



Volunteer News

Involved

BY IRIS HILBURGER
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VOLUNTEER UPDATES

It has been a busy couple of months here at Mason Health and this May issue is an extra full one! I want to highlight two topics in particular:

Volunteer Appreciation Reception Highlights

National Volunteer Week annually takes place the third week of April. This year we had the opportunity to celebrate in person and show you our deep appreciation for all that you contributed to the community. Please check out pages 4-6 for more highlights from this wonderful event!

New System: Clocking In & Out for Volunteers

I am so excited to announce that we are rolling out a new way to clock in and out of your volunteer shift. With many volunteers spread out in different departments and different buildings, we needed a new paperless system! Please make sure that you carefully read the insert that has been included with this month's newsletter. Please save this insert for your records.

Thank you for reading and until next time!

- Iris Hilburger
Volunteer Coordinator

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Spring is here!

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*New System: Clocking In & Out - Insert
(Please save the insert for your records)*

MAY BIRTHDAYS

Happy Birthday

5/2 Linda Crabtree

5/2 MaryLou Troutmann

5/4 Ruth Weichert

5/11 Doug Peterson

POLICY HIGHLIGHT: ID BADGES



Note from Iris

At the Volunteer Appreciation Reception, those in attendance were provided updated volunteer badge components: lanyards, clips with pull strings, and a new double-sided purple "Volunteer" tab that hangs between the photo ID badge components. The new double-sided purple "Volunteer" tabs also have QR codes on either side for clocking in and out. Given these new badge components, I thought it would be appropriate to share the ID Badge policy in this issue!

Purpose

To provide a means of positive identification to enhance the security and safety of patients, hospital employees, volunteers, contract workers, providers, visitors and vendors and all others who access this facility.

Policy

All employees, volunteers and contracted staff are expected to adhere to this policy. Failure to adhere may result in disciplinary action up to and including termination.

When to wear Name Badges:

- All employees, volunteers and contract staff are expected to wear their photo identification badge when they are in any district facility in the capacity listed below:
 - Working (and while entering and exiting District buildings)
 - Volunteering (and while entering or exiting District buildings)
 - While attending educational opportunities other than the evening community classes, or events.
 - While attending work or volunteer related meetings.
- Do not loan/give your ID badge to anyone.
- Employees, volunteers, and contract staff are responsible to have their name badges for entering secured work areas at the beginning of their shift. Please do not ask other staff persons to grant you access to a secured work area.
- Please do not grant access to an employee, volunteer, or contracted staff person that does not have their ID badge on their person. This is for your safety and the safety of patients, staff, and visitors.

Policy Continued

- If you forget your name badge when reporting to work, please contact the HR Office. To obtain a temporary photo ID badge contact HR at ext 28880 to set up a time. HR hours are from 8 a.m. to 4 p.m. Monday through Friday.
- If you do not have your name badge when reporting to work and HR is closed, you must stop at registration and contact the House Supervisor. Once the House Supervisor lets the registration or other staff person know the employee is cleared to access district property, the employee with no name badge will complete the log at registration and be allowed access. The House Supervisor may issue a temporary badge if available.

Issuance and Maintenance of Name Badges

- To obtain a photo ID badge, contact the volunteer coordinator.
- All employees will be issued two photo badges, one will be chipped, the badges must be worn together and above the waist, facing outward and remain uncovered during all working hours.
- ID badges are activated by the IT department.
- The picture, name, job title, and department must be visible at all times. Only District-issued decals and pins may be placed on badges and/or lanyards (i.e. flu shot stickers). Do not place any pins through the card as this will harm the computer chip.
- Non-management staff will have only their first names on the front of the badge.
- Do not wash the badge in a washing machine.

Lost, Defaced or Misplaced Badges

- Lost, defaced or misplaced name badges will be reissued at the expense of the employee.
- If your title, name or job position changes the badge is replaced at no cost to you.
- To obtain a photo ID badge contact the volunteer coordinator.
- If your name badge is left at home, you may be asked to go home and retrieve your name badge.
- HR or the volunteer coordinator may issue a temporary badge for lost or misplaced badges.

Termination

- At termination the employee, volunteer, or contracted staff must return their badge to their hiring manager.

