On the last day of January, 55 Auxilians attended the annual winter luncheon and Auxiliary business meeting in the Harrison Room at the Hospital. They enjoyed a delicious chicken pot pie lunch compliments of Southeast’s Volunteer Services Dept. President Julie Cook opened the meeting that included a SoutheastHEALTH progress report (see next page) by President and CEO Kenneth Bateman, CPA, MHA, as well as a program about Southeast’s award-winning cardiac care and comprehensive Cardiovascular Services by Michael Delgado, Ph.D. As a client services specialist and a physician liaison at Southeast, Dr. Delgado informed us about all that Southeast offers in cardiac care since the 2017 health care project for the MO Association for Hospital Auxiliaries (MAHA) is heart care.

Other luncheon highlights included the installation of new Auxiliary officers Treasurer Margaret Needels and Corresponding Secretary Pam Schulte and recognition of their predecessors Betty Heisserer and Julie Parsons with awards of appreciation.

President Cook proudly presented for the Auxiliary a check in the amount of $13,165 designated for the Southeast Hospice Grace Fund that assists Hospice patients and families. That check represented the profit made from the Auxiliary’s Festival of Holiday Trees held November 12 and co-sponsored by Southeast Hospice.

As President Cook (second from left) presented the check to (left to right) Foundation Director Patti Ranzini, Southeast’s Home Care Administrator Vicki Schnurbusch, MSN, RN, CHPN, and Hospice Volunteer Coordinator Lynn Boren, BSW, she thanked them for their invaluable assistance and special efforts to help make the Festival of Holiday Trees a success.

New Auxiliary Officers Installed
During the January 31 Auxiliary Luncheon Meeting, two new Auxiliary Board officers were installed by Immediate Past President Nancy Bray. Beginning her term as Treasurer is Margaret Needels, and Pam Schulte is beginning her term as Corresponding Secretary. Both will serve for two years.

Margaret has been a Southeast Volunteer/Auxilian since April, 2008. Her areas of service presently include the Gift Shop and Surgical Waiting Room. Previously she volunteered many hours at the Lobby Desk.

Pam has been a Volunteer/Auxilian since August, 2015. Her service areas are the Surgical Waiting Room and Education. She also just completed a year on the Auxiliary Board as one of the first At-Large members. Both Margaret and Pam also help staff Auxiliary fundraising sales.

They will join the Board officers who are continuing the second year of their terms, and they include: President Julie Cook, Vice President/President-Elect Gary Gaines and Recording Secretary Linda Burns.

Please support and assist all of these officers in their leadership of the Auxiliary, and when you can, thank them for being willing to commit their time and abilities.
WANTED: Two Auxiliary Board At Large Members

The SoutheastHEALTH Auxiliary Board is looking for two new At Large Members to serve at least for a year. Board meetings are 6 times a year on the fourth Tuesday of the month at 9 a.m. at the Hospital. Next meeting is in March. No experience necessary – it’s a learning experience, but you also have the right to vote on all Auxiliary business matters!

Pam Schulte and Karen Turley have been our first At Large members. Both will continue on the Board, but Pam will be an officer.

To apply and learn more about the position, call Auxiliary President Julie Cook at 335-3643 or (573) 587-4240.

Don’t delay – apply now!

Bateman Addresses Auxilians at Luncheon

In his comprehensive report to the Auxiliary at our January luncheon meeting, President and CEO Ken Bateman could not have been more positive about the future for SoutheastHEALTH. He said, “At Southeast, our goal is to continue to meet the needs of our community and provide excellent patient care. In other words, we want to be a high quality leader but a low cost provider of healthcare.”

Affiliations Pursued for Cost Savings and Quality Patient Care

He explained that Southeast is working to affiliate with other hospitals and groups for purchasing supplies at a better cost that can save millions of dollars annually. Affiliations are also being accomplished for the quality patient care component. As an example, Southeast has formalized an agreement with Washington University’s School of Medicine in St. Louis that will be in support of our own cardiothoracic services. Soon, their physicians will begin to offer heart clinics at Southeast and easier access for area patients to the care they need. Barnes-Jewish Hospital is the teaching hospital for the School of Medicine.

