During the Auxiliary’s luncheon meeting Jan. 15, a $21,000 check from the Auxiliary was presented to Paul Caruso, M.D., medical director of Southeast’s Neonatal Intensive Care Unit (the NICU). It was the final payment of a $50,000 pledge we made a year ago for the redesign and expansion of the NICU.

Our first $30,000 payment toward that pledge made possible the acquisition of the NIC-VIEW webcam system, a secure video link for family members, anywhere in the world, who have a password to view their infants in the NICU.

Thanks to the Auxiliary’s successful fundraising event in November, the Festival of Holiday Trees, we were able to exceed our pledge by $1,000. The event raised $17,007 from sponsorships, ticket sales and a silent auction. After expenses of $6,212 were deducted, we made a profit of $10,795 which we added to funds from a savings account designated for the NICU project. Our savings accumulate from the profits of special sales the Auxiliary holds at the Hospital and from the Gift Shop. The Auxiliary Board and the Festival committee will soon be evaluating the event and planning improvements if we do it again in 2016. Thanks to all of you who had a part in the first Festival’s success!

The Festival of Holiday Trees, held for the first time, drew a crowd of between 225 and 250. The festive holiday party featured 24 pre-lit, decorated Christmas trees that guests bid on during a competitive silent auction. The trees had been decorated by local businesses, artists, florists, clubs, Hospital employees and Auxilians, at their own expense.

New President and CEO Ken Bateman visits with Edna Ruth Fischer (left) and Linda Burns at the Auxiliary Luncheon on January 15. Edna Ruth is our longest-serving Volunteer having joined the Auxiliary in 1958, while Linda is one of our newest Volunteers who has been helping in the Gift Shop since Nov. 2014.
Speaking of the NICU...

The beautiful new NICU is up and running with a 6 percent increase in census from 2013 to 2014. The staff and families love the NIC-VIEW system that the Auxiliary provided through its financial support. You may or may not realize that every bed in the NICU has a baby-sized camera attached to it which videos the baby around the clock except during times the staff is doing things for the babies.

The mothers have a password which they can give to family members. We initially thought this would be used by fathers on deployment with the military or family who live very far away – like China! It turns out that if you have a baby in the NICU and you cannot be there every minute of every day, it doesn’t make any difference where you live, you want to be able to access that program and watch your littlest family member.

During the time from July – December 2014, there were 5,765 logins into the System! January 2015, was up to over 1,000 logins by the 22nd of the month! There have been logins from 24 states and once from Europe! So, you see, it’s not just the wonderful nurses and other staff who watch over these fragile infants – lots of family are watching, too!

Auxiliary Board Welcomes New Legislative Liaison

After serving at least six years as the Auxiliary’s Legislative Liaison, Ilena Aslin decided someone else should serve in that capacity, so she proceeded to recruit and orient her own replacement. That replacement is Gary Gaines, and at the January Auxiliary Board meeting, President Nancy Bray appointed Gary and welcomed him to the Board.

Gary has been a Southeast Volunteer and Auxilian since December 2012. He is a Transport Volunteer and also helps place posters in bulletin boards around the Hospital.

Gary was born and raised in Dexter, Mo. He graduated from Rolla with three engineering degrees. Following college, he spent two years in the Army and then the next 16 years worked for an engineering firm in Dexter. From there he went to Poplar Bluff as an Environmental Engineer for the Missouri Department of Natural Resources (DNR) and eventually served that regional DNR site as the Office Director for 20 years. When he retired in 2012, Gary and his wife moved to Cape where their one son lives.

Gary says he has long been interested in politics and legislative matters and actually ran for state representative in both 2012 and 2014. He said, " Though I lost both times, I really enjoyed the experience and learned a lot. “

He added, "I am looking forward now to learning more about Southeast and the Auxiliary while helping keep the Auxiliary members informed about state and federal legislative issues that impact healthcare."

In March, Gary will represent us at a Legislative Conference in Columbia hosted by the Missouri Hospital Association and MAHA, the Missouri Association of Hospital Auxiliaries.