APRIL - EMPLOYEE OF THE MONTH

When patients walk into Mason Clinic, many of them look forward to **Taylor Gustafson's** warm energy and positive attitude. Gustafson greets patients with care and cheerfulness, immediately making them feel comfortable during their visit. She embodies Mason Health's Values of Service &



Relationships, which is why her peers have nominated and selected her as the April 2022 Mason Health Employee of the Month. Gustafson started work in November 2019 in the Patient Access Department of Mason Health, initially working at Shelton Family Medicine right before it relocated to Mason Clinic in January 2020. More recently, Gustafson transitioned to the Behavioral Health team, working as an office assistant while she studies at South Puget Sound Community College for pre-requisites for a future career as a psychiatric mental health nurse. Gustafson loves the Behavioral Health team and working for Mason Health.

MARCH - EMPLOYEE OF THE MONTH

EVS Technician **Patricia "Patty" Ragsdale** exemplifies Mason Health's Vision of providing the best patient-centered care in the Pacific Northwest. In addition to the care she delivers through her work in the Environmental Services Department, Ragsdale serves as an on-call Patient Safety Companion, ready at a moment's notice to speak with and comfort patients in need of support during their most vulnerable moments of time. It is her caring attitude and overwhelming positivity that lead Ragsdale's peers to name her the March 2022 Employee of the Month for Mason Health.

Ragsdale moved to Shelton in 1975 and attended Shelton High School. She married her high school sweetheart, a



millworker at Skookum Lumber for more than 25 years. They have been married 42 years and they raised their three children in Shelton. Ragsdale has been with Mason Health for two years, having started right at the beginning of the COVID-19 pandemic in February 2020.

PERFORMANCE EXCELLENCE NW SELECTS MASON HEALTH'S JENNIFER CAPPS AS VICE PRESIDENT

Mason Health Chief Development & Communications Officer **Jennifer Capps** has been named the new Vice President of the Performance Excellence Northwest Board of Directors. Performance Excellence Northwest (PENW) is a regional organization committed to helping American businesses



improve processes through the national Baldrige Performance Excellence Program (BPEP) framework.

MASON GENERAL HOSPITAL FOUNDATION ANNOUNCES NEW BOARD PRESIDENT EILEEN BAILEY, SELECTS SLATE OF OFFICERS



Throughout the COVID-19 pandemic, Mason General Hospital Foundation has continued in its mission to support Mason Health by providing funding for the District's healthcare programs and equipment. In service of these philanthropic efforts, the Foundation's Board of Directors engages strong leaders who are

committed to Mason Health's patients and community. It is therefore with great pleasure that the Foundation announces its election of **Eileen Bailey** as the 2022-2024 President of the MGHF Board of Directors.

"I consider being president of the Board of Directors an honor and privilege," Bailey said. "It will be exciting to support the Foundation in its fundraising efforts this year and beyond, as we begin to come out of COVID restrictions. Supporting the community and Mason Health is our No. 1 mission."

MGHF also announces its full slate of officers — in addition to Vice President LaRinn Ferrier and Past President Jeff McHargue, Skokomish Nation CEO Tom Strong has been named Secretary-Treasurer. Other board members include Stephanie Fyfe, owner of Steph's Espresso, Beth Gregg, MGHF Endowment & Forever Fund Chair, Jaimie Hans, Executive Director of Maple Glen Senior Living, Whitney Jones, Executive Director of the South Puget Sound Intertribal Planning Agency, Karen Schade, Financial Advisor with Edward Jones, Teresa Stevens, Medical Records Director for Fir Lane Health & Rehabilitation Center, and Billy Thomas, Director of Marketing for Peninsula Credit Union.

VOLUNTEER APPRECIATION RECEPTION HIGHLIGHTS

This year *National Volunteer Week* ran April 17-23 and to celebrate you, our volunteers, we hosted a floating reception at Mason Health on Thursday, April 21! It had been so long since we were able to get together and it was wonderful to see many of you greeting old friends and connecting.

Volunteers have contributed so much to Mason Health over the years and your flexibility and support during the pandemic has been invaluable. We had coffee from Urracco Coffee, and wonderful pastries from Left Bank Pastry. The Senior Leadership Team and staff welcomed volunteers and joined in the socializing. Volunteers received a small gift as a thank you! If you were not able to make the event, please coordinate with Iris Hilburger to pick up your gift!

The reception was also an opportunity for the Mason Health Volunteer Program to unveil our new clocking-in and clocking-out system using your smartphone to scan QR codes! If you weren't able to make the event to get an updated badge, please reach out to Iris.

In order to make the event as COVID safe as possible, it was kept to current volunteers who met COVID requirements, masks were worn, and social distancing was in place. Only volunteers with current COVID-19 vaccine records on file were allowed on-site. Connect with Iris to update your information!

Thank you Mason Health Volunteers!