Other benefits of the Washington University affiliation will be improved access to Residents for physician recruitment, the opportunity to participate in clinical trials and a soon-to-be developed arrangement for pathology services that will result in two of their pathologists coming on site at Southeast plus access to telepathology capabilities.

Another affiliation Southeast has developed, Bateman noted, is with the St. Louis College of Pharmacy for a residency program that brings two of their Pharm D’s into the hospital setting.

Southeast Offers First Option Insurance/Relocates Behavioral Health

An example Bateman gave of Southeast’s goal to be a low cost, quality care provider, is the development of our own insurance product, First Option, for self-insured companies of 50 or more employees. Southeast, being significantly lower-priced than Saint Francis according to the MHA website that lists all Missouri hospitals’ prices, wants to pass our savings on to these companies so they can pass the savings on to their employees to lower or even eliminate their deductibles.

Other topics he addressed were the relocation of SoutheastHEALTH’s Behavioral Sciences Program from Southeast Hospital to our Dexter facility’s brand new inpatient unit for that care which was part of the Emergency Services addition to the Dexter hospital. Mr. Bateman also reported on Southeast’s goal to “go live” by the end of 2017 with a totally integrated, accessible health record for Southeast patients no matter where in our system they are seen.

During a question/answer session, Mr. Bateman was asked when Southeast might offer all private patient rooms. He explained, as fiscal stability continues, long range planning will begin to include consideration of developing the west campus site on the property Southeast already owns by I-55. Such a campus could house services relocated from the Lacey Street hospital to free up space for converting all patient rooms to private ones.
Dolly Jewel, chairperson of the Auxiliary Scholarship Committee, has announced that the deadline this year for students to apply for our Auxiliary scholarships is May 31. Students who qualify to apply are those pursuing degrees or certifications to prepare for or continue careers in nursing or allied health care fields.

Applications online at SEhealth.org/scholarships

As an Auxilian, help spread the word about our scholarships if you know of any prospective health careers students or people already employed in health care, especially at SoutheastHEALTH, who want to pursue advanced degrees. Please encourage good candidates to apply, and tell them how to do so.

This year the Auxiliary has $25,000 in our budget designated for scholarships. This is the most money we’ve ever been able to award, thanks to our Scholarship Endowment Fund and our profits from three Auxiliary-designated soda machines in the Hospital.

Providing scholarships for students in health care fields has been a priority for the Auxiliary since 1962. From that year through 1988, the number of scholarships sponsored by the Auxiliary was at least one but sometimes two or three. Last year the Auxiliary awarded 18 scholarships for a total of $17,000. Mrs. Jewel reports that since 1988 when exact records began to be kept, the Auxiliary has awarded 245 scholarships for a total of $247,000.

Funds for our scholarships are made possible by Auxiliary fundraising sales, the Gift Shop profits, investments, and the generous donations of individuals and families who have endowed scholarships. In addition to Auxiliary scholarships, a number of scholarships as also awarded annually by the SoutheastHEALTH Foundation.

Soft Drinks Sales Bring Scholarship Opportunities by Sue Balsamo

Over the years, fund raising committee members have tried to think of varied and creative ways to make money for the Auxiliary to use for Hospital projects. And one of our most constant thoughts has been how to get more money for scholarships. Margaret Roberts was without a doubt one of the most innovative fund raisers and Auxiliary presidents we have ever seen. Margaret and her husband Ben moved to Cape Girardeau in the 1980’s and she began a long association with the Southeast Hospital Auxiliary. Very quickly Margaret and Ben noticed all the sodas that were being bought from the machine in the Surgical Waiting Room where they volunteered.

