



VOLUNTEER CONNECTION

Created for the Newport Hospital Volunteers

Summer 2012, Issue 15

Lark d’Helen

Newport Hospital strives to treat the whole person – body, mind and spirit. There is a team approach to patients that will always include the spiritual care and emotional needs of the patients. Lark d’Helen is Newport Hospital’s Spiritual Resources Liaison.

Utilizing extensive training and experience in the spiritual care disciplines, Lark sees her role as that of helping patients make connections to resources they can access for support. She’s an ordained minister, summa cum laude graduate of University of Minnesota, University College, and holds a Master of Divinity degree from The Harvard Divinity School. She studied at the The George Washington Institute for Spirituality and Health and The Harvard Medical School’s Mind/Body Medical Institute, now known as The Benson-Henry Institute for Mind/Body Medicine. Lark Teaches Spirituality of Loss and Death in The College of Nursing at U.R.I.

“Newport Hospital strives to treat the whole person – body, mind and spirit.”

She has a clear-eyed view of how patients and their families can look inside themselves and mobilize spirituality that can help on their medical journeys.

Lark has comprehensive knowledge of many belief systems. She told me about a patient’s request for Wicca ritual before surgery, and a discussion of ancient Sumerian beliefs and rituals with another patient. She explains that her approach to patients is “light”, whether staff or family has referred the patients to her, or when making her availability known as she visits patients in the hospital.

Volunteers who are involved in patient care, such as our transport, hand massage and Reiki volunteers are in a good position to bring Lark into the picture when needed. She conducts training for volunteers and staff in the hospital’s education department in subjects such as Compassion Fatigue, Compassionate Communication, Harassment in the Workplace and Cultural Diversity. If you’re a volunteer who is not well connected to Lark, please make a point to look her



up and sit with her in a training session or over coffee. Connectivity seems to be her watchword and I believe that she sees the hospital as a community with close connections between medical and spiritual care.

And her story is THE story of the growth of spiritual care at Newport Hospital. With her interest and education in this area, she approached Past-President Arthur Sampson about seven years ago with a proposal to create the Spiritual Care Advisor position. After Sampson consulted with hospital directors and local clergy she began her work under a contract, which approximates a half-time position.

Lark is comfortable to be with, which is certainly an asset, but as we sat and talked I was impressed by her propensity to get to the point. She explains the spiritual care component of health care with patience and understanding but without apology to conventional medicine. I left with no doubt that she can and will help any and all of us.

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2012 Shining Stars: Bill Buckley, Jenny McLaughlin, Genny Souza



Left to Right: Genny Souza, Bill Buckley, Jenny McLaughlin

★ **Bill Buckley** by Ron Barr

A couple of things that pop out on all the forms nominating Bill as a Shining Star are his reliability and his easy-going temperament. When I asked him what it was that he enjoyed most when helping out at the hospital, his first reaction was to tell me about the smiling faces of patients when he delivered their mail, newspapers and flowers. He added that his visit to them probably made a pleasant change from a nurse arriving with needle in hand!

Bill goes back a long way in this neighborhood. In fact he was born in Newport Hospital and even today lives in the same house on Gilroy Street that has been in his family for three generations. His grandfather worked as an engineer at the Goat Island Torpedo Station, in those days commuting by ferry. His father was also an engineer and fought in both World War I and II, at one point serving as a beach master in the battle for Okinawa, one of the bloodiest battles of the Pacific War.

After attending Rogers High School, Bill went to college in Fall River but