Iris Hilburger showing off this year's gift to volunteers: a potted plant, a thank you card from Senior Leadership, a Mason Health safety flasher and syringe pen!

VOLUNTEER APPRECIATION RECEPTION HIGHLIGHTS



Above: Volunteer Coordinator Iris Hilburger addresses those gathered at the Volunteer Appreciation Reception on April 21st, 2022.



Above: volunteer Merry Antrim, poses with a large thank you card signed by Mason Health staff and senior leadership team.



Above left to right: Executive Assistant Marie Gofigan, Development Specialist Tracey Frederick, Senior Director of Ancillary Services Nicole Eddins, and HR Generalist Tenielle Masteller, are excited to be celebrating volunteers!

Mason Health staff know how much volunteers play an integral role in maintaining a positive patient experience and supporting the Mason Health mission, vision, and values.



Right: Pastry spread from Left Bank Pastry

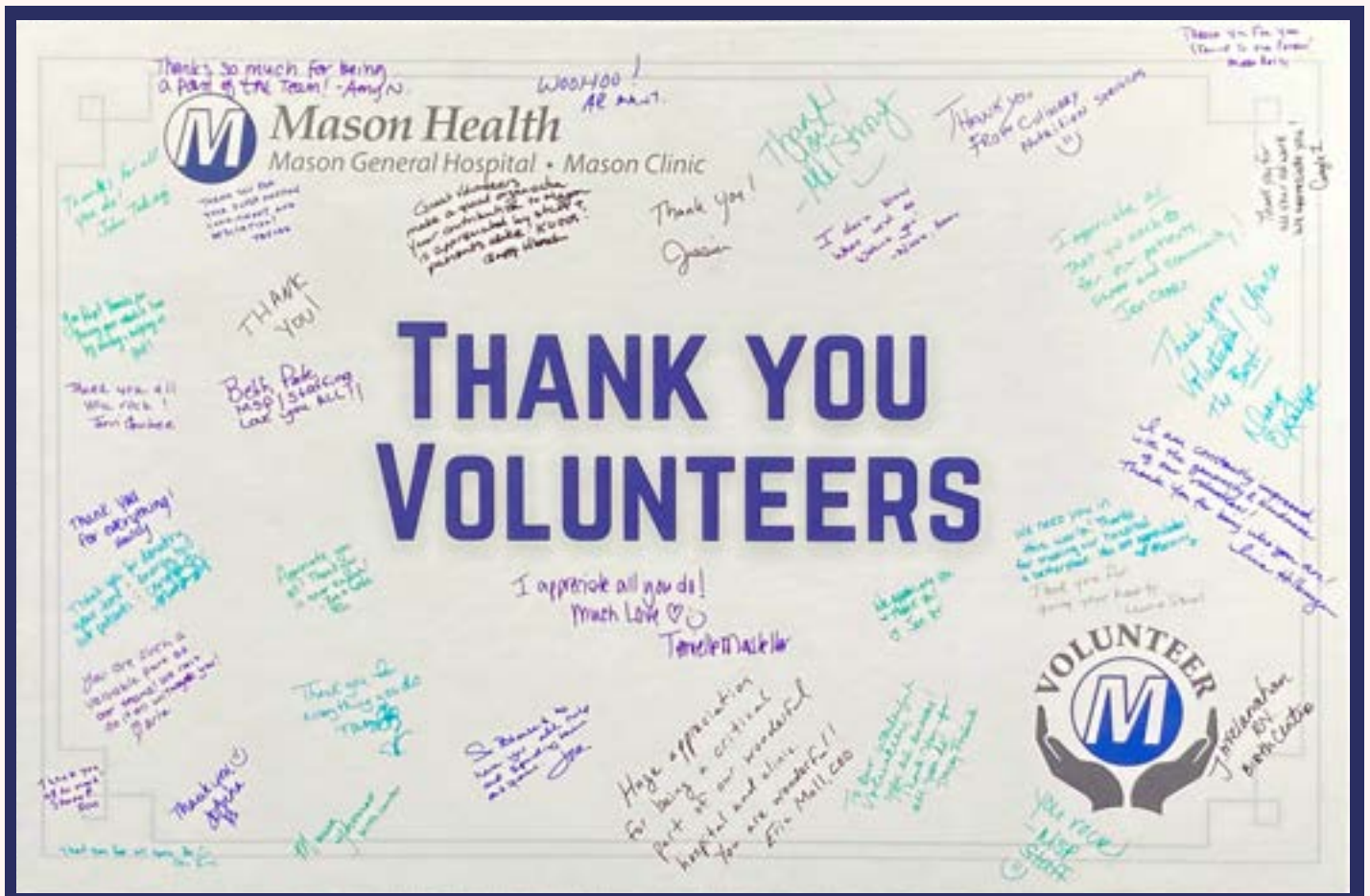


Left: Volunteer Coordinator Iris Hilburger serves volunteers Diane Halverson and Jane Gruver pastries.