Dick Meyer was the Administrative Officer with oversight for the Auxiliary so Margaret began to talk to Dick about the Auxiliary taking over the machines in the three major waiting rooms – Surgical, Intensive Care and CTU. Now Margaret was a real Southern lady and she never was unpleasant – but she was relentless in her pursuit of a cause. She never let up on Dick until he succeeded in negotiating a vendor contract for the Auxiliary to benefit from soda machine profits. He was a key player in this. From the first machine in the Surgery Waiting Room in 1990, the Auxiliary eventually added the machines in Intensive Care and CTU. For some time we were responsible for their “care and feeding!”

According to our records, we have received over $127,500 since 1999 when we first started this project. Beginning in 2016, the Auxiliary Board has designated that all vending receipts go directly into the scholarship fund. Now that is a lot of soft drinks!

Margaret was also a big supporter of our poinsettia sale. She saw bank lobbies as natural sites for the flowers and sold them as a way for the banks to have lovely holiday decorations delivered to their doors. We have always tried to state the Auxiliary project for which the poinsettia money will be used so the buyer also knows that the money is going for a good community cause.

The point of this article is not only to remember Margaret and so many others who have been leaders in fund raising for our Auxiliary. The more important point is to remind each Auxilian to BE ON THE LOOKOUT for new and creative ways to make money for scholarships and other projects. When you go on vacation and read other newspapers; when you talk with friends or relatives near and far; when you visit friends in other hospitals – keep your eyes and ears open for new ideas. And then bring the ideas back and tell us about them!

Don’t miss any news from us!

Soon we will be transitioning to an e-newsletter that you will receive in your email that can be viewed on a computer, tablet or smart phone. Please share your email address with us so we are able to communicate with you digitally to save on postage and share news in a timely manner! Please email Amber in Volunteer Services at atopping@sehealth.org
New Volunteers

Dolores Baker
Jackie Clark-Otto
Tiffany Lee
William McKee
Marian Stoops

How To Volunteer by Cathy Goodman

As many of you know a lot has changed over the years in the volunteer world at the Hospital. The question was posed to me at the last Auxiliary Board meeting, “What is required to be a Volunteer?” The group found the answer interesting and asked that I share the information in this newsletter.

In the past, a person could show up at the Hospital, fill out a Volunteer Registration form and I believe they were good to go. I wish it were that simple today, but just like the hiring of employees is more complicated, so is the vetting of new volunteers.

Unfortunately in today’s society, not everyone can be trusted to be around our patients and visitors, especially since this is a very vulnerable time for them and we must insure their safety. The process mirrors what occurs in Human Resources when hiring new employees.

We start with an application and have the potential Volunteer ask themselves these three questions:

- Have I carefully and realistically considered my schedule to make sure I can commit to a weekly volunteer time (3-4 hours) for one year?
- Am I comfortable in a clinical environment where I will see sick individuals and families under stress?
- Can I treat my commitment to volunteer similarly to the seriousness with which I treat work or school obligations?

Once the application is completed, they are scheduled for an interview with me. I have a standard set of interview questions. These help me get a feel for what their interests are and what volunteer positions may be a good fit for them. If after the interview I think they would be a good fit for the Hospital, I have them fill out a consent for a background check and do a personal reference check. The background check includes a Missouri Statewide Criminal check and an OIG (Medicare and Medicaid fraud and abuse) check. If they have lived in another state, we may also include a background check in that state as well. There is some disagreement about how beneficial a personal reference check is, but I have had several who provided me with valuable information or indicated that the person would not be a good Volunteer or should not be around patients.

The next step involves the health component – a health history, a review of immunizations and a TB test. The health history provides me with the information needed to make sure they can perform the tasks in this particular position. For example, I am reluctant to place someone with a back injury in the transport position due to the constant walking and the need to push patients in wheelchairs. If a person was born after 1957, I have to have proof that they have received two Measles, Mumps, and Rubella vaccines (MMR), a Tetanus, Diphtheria, and Pertussis (Tdap) within the last 10 years. If the Volunteer will be in the patient care area, we would like for them to have the Hepatitis B series (3 doses). And of course you all know you need two TB tests and the flu vaccine. The Hospital provides the TB tests and the flu vaccine at no charge. The vaccines are mandatory to protect the Volunteers and the patients. Over the last three years that I have been in this position, there has been an outbreak of measles in California. This past fall there were over 200 cases of the mumps at MIZZOU (and yes the students had received the two MMR vaccines), and pertussis or whooping cough has made a comeback.