Ilena Aslin, besides serving as an outstanding Legislative Liaison for our Auxiliary, served three years in that role for MAHA after having served as MAHA President from 2008-2009. She also was President of Southeast’s Auxiliary from 2001-2003 and was Fundraising Chair on the Auxiliary Board prior to her legislative duties. Ilena has been an active Volunteer at Southeast since 1994 and still volunteers in the Surgical Waiting Room. An Auxiliary Board member for over 20 years, Ilena currently chairs the Auxiliary’s Bylaws Review Committee.

Our heartfelt thanks to both Ilena and Gary for their Auxiliary service and leadership.
Dear Southeast Auxilians,

This 78th year of the Auxiliary’s existence began on quite a positive note with our January luncheon meeting that included an unexpected visit from Southeast’s new CEO and President Kenneth Bateman, CPA, MHA. Other luncheon highlights were the presentation of our $21,000 check to the NICU, an enlightening program on Building Blocks, recognition of Auxiliary officers completing their terms and a delicious meal compliments of Volunteer Services. Thanks to all of you who attended. I hope you left on a positive note, feeling proud to be part of an organization that makes generous financial gifts to Southeast and supports worthwhile services like the NICU and Building Blocks to give children the best possible start in life!

Welcome to CEO Kenneth Bateman

We were honored Mr. Bateman made time during his first week as Southeast’s new CEO to attend our meeting and speak briefly, especially since the Joint Commission had chosen that same week to conduct its survey of the Hospital. Before our meal, Mr. Bateman went table to table to meet each person, a much appreciated gesture indicative of his commitment to open communication.

He has an extensive record of leadership as a CEO and business strategist adept at building relationships with physicians, boards and employees. Mr. Bateman has come to us from Somerset Medical Center in Somerville, New Jersey, where he was CEO and prior to that CFO. His professional life has been spent in healthcare leadership and financial executive roles with for-profit organizations and not-for-profit hospitals and systems. He and his wife Pamela have one son who attends college in PA.

We look forward to learning from and working with Mr. Bateman.

Thanks to Outgoing and Incoming Board Members

During the Auxiliary business meeting at the luncheon, engraved Stars of Service were presented to Carolyn Goodin, outgoing Corresponding Secretary of the Auxiliary Board, and to Julie Cook, outgoing Auxiliary Treasurer. (See photo at right.) They have donated hours of service while holding those offices and are much appreciated for their dedicated and capable efforts.

Our incoming Corresponding Secretary is Julie Parsons, a Gift Shop Volunteer who makes many of the flower arrangements. Julie has been an Auxilian since 2008. Assuming the duties of Treasurer is Betty Heisserer, an Auxilian who has been volunteering at the Lobby Desk since 1998. She also serves on the Auxiliary’s Scholarship Endowment Committee.

Since the luncheon meeting, the Auxiliary’s Legislative Liaison duties on the Board have also changed hands from Ilena Aslin to Gary Gaines (see related story on previous page). On behalf of the Board and Auxiliary, I want to express our deep gratitude to Ilena for her years of faithful service as she kept us informed about legislative issues that impact hospitals and health care. Thanks to Gary Gaines for agreeing to serve on the Board and continue keeping us in the know on legislative matters.

New Board Members Needed and Wanted

Among the Bylaws changes the Auxiliary Board is proposing and hopes to have the Auxiliary general membership approve soon is one that creates several At Large positions on the Board of Directors. Auxilians in those positions would be appointed by the President and would not hold an office or chair a standing committee their first year. They would instead be learning about the role of the Board and how the Auxiliary operates while also participating in decision-making and offering new ideas. Regular Board meetings are six times a year every other month, beginning in January.

Please let me know right away if you would like to be considered for an At Large position on the Board. I would be glad to talk with you about the position and answer questions you might have. Email me at nabray4442@gmail.com or call me at 335-3176 (home) or 450-5894 (cell).

Thanks to each of you for what you do to help the Auxiliary fulfill its mission. Don’t ever doubt the difference your smile, your listening ears, your caring heart and helping hands can make for Southeast patients, visitors, doctors and employees.

Nancy A. Bray
Auxiliary President
A Conversation with Cathy

Happy New Year! The year started off with a visit from The Joint Commission the week of January 12th, which was also the first week of work for Kenneth Bateman, our new CEO. The Joint Commission survey went well. In the preliminary report the surveyors indicated we will have a few things that will require a follow-up within 45 days. According to Judy Aslin, CNO, “Upon departing Southeast, the surveyors were extremely complimentary, sharing they don’t typically see organizations with the level of standards compliance seen here.” Thanks to all who reviewed the emergency code cards and were prepared for the survey.