Below: Marketing Coordinator Arla Shephard Bull serves volunteers Marty Williams and Meghan Klarich. Marty Volunteered at the front desk for 15 years and Meghan has volunteered in Culinary Nutrition Services for 15 years!



Below: A photograph of a large Thank You card signed by Mason Health staff expressing their gratitude to the volunteers who selflessly give their time! This thank you card will be hung in the glass display case at the end of the HR and Rehab services hallway near the elevator. Stop by to read these sweet messages!



COVID-19 PANDEMIC RESPONSE RECOGNITION CEREMONY



Above: List of names, many of whom are Mason Health staff and volunteers. Over 20 Mason Health volunteers supported the COVID-19 pandemic response!



Below: COVID-19 Pandemic Response pin to honor volunteers who supported the effort!



On April 26 Mason Public Health hosted an awards ceremony at the Shelton Civic Center to honor the many organizations and volunteers who pulled together to support the pandemic response in Mason County. There was a gorgeous slide show that captured the pandemic response efforts of the unprecedented past two years featuring many images of Mason Health staff and volunteers.

Mason Health was surprised and honored to be called to the stage and awarded for their "strong community support during the COVID-19 response." Chief Executive Officer **Eric Moll** accepted the award on behalf of Mason Health!

Many Mason Health volunteer names were listed among those recognized for their efforts and were gifted a COVID-19 Pandemic Response pin in their honor. Many volunteers were not at the event and a pin was picked up on your behalf. Please contact Iris Hilburger if your name is listed.



From Left: Mason Health Chief Operating Officer Mark Batty, Volunteer Coordinator Iris Hilburger, Volunteer Wyatt Cates, Administrative Assistant Carmen Echeverria, Chaplain Terry Oliver, Director of Quality Compliance Pam Schlauderaff Senior Director of Human Resources Kevin Keller, Chief Executive Officer Eric Moll, Senior Director of Ancillary Services Nicole Eddins, Marketing Coordinator Arla Shephard Bull, Public Hospital District No. 1 Board President Darrin Moody

Free Medicare Wellness visit!

The Medicare Wellness Visit is intended to give you and your care team time to talk about how you're doing, find ways you can avoid illness and help you to stay feeling your best.

Our Annual Wellness Team of registered nurses is reaching out to existing patients who are signed up for Medicare Part B coverage to schedule their first free Medicare Wellness visit.

While Medicare Part A coverage is automatic through the federal government, Medicare Part B coverage is optional and includes a premium. However, Medicare Part B coverage waives copays and deductibles for annual wellness visits.

Please contact your health care provider if you have questions.



"The Medicare Annual Wellness visit is a wonderful opportunity for your provider to focus on prevention and wellness versus the typical acute or 'sick visit.' It gives us the time and opportunity to investigate any screenings you may be eligible for, identify potential risk factors for illness as well as health and safety concerns. It give us more time with patients and it is at no cost to them!"

- Jennifer Kummerfeldt, ARNP



Jennifer Kummerfeldt, ARNP

MEET YOUR PROVIDERS!



Michelle Hamilton, DO



Trevor Kwan, DO



Jennifer Kummerfeldt, ARNP



Benjamin May, DO



Mark Schlauderhoff, MD



Jimmy Wesson, MD

To learn more or if you have questions about the new Medicare Wellness Program, speak with your health care provider or visit our website at www.masongeneral.com.

ASK IRIS

Answers & Advice

From Your Volunteer Coordinator



Dear Iris,

Can you clarify the jeans policy? Do black jeans count?

Dear Volunteer,

The dress code policy states, "NO BLUE DENIM JEANS." It is in fact bolded and underlined just like that. Therefore I interpret that to mean, black jeans are acceptable.

If you love wearing blue jeans there are special occasions when Mason Health has blue jeans days. Grounds and maintenance crews are excluded from this policy. I hope that helps you understand what pants to put on when you volunteer!

Sincerely,

Iris Hilburger

Submit your question by emailing ihilburger@masongeneral.com with the subject "Ask Iris". Submissions will be published anonymously and are subject to edits

Mission

United Community,
Empowered People,
Exceptional Health

Vision

Provide the best
patient-centered care
in the Pacific
Northwest

Values

Service &
Relationships