Once all of the above requirements are met, they are assigned to a position, given a name badge, receive a service description (describing the dos and don’ts), orientation checklist, and paired with another Volunteer in the area for orientation.

I know this sounds like a long process, but we have to make sure our patients and visitors are in a safe environment and that includes safe Volunteers. The process from interview to start date averages around 3-4 weeks, depending on how quickly I can complete the reference checks, they turn in their immunizations, and complete the TB tests and flu vaccine. We try to make this as easy as possible for all potential Volunteers.

WANTED: “CRAFTY” Volunteers

Volunteers are needed to make wreaths, centerpieces or other holiday decorations that Southeast employees will be given the opportunity to win before every holiday of the year! Supply costs will be covered by the Auxiliary.

Contact Auxiliary President Julie Cook at 335-3643 or (573) 587-4240 if you are a “crafty” Volunteer who wants to use your talents and resources to help with this employee good will project. Let her know if particular holidays appeal to you.

by Cathy Goodman
Welcome to 2017! Happy New Year to all of our Volunteers and Auxiliary members. I want to thank you for the time you gave to Southeast in 2016 and look forward to seeing your smiling faces again soon.

As Volunteers/Auxiliary members, we are an important part of the SoutheastHEALTH family. We are dedicated to our patients and their families and we are committed to the success of our Hospital.

As we begin this new year, I would like each of us to think about what we do as Volunteers. Do you think we could we do more? Is there a project or a fund-raiser or a process that we as volunteers could do? Would it require money? Would it require additional personnel or additional skills? I would like to know your thoughts.

I am putting a suggestion box in the Volunteer office where you can leave your ideas. You can also contact me via email at julieandgeorge1@sbcglobal.net. I will respond to you personally (if you choose) and I will bring up all your suggestions for discussion or possible action at our Auxiliary Board meetings. All of your ideas and suggestions are important, so don’t be shy.

A note from me:

Remember, just because you had a flu shot doesn’t mean that you can’t catch a cold. Bundle up when you go out. Wash your hands frequently. If you are at the Hospital use hand sanitizers when you enter a room and when you leave. Carry lots of Kleenex. Stay away from sick people. If we were bears, we could hibernate through this time of year and awaken in spring, however we weren’t given that option. Take care of yourselves because others depend on us.

Sincerely,

Julie Cook
Auxiliary President

Monthly Senior Suppers at Lacey’s On The Hill by Nancy Bray

In case you haven’t heard the good word, Lacey’s On The Hill restaurant located above the Lobby at Southeast Hospital once a month is featuring a delicious “upscale” dining experience for seniors for only $5.99 a person!

These Senior Suppers have been offered for several months and are growing more popular by the month. I went for the first time in January and enjoyed a delicious salad, chicken and dumplings, a vegetable, rolls and dessert. Overall, thanks to the tasty meal, fine service and great price, it was a delightful experience; and I’m already signed up with friends for February. Reservations are required!

This month’s Senior Supper will be Thursday, Feb. 23, at 5:00 p.m. sharp! The reservation deadline is 2:00 p.m. Feb. 22. Don’t delay if you want to try it this month because reservations are coming in quickly!

Adding to the “upscale” atmosphere each time are the linen tablecloths and napkins, table settings and good service.

For the March 23 Senior Supper, there will be two seatings to accommodate more guests. They will be at 4:00 p.m. and 5:15 p.m.

Hope you’ll enjoy this dining experience at Lacey’s sometime if not this month.