If you attended the January meeting you had the opportunity to hear from Mr. Bateman who addressed the group and joined us for lunch. If you were not present, don’t worry you will get the opportunity to meet him. He is making his rounds visiting departments within the Hospital and is conducting town hall meetings (schedule below). If you’d like to attend, please let us know and we will sign you up for a spot.

Our office has already started planning for Appreciation/Education Days; these will be held on Tuesday, April 14, in the morning and Thursday, April 16, in the afternoon. I hope you will plan on attending one of these sessions, so mark your calendars. If you have a topic or concern you would like addressed, please stop by the office and let me know. Last year we covered many of the emergency pages and the appropriate responses to the emergencies. Starting Feb. 23 the hospital is changing the emergency codes; we will be transitioning to the Plain Language Codes. This change is being made to comply with the statewide MHA initiative for Standardized Plain Language Emergency Codes. (See the box below with the new codes).

With the many changes that have occurred over the last year, I am reminded of the quote from Winston Churchill, “To improve is to change, to be perfect is to change often.” I look forward to the changes and challenges which may occur in 2015 and working with all of you to improve the experiences for our patients and visitors in this upcoming year.

Thanks for all you do at Southeast Hospital!

Cathy Goodman
Director of Volunteer Services

CEO TOWN HALL MEETINGS

Call Volunteer Services at 651-5518 if you’d like to attend one of these meetings to hear new CEO Ken Bateman talk about the state of SoutheastHEALTH and share his strategies for the future. Q&A session included.

THURSDAY, FEB. 12
7:30 & 10:30 a.m. & 4:30 p.m., Harrison Room
1:30 p.m., HealthPoint – Jackson

FRIDAY, FEB. 13
7:30 a.m., HealthPoint – Cape
11 a.m., Harrison Room

MONDAY, FEB. 16
8 a.m., West Campus MOB
5 p.m., HealthPoint – Cape

WEDNESDAY, FEB. 18
4 p.m., West Campus MOB

FRIDAY, FEB. 20
8 a.m., Data Center
3:30 p.m., West Campus MOB

SATURDAY, FEB. 21
6 & 7:30 p.m., Harrison Room

NEW CODE  DEFINITION

- **Code Red + Location**
  Fire
- **Code Blue**
  Adult Cardiac/Pulmonary Arrest
- **Pediatric Code Blue**
  Pediatric Cardiac/Pulmonary Arrest
- **Tornado Watch**
  Tornado Watch
- **Tornado Warning**
  Tornado Warning
- **Code Adam**
  Infant/Child Abducted/Missing
- **Code Orange**
  Biological/Chemical Contamination
- **Code Show-Me**
  TJC/CMS/DHSS Surveyors in House
- **Code Black**
  Bomb Threat
- **Code OUTLOOK**
  Immediate Attention: Staff check email
- **Code Silver**
  Armed/Active Violent Intruder
- **Code STARR**
  Team responds to verbally/physically disruptive person
- **Mass Casualty Event**
  Hospital Incident Command will be set up to coordinate response
- **Code Secure**
  External Threat to Facility or Staff
Building Blocks

Rhonda Parenteau, Building Blocks Auxiliary Liaison

During the Auxiliary’s January luncheon meeting, those present enjoyed an informative program given by Building Blocks Nurse Manager Barbara Gleason, MSN, RN. With Barb was Nicki Kraust-Schmitt, her Administrative Assistant for Building Blocks/Nurse Family Partnership of the Southeast Region. Southeast has offered Building Blocks and the Auxiliary has sponsored it since 1999. We are proud to say that Southeast is the only hospital in Missouri that continues to sponsor a Building Blocks program. Area health departments have taken over the others.

We were reminded that Building Blocks is a program for first-time, low-income moms and their babies who are followed until their second birthday. From one nurse and 25 clients, Southeast’s program now has eight nurses and 200 clients in a 10-county service area that stretches from Perryville to the Arkansas border.

