Phone: (620) 704-1110;
awinchell@hynesModule.org

Greta Cline, Customer Support and Volunteer Assistant:

Phone: (316)219-1773;
gcline@hynesModule.org

PAIN ASSESSMENT TRAINING

We are well into the practice of patient/family volunteers assessing patient pain at each visit. The rest of the team has been very appreciative of the extra set of eyes and the feedback. Occasionally a volunteer finds a patient with pain escalation and is able to let the RN know in a timely manner. Most of the time the assessment is just routine and verifies the current pain regimen.

If you are a patient/family volunteer and have **not** completed the pain assessment training, please contact your local volunteer coordinator.

Please throw away any old report forms you have. Contact your volunteer coordinator for new forms.

CELEBRATING VOLUNTEERS



The Wichita Botanical Gardens provided a beautiful setting for the celebration of Harry Hynes Memorial Hospice volunteers on Friday April 24. Years of service awards were given as follows:

- Herlyne Hatcher was honored for 25 years of service. Herlyne commented how things have changed since she first began volunteering. At the beginning of Hospice of Wichita, Herlyne found herself doing “a little bit of everything.” She spoke fondly of the staff as she recounted how she has been supported during tough times. She referred to the agency as a “big family.”
- 20 years of service: Judy Ginder
- 15 years of service: Bev DeWald, Daisy Painter, Leanne Penner, JoAnne Vonderbrink
- 10 years of service: Max Cain, Martha Clark, Florence Connor, Karla Montelongo, Vickie Osterman-Sample, Kayla Zazueta
- 5 years of service: Shirley Ade, David Dorf, Delaine Hartman, Isabelle Sauer, Muriel Slater, Margie Smith, Lance Stoner, John Vogt

Hospice staff thanked those gathered for their compassionate and faithful service. Following the celebration, many enjoyed the beautiful Botanica gardens.

The date for next year’s volunteer celebration is Friday April 23, 2010 at The Wichita Botanical Gardens.



MARK YOUR CALENDARS...

...for our annual **Volunteer Enrichment Day Thursday September 17**. We will gather, as before, at the First United Methodist Church, 2nd and Broadway from 10 a.m. to 2 p.m. in Wichita.

The enrichment sessions will begin at 10 a.m. Lunch will be provided along with a special speaker. Following lunch, there will be a round table discussion time for all volunteers. This will give you an opportunity to talk to other volunteers about ideas, opportunities or help you might be looking for.

Part of the Volunteer Enrichment Day is the annual volunteer competency assessment. Those who attend will be able to complete the assessment during the day. Those who cannot attend will find the assessment on the Harry Hynes Memorial Hospice website.

If you have any suggestions about enrichment topics please call your volunteer coordinator. This is a day for you and we want to do our best to provide topics you will find informative and enjoyable.

ATTENTION SEK VOLUNTEERS

With summer fast approaching, we will do some informal meetings just to get together. This will be an opportunity for you to see each other and have a chance to meet some new volunteers in your area. The dates and places are:

- June 2: Labette County, 9 a.m., Downtown Java in Parsons
- June 3: Montgomery County, 9 a.m., Kings Coffee Company in Dearing
- June 8: Crawford, Cherokee, Bourbon counties, 9 a.m., Sweet Greens in Pittsburg
- June 22: Wilson County, time and place to be determined.
- June 24: Elk, Chautauqua, Greenwood counties, time and place to be determined.

Mark your calendar and join us this summer!



MEETINGS AND GET TOGETHERS

May:

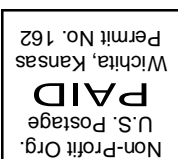
- 1 Butler County, 10 a.m., El Dorado office
- 11 McPherson County, 2 p.m., 1st Christian Church, McPherson
- 19 Coffeyville, 2 p.m., Prayer Shawl Group, Coffeyville Office
- 21 Winfield, 10 a.m., Cumbernauld Village, Peach and Horn room
- 21 Marion County, 3 p.m., Marion Sr. Center
- 22 Conway Springs, 10 a.m., Presbyterian Church
- 28 Parsons, 2 p.m., Prayer Shawl Group, Parsons office

June:

- 8 McPherson County, 2 p.m., 1st Christian Church, McPherson
- 16 Coffeyville, 2 p.m., Prayer Shawl Group, Coffeyville Office
- 22 Harvey County, 12 Noon, Breadbasket, Newton
- 25 Parsons, 2 p.m., Prayer Shawl Group, Parsons office

Also, SEK volunteers, note the summer schedule on page one.

*Thank you for all you do for the patients
and families of Harry Hynes Memorial Hospice*



313 S. Market St.
Wichita, KS 67202-3805



VOICENT TECHNOLOGY COMES TO VOLUNTEER DEPARTMENT

On the volunteer survey in January, many of you indicated that you did not feel that you were used as a volunteer as much as you would like to be. In order to address this, we are experimenting with a “robo-call” type of system: we are using an electronic system to call a group of you to tell you about a volunteer need. If you can fill that need, you are instructed to push “1” for “yes”. We will then check this system often and call you back to confirm the assignment.

Recently we had a need in the Wichita area for a volunteer for Sunday mornings so the wife of a patient could go to church. Our “old” way of addressing this non-emergent request would be to call volunteers one-by-one until we found someone who could fill the request. We missed calling many of you because we stopped when we found a volunteer who could fill the request. By using our new system, we were able to fill the request quickly.

The volunteer received the voicent message left on his answering machine and let us know he was available.

So, when you receive a call from Harry Hynes Memorial Hospice and it sounds like an electronic voice, keep listening because it is us reaching out to all of you with a request.

KAKE TV (ABC) HEALTH PARTNER

Beginning April 1, 2009 Harry Hynes Memorial Hospice is the KAKE TV (Channel 10) preferred hospice. You will see us advertised during the morning and evening news, sports events, morning programs and others.

In addition, anyone can go to the KAKE website (www.kake.com), click on Health, Health Connect, Harry Hynes Memorial Hospice logo, and they will find our micro web site with everything they or a prospective patient/family wants to know about hospice. Our micro site is in the beginning stages of development, so go look often and tell others about this resource.



Doing a Good Search

Many of us go to our computers on a daily basis to search for this and that, read the news of the day, or buy that thing we just can't live without. Before you know it the time has passed by quickly and you have ended up spending a whole lot more time on the computer than you had originally planned. Of course, then you feel guilty because you are behind on the things you should have been doing.