February Menu

Chicken Florentine on Bow-tie Pasta with Parmesan
Minestrone Soup
Roasted Carrots
Breadsticks
Cannoli Trio for Dessert

To make your reservation, call Lacey’s at 331-6003.
### Upcoming Events

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
<th>Time</th>
<th>Location</th>
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<tbody>
<tr>
<td>Feb. 22</td>
<td>Scrubs and Beyond</td>
<td>7a-4p</td>
<td>Harrison Room</td>
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<tr>
<td>Feb. 28</td>
<td>Blood Drive</td>
<td>7a-4p</td>
<td>Harrison Room</td>
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<tr>
<td>Mar. 4</td>
<td>Scrapbook for a Cause</td>
<td>8a-5p</td>
<td>Harrison Room</td>
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<tr>
<td>Mar. 13-14</td>
<td>Books Are Fun Sale</td>
<td>9a-5p, 7a-3p</td>
<td>Harrison Room</td>
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<tr>
<td>Mar. 28</td>
<td>Board of Directors Meeting</td>
<td>9a</td>
<td>Room 106</td>
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<tr>
<td>Apr. 5</td>
<td>Shoe Sale – Shoe Road Productions</td>
<td>7a-5p</td>
<td>Room 106</td>
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<tr>
<td>Apr. 13</td>
<td>Easter Cookie Cart</td>
<td>8a-10p</td>
<td>Room 107</td>
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<tr>
<td>Apr. 13</td>
<td>MAHA District Meeting</td>
<td>TBA</td>
<td>Farmington</td>
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<tr>
<td>Apr. 25</td>
<td>EDUCATION/APPRECIATION DAY</td>
<td>12:30p</td>
<td>Harrison Room</td>
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<tr>
<td>Apr. 26</td>
<td>EDUCATION/APPRECIATION DAY</td>
<td>9:30a</td>
<td>Harrison Room</td>
</tr>
<tr>
<td>Apr. 27</td>
<td>Blood Drive</td>
<td>7a-4p</td>
<td>Harrison Room</td>
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### Volunteer Birthdays

#### February
- 9 Kathy Criddle
- 11 Linda Seabaugh
- 11 Deanna Easley
- 18 Michael Diamond
- 27 Janet Robert
- 27 Larry Easley
- 29 Julie Parsons

#### March
- 2 Kerrye Foley
- 3 Jane Grimm
- 4 Judy Bangert
- 6 Joyce Miller
- 8 Linda Wadlington
- 9 Helen Farrar
- 11 Judy Brown
- 11 Carolyn Brant
- 12 James Poston
- 13 Peck Robert
- 23 Jane Harte
- 24 Jerre Crites
- 30 Odis Rubel
- 30 Gaye Blank

#### April
- 4 Melvin Schmidt
- 5 Earlene Sokolowski
- 10 Pamela Job
- 14 Melba Derrington
- 14 Marcia Wagner
- 17 Myra Sanders
- 18 Barbara Campbell
- 18 Tiffany Lee

### Visit Our Auxiliary Gift Shop

Stop in to see all of the beautiful new items arriving for Spring! You’ll find unique gifts for special occasions as well as pretties for yourself.

Volunteers are entitled to a 15 percent discount off most gift items and no sales tax is charged. The best part – proceeds from Gift Shop purchases go to benefit our Auxiliary’s projects!
2017 Written Competency

The annual Written Competency has been mailed for 2017 to all Hospice Volunteers. Many of you have already taken the quiz and returned it as well as the safety data sheet and the Volunteer Biography form. Thank you for your speedy assistance. For everyone else, please have your return these forms ASAP. I will share the results of the quiz with you in the next newsletter. The Volunteer Biography forms have been used to create a new volunteer bulletin board outside the volunteer coordinator office where each of our hospice volunteers will be featured with a photo and their information. This has been well received and appreciated by the hospice staff since they now can put a face with the name of our volunteers. I have recently completed a “Meet Our Staff” handout as well, figuring a photo and little bit about each one of the hospice staff members. This will be mailed out to all volunteers in coming weeks.

Hospice Night at the Cape Girardeau Roller Derby

Mark your calendars for Saturday March 18th. Southeast Hospice will be the community organization featured at the Cape Girardeau Roller Derby. We are very thankful that the Cape Girardeau Derby Girls pick Southeast Hospice annually for one of their featured organizations. A portion of money collected from the bout will be donated to the Southeast Hospice Grace Fund. Any volunteers, families and friends are welcome to come and support this cause. As time gets closer, I will have ticket information and bout time available. If interested in attending, please let me know.

Thank You!
We want to thank the SoutheastHEALTH Auxiliary for their generous donation of $13,165 to the Hospice Grace Fund. A check representing the profit made from the Festival of Holiday Trees was made at the Auxiliary’s luncheon in January. Please see the photo and story on page 1 of the Auxiliary newsletter.
New Volunteers in Training

A brand new class of eager Hospice Volunteers began on February 2. We have five individuals going through the training classes in Cape and one who is doing the DVD training courses in Perryville. Training will be complete by March 9.

I am very excited to have these individuals joining our team. Please welcome Melissa Boyd, Phyllis Mayfield, Rebekah Wunderlich, Mary Sue Ronan, and Jack and Sue Scifers to the Southeast Hospice volunteer team. Any current Volunteers who would like to come to meet this new class for their graduation and get to know these individuals are invited to attend a reception on Thursday, March 9 beginning at 5:30 p.m. at the Hospice office. Come ready to have your photos taken.

Gift Wrapping Report

The gift wrapping at Barnes and Noble this past Christmas season brought in $64.77 while helping to raise awareness for our Hospice program. We appreciate everyone’s willingness to greet the public on behalf of Southeast Hospice.

Thanks to all those who helped this year: Helen Hunt, Phyllis Lee, Carolyn Pickens, Katheia Corrigan and Debbi Goodier.

It was a great opportunity for me to sit and visit with you ladies to get to know you better. Thank you for helping to make the holiday season easier and more convenient for others in our community.

Dates to Remember

2017 Hospice In-Service Schedule

Please remember to RSVP for any of the following inservices.

Thursday, Feb. 23
Location: St. Francis Health & Wellness Center
Time: 1:00-3:00 PM
ALZHEIMER’S POETRY PROJECT: CELEBRATING CREATIVITY IN ELDER CARE
Gary Glazner, founder of the Alzheimer’s Poetry Project, will be in Cape Girardeau to offer a presentation on using rhythm and rhyme as therapeutic approaches to working with Alzheimer’s patients. You must be pre-registered for in-service. I have submitted the following individual’s names already. If you plan to attend and are not included in this list, please contact me. (Tina Bles, Iris Likens, Carolyn Pickens, Glenda Quinn, Helen Hunt, Kathiea Corrigan, Mary Sue Ronan and Melissa Boyd).

Thursday, March 16
Location: Hospice Office
Time: 3:00 PM
RECOLLECTIONS VIDEO COLLECTION
We will be showing the Recollections Videos that we were going to show at the Volunteer banquet but were unable to because of technical failure.

Wednesday, June 28
Location: Southeast Cancer Center
Time: 3:00 PM – 4:00 PM
SOUTHEAST CANCER CENTER TOUR
Lori Bronenkant, patient experience manager, you lead you on a tour of this beautiful building filled with works of art. She’ll also tell us about the unique patient experience offerings at the Cancer Center.

September (Date & time to be announced)
Location: Hospice Office
FLU SHOTS AND OTHER IMMUNIZATIONS: ARE THEY REALLY NECESSARY?
Presented by: Sandy Gibbons, Cape Girardeau County Health Department
ASSISTIVE TECHNOLOGY: WHAT IS AVAILABLE TO HELP US AND OUR FAMILIES
Presented by: SADI

Thursday, November 9
Location: Harrison Room, Southeast Hospital
Time: 6:30 PM – 8:30 PM
SOUTHEAST HOSPICE VOLUNTEER APPRECIATION DINNER

Happy Birthday

February 9 – Rhonda Williams
February 28 – Phyllis Lee
March 9 – Katheia Corrigan
March 26 – Joy Engelhart
April 16 – Mary Ann Boren
April 26 – Phyllis Conley
May 14 – Nancy Hoff
May 18 – Sue Clippard
May 26 – Dorothy Dees
May 29 – James Day