Each of the Building Block nurses strives to help the moms gain positive parenting skills, continue their education, and work through domestic violence programs and other support groups as needed. They also work to see that the babies receive their immunizations in a timely fashion and develop social and emotional skills as well as cognitive abilities. The children who are in the program have a higher rate of immunization than the Missouri state average and a higher rate of moms who breast feed than the area sees normally.

The Auxiliary has provided age-appropriate, durable books for the children, reference books for the moms, breast feeding kits which are loaned to the moms and other supplies as we collect them! Those who were at the luncheon meeting went away very impressed with the positive outcome from the Building Blocks program. Barb is available to give programs to other groups to spread the message about Building Blocks. If your group is looking for a service project, you might consider making blankets or other supplies for the program, or giving money for the purchase of books or supplies. You can call Barb at 335-6609 and she will be happy to talk with you.

Hats off to Building Blocks’ nurses and staff! They are doing a wonderful job of changing our world by improving lives one mother and one child at a time!

Reach Out and Read

Pediatrician
Kali Francis, MD, who is a recent addition to Southeast’s Medical Staff, (and the granddaughter of former Southeast Administrator Dave Niswonger and also Auxilian Thyra Messmer) spoke to the Auxiliary Board at our January meeting. Her presentation was about the Reach Out and Read program that she is introducing to this area for the benefit of young patients who come through Southeast Pediatrics.

This national program trains and supports medical providers who give books to their young patients at well-child check-ups and advice to the parents about the importance of reading aloud to their children. Children are targeted for this program from age 6 months through 5 years and are given new, age-appropriate books during their appointments.

Published research studies show that when pediatricians promote literacy readiness according to the Reach Out and Read model, there’s a significant effect on parents reading aloud, and improvements in children’s language scores their readiness for school.

The Auxiliary hopes to support Dr. Francis and the other Pediatricians as they implement Reach Out and Read, so soon you will receive a mailing about how each Auxilian can participate. Opportunities will include a monetary donation or a donation of new children’s book or even of very gently used books for the siblings who come to the office with the child seeing the Southeast pediatrician.

Reach out and Read
reachoutandread.org

Remember the Gift Shop for Valentine’s Day Gifts!

Volunteer Gift Shop Manager Judy Brown invites you to stop in Friday, Feb. 13, between 8 a.m. and 6 p.m. or Saturday, Feb. 14, between 10 a.m. and 4 p.m. to shop for a great selection of flowers (including roses!), candy, jewelry and cuddly plush animals for the sweethearts in your life! Take advantage of your tax-free purchases and discount on most gift items!
DID YOU KNOW …

…that the Auxiliary gave almost 41,000 hours of service to Southeast Hospital in 2014?

… that we need more Volunteers to give more hours both in the Hospital and at home or at other Southeast facilities?

…that personal contact is the best way to reach a new Volunteer and to keep them happily at their tasks?

…that we still provide hand-made baby caps, baby mittens and baby Share blankets, and still put newborns in handmade stockings at Christmas? Others make turbans for cancer patients, pillow cases for youngsters who are in the Hospital and wheelchair bags – these are all lovingly made items mostly done at home.

… the Hospitality Cart made 2,574 visits to patients in 2014, and Volunteers deliver patient emails and flowers as they arrive?

… that every Volunteer is very important to Southeast Hospital? Thank you for all you do. Please look for a friend to share the fun!!

UPCOMING EVENTS

February 13 Valentine Cookie Cart 8 am–10 am
February 27 Blood Drive 8 am–4 pm
March 19 Books Are Fun 9 am–5 pm
March 20 Books Are Fun 7 am–3 pm
March 24 Board of Directors Meeting 9 am
April 2 Easter Cookie Cart 8 am–10 am
April 7 Shoe Road Productions 7 am–5 pm
April 14 Education/Appreciation Day 9:30 am
April 16 Education/Appreciation Day 12:30 pm
April 27 $5 Masquerade Jewelry 7 am–5 pm
April 28 $5 Masquerade Jewelry 7 am–3 pm
April 30 Blood Drive 8 am–4 pm
May 9 Scrapbook Crop for MAHA Project 8 am–5 pm
May 13 MAHA District VI Meeting – Perryville – TBA
May 14 Silver Events 7 am–7 pm
May 15 Silver Events 7 am–3 pm
May 26 Board of Directors Meeting 9 am
June 18 Heavenly Sheets 8 am–5 pm
June 19 Heavenly Sheets 7 am–3 pm

