

# High Tech ~ High Touch

## VOLUNTEERS AND FRIENDS OF REGIONAL WEST NEWSLETTER

### *A message from Mona*

#### **Hi all!**

Our summer weather has certainly become a reality with temperatures in the 100s. Do hope it hasn't hampered your chances to have some fun. Speaking of fun, didn't we have a good time on our bus trip to Loveland to tour the spectacular new hospital? It was not only fun but informative. It would be wonderful if they accept our invitation to visit our great hospital sometime too.

Hope many of you were able to attend the latest Book Fair. Remember in the fall we will have another Book Fair and also our exciting Jewelry Sale.

Enjoy your summer and stay COOL.



Mona Downey, President,  
Volunteers and Friends  
of Regional West

### Seeking new volunteers

**Each person who volunteers** at Regional West has his or her own reason for reaching out to others. Do you know someone who wants to get involved and help make a difference? If so, please consider telling a friend or neighbor about the rewards of volunteering. We are currently seeking volunteers for the Breast Health Center, the surgical waiting room and for the information desks.

At Regional West, committed volunteers have been a proud part of our heritage for over 55 years. Our volunteers come from all corners of the

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### MCR Trip

*What do bingo, busses and browsing have in common?* All could be found

during the June 21 Volunteers and Friends of Regional West bus trip to Loveland, Colorado. One hundred and twenty-six volunteers spent the day touring the brand new Medical Center of the Rockies, enjoying lunch and fellowship with their volunteers, shopping at nearby Centerra Mall and even playing a few games of bingo during the bus ride.



Linda Mai, director of volunteer services, says, "What do volunteers have in common? We all care!!! One thing came through loud and clear when we visited MCR; their volunteers are doing what is good for their hospital and our volunteers are doing what is good for our hospital. One of the things that we may look at in the future is a uniform top or shirt. There will be options, but this is a nice way to identify who we are and that we are here to help. We heard from Regional West volunteers who attended that this was something they would like us to look into as this was something they thought made the MCR volunteers stand out."

A highlight of the day for many was viewing the spectacular video, "Celebrate What's Right with the World." It made such an impression that Regional West plans to purchase the video in the near future. Stay tuned...hopefully it will be shown at a Volunteers and Friends general meeting in the near future.

### Joint Commission results are in

*The results of The Joint Commission's (JC) survey* are a critical measure of our performance as a hospital. The JC survey is designed to assess the hospital's performance of patient-focused and organization functions and is based on the findings of a team of three outside surveyors. Survey focus includes patient care and safety, staff competencies, communication among caregivers, medical staff leadership and many other performance improvement activities.

Joint Commission used to conduct site visits on a three-year schedule, with surveyors giving advanced notice before arriving. Now visits are unannounced and can occur at any time. JC surveyors arrived at Regional West on July 16 just as this newsletter was going to press.

"Joint Commission is an important process but not one that our volunteers should dread or be nervous about," says Linda Mai, director of volunteer services. "JC representatives do periodically stop and ask questions of employees and volunteers. If approached by a surveyor, simply smile and be ready to converse."

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## MARK YOUR CALENDARS

Volunteers and Friends of Regional West

## UPCOMING EVENTS

**SEPTEMBER 14**

General meeting

**Deb Emrick with Sleep Solutions will present a program on causes and cures for sleep apnea and other sleep issues.**

**OCTOBER 24, 25**

Book Fair

**Upper lobby**

**NOVEMBER 26, 27**

Jewelry Sale

**Upper lobby**

*~Thank you to our volunteers for all that you do!*



## Ergonomics – how does it affect me?

We've all experienced twinges and aches when standing up after a long period of sitting. Many such preventable problems are caused by physical stress, such as repetitive motions, overuse and prolonged awkward body positions. Sitting for long periods of time each day eventually take a toll on the body. Add to that poor posture, stress and a work area that isn't right for individual needs and it's no wonder that many of us feel aches and pains by the end of the day.

Since many adults spend a good share of the workday sitting at a desk and/or a computer, it makes sense to optimize our surroundings for maximum comfort and efficiency. Ergonomics is the study of how the body interacts with a work environment when performing a task or activity. Simply put, it's the science of making things comfy as well as efficient.

Dozens of factors are related to ergonomics, including: equipment, tools, lighting, room temperature and how people physically perform certain tasks. Ergonomics helps people be more comfortable during daily life while reducing stress and injury caused by awkward positions and repetitive tasks.

*Here are some tips to reduce injuries:*

**Proper posture:** Poor posture increases fatigue levels and places unneeded strain on the back. Use a chair that adjusts to your height and provides adequate lumbar support to your back.

**Get up and move:** Just five minutes of movement every hour will boost energy and improve concentration. Exercise helps reduce tension and fatigue, improves circulation and boosts metabolism. To offset sedentary hours spent at a desk, try a short, brisk walk during breaks and use the stairs instead of an elevator. Every little bit helps.

**Strength train:** Water bottles, a resistance band or small hand weights can be easily stored in a desk or office. Doing a few sets every few hours has both positive short and long-term benefits.

*For more tips on workplace ergonomics, go to the U.S. Department of Labor Occupational Safety and Health Administration's website at: [www.osha.gov/SLTC/etools/computerworkstations](http://www.osha.gov/SLTC/etools/computerworkstations).*

## JC results

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According to Kathy Scott, RN, Regional West survey readiness specialist, the hospital achieved excellent results following the July 16 through July 20 review. With thousands of possible requirements for improvement, surveyors found just seven requirements for the hospital, four requirements for home care and no requirements for behavioral health during their week at the hospital.

"We are extremely pleased with the survey results," says Kathy. "It's a credit to every employee, physician and volunteer here that Regional West performed at this level. We succeed or fail together and this has been a real team effort."

## COFFEE CART UPDATE

Open Monday - Friday  
7 a.m. to 3 p.m.  
Main lobby

*~ Don't forget ~*

*A percentage of coffee cart sales go to the Volunteers and Friends annual pledge for the Children's Diabetic Camp.*

IT'S A WONDERFUL FEELING TO GIVE BACK TO THE COMMUNITY.  
I enjoy meeting people. I want to make a difference.

## Seeking volunteers *Continued from front*

community and represent a variety of professions, age groups and physical abilities, as well as ethnic and cultural backgrounds. Over 400 volunteers donate approximately 45,000 volunteer hours to the hospital each year.

Teens who volunteer at Regional West work in the same areas as senior volunteers. All volunteers must be at least 14 years old. Job shadowing and volunteering in areas of interest for those pursuing certain academic areas may also be arranged.

If you have questions, contact Linda Mai, director of volunteer services, at (308) 630-1271. Application forms are available in the volunteer services department or can be printed off the Regional West website at [www.rwhs.org](http://www.rwhs.org). Under 'Departments and Services,' click on 'Volunteers and Friends of Regional West' and scroll down for the application.

**Regional West**  
Medical Center