New Faces

ADULT VOLUNTEERS
Cheri Huckstep-Reed
David Illers

STUDENT VOLUNTEERS
April Maevors
Sam Stahly
Sierra Sweeney
Rashauna Thomas

Volunteer Birthdays

FEBRUARY
1 Sharon Coleman
4 Brucie Woods
9 Kathy Criddle
11 Deanna Easley
11 Linda Seabaugh
18 Michael Diamond
22 Betty Heuring
27 Larry Easley
27 Janet Robert
29 Julie Parsons

MARCH
2 Kerry Foley
3 Jane Grimm
4 Judy Bangert
6 Joyce Miller
7 Peggy Heilig
9 Helen Farrar
11 Carolyn Brant
11 Judy Brown
12 Jim Poston
13 Peck Robert
24 Jerre Crites
28 Patrick Taylor
30 Gaye Blank
31 Nancy Redenius
31 Chet Walter

April
4 Melvin Schmidt
5 Earlene Sokolowski
10 Pam Job
14 Melba Derrington
14 Marcia Wagner
18 Barbara Campbell
29 Barb McKeon
30 Barbara Barklage

May
6 Karen Turley
8 Michelle Watkins
11 Darlene Rogers
13 Barbara Duncan
13 John Marshall
15 Barbara Blattel
19 Mirjana Dietiker
23 Cheri Huckstep-Reed
25 Martha Dodson
28 Ann Fields
Note from Pearla
What a year, 2014. It’s over and 2015 is moving right along. Many of you have been asking why I have not called with a patient lately. Southeast Hospice has been experiencing an episode of “low census.” Now that 2015 has come, things have changed a bit and now we have an increase in patients admitted into Hospice care. So be ready, I may be calling you next.

The staff and I want to show our patients and families the best of Southeast Hospice . . . YOU, the best Volunteers around.

In order to keep you safe this winter season; yes, it is still winter, let me share some “snow emergency” tips:
☞ Don’t let your gas tank get below half a tank.
☞ Carry weight in your trunk, like sand, kitty litter or rock salt. Not only does it add weight for traction, but you have supplies for that slick problem you may come across.
☞ Carry a blanket, water and some type of snacks in case you are stranded in your car.
☞ Have your cell phone charged and/or carry a phone charger to use in your car.
☞ And the Best One: Do not go out to visit a Hospice patient or make a Hospice run if the roads are not passable. Your safety is more important to us.

Now, on to spring. With Easter falling on April 5, it sure would be nice to have sunny, spring weather that early in the year. I am not a big garden person, but would like to do some digging in my yard again. Remember, some of our/your patients do not respond to you. Take the time to describe what is going on outside the window. These patients can hear you talk, and to know you have taken the time for them can chase the blues away in many circumstances.

Thanks to all of you. You are all very special.

Pearla’s Comin’ to Perryville
It’s time for education and evaluations in Perryville. I will be at the Independent Care Center Nursing Home on Tuesday, March 24, for Inservice, Evaluations and TB Skin Testing. We will meet in the Assisted Living Dining Room at 1:30 p.m. Vicky Hyslop, SW, will provide an inservice on Depression in Hospice Patients/Stressors for Family. Please let me know if you plan to meet with me in Perryville on that day so I have the correct volunteer files and supplies. Also, please open your calendar for Thursday, March 26, to have the TB skin test read by one of the Hospice RNs at the Nursing Home.

Fundraising
Thank you goes out to the Volunteers who took time out of their busy holiday schedules to provide giftwrapping at Barnes & Noble for donations. Your time and efforts brought in $215.15 for the Patient Care Account which provides extra funds in assisting patients and families in need. It was a challenge this year, but I know that Barnes & Noble loves us because all of you who worked showed up on time or were able to get someone to work for you if you were unable to fill the slot. The folks at B&N felt our group was the most responsible group. I told them, I know that!

The next fundraiser we have is the raffling of the beautiful Iris Quilt. We will be raffling this quilt in time for Mother’s Day. Sales should begin Monday, April 6, with the drawing of the winner of our “Iris Quilt” on Tuesday, May 5, at the Southeast Hospice office. I will be sending information to you with tickets to sell. If you are able to sell them, great! You can send me the money and the portion of the ticket with the buyers’ names and phone numbers in time for the drawing. We want to raise at least $500 so that will take lots of help. More information to come.

The queen-size quilt – embroidered by Lillian Stahly (right), pieced together by Nancy Bishop, RN, (center), and quilted by Nancy’s mother, Anna Steck (left) — will be on display at the Hospital Gift Shop.
Retirement
With happiness for her, but sadness for me and the patients/families of Perryville, I am announcing the retirement of Rita Aunspach, ace Volunteer from Perryville. Rita began her services for Southeast Hospice families and patients in July of 1998 and for 16 years she has been available for respite, direct care and funerals/visitations. Rita trained as a hospice volunteer in St. Louis with Unity Health Hospice early in 1998 before moving to Perryville. I can say with all honesty that the North Team (Perryville crew) will miss seeing Rita on a regular basis and I will miss her as one of my “Go To” Volunteers. Enjoy your time, Rita. Enjoy all of your “extra” time doing God’s Work.

Recollections
I promised training for Recollections, A Life Review. Our training session is scheduled for Thursday, Feb. 26. Training will begin at 4 p.m. in the downstairs meeting room at the Hospice office. The training will include discussion regarding tips on make-up use from Kelly Hartman, hints about recording and camera use from videographer Andy Chronister, and a review on confidentiality and HIPAA.

The following individuals have already expressed interest in being a part of the Recollections Life Review Team:
- Mark Kiblinger
- Nancy Kester
- Phyllis Lee
- Jean Mueller
- Carolyn Pickens
- Melody Green
- Tina Bles
- Helen Hunt
- Katheia Corrigan
- Cathy Magas

If your name is not on the list and you are interested in training to be a part of this team, please get with me as soon as possible. We are ready to move forward with this exciting program for our patients.

TB Skin Testing
As noted in the last newsletter, flu shots are now required for all Volunteers as are TB skin tests. Effective October 2015, your TB skin test and flu shot will be given by the Employee Health Nurse. I will let you know when these become available. Many of you received your TB skin test in October 2014 with your flu shot. If so, you are a step ahead. Any Volunteer who has not received a TB skin test since March of last year, please come by the office for your March test. TB skin tests will be given Tuesday, March 17, between 8 a.m. and 4:30 p.m. Please come back on Thursday, March 19, during the same hours to have your skin test reviewed by the RN on duty. After that time, you will be able to get on the same November schedule. Sounds more complicated than it really is, but feel free to call me for any questions.

Yearly Competency
The Yearly Competencies have been mailed to you. This competency takes care of the regulations set forth by the State of Missouri Surveyors in continuing education for Hospice Volunteers. In other words, I am not making you sit through a talk on each of those subjects! Please review the information I sent out and answer the questions on the front page. After signing both sides of the first page, mail it back to me in the enclosed envelope and we can “call another year done.” This form is due back by Feb. 27.

Note that the Conditions of Participation (COPs) are listed in your competency. They state there are two patient identifiers that you as a Volunteer must use when visiting your patient for the first time. THAT HAS CHANGED. The two patient identifiers – name and birthday – must be performed on every visit with your patient. If you have questions regarding this, call Pearla.

Birthdays
FEBRUARY
10 Carrie Skelton
13 Ann Amelunke
24 Geneva Ruesler
28 Phyllis Lee

MARCH
9 Katheia Corrigan
26 Joy Engelhart

APRIL
15 John Ruester
16 Mary Ann Boren
26 Phyllis Thiele

MAY
1 Jamie Haertling
14 Nancy Hoff
18 Sue Clippard
20 Dixie Hopkins
26 Dorothy Dees

Recollections is a life review of memories and events in a person’s own words. It is a way of reliving, re-experiencing and celebrating events of the past that are personally significant. The life review program through Southeast Hospice is offered to patients and families without cost thanks to generous donations from businesses, organizations and individuals. For more information about Southeast Hospice, please call (573) 335-6208 or go online to SEhealth.org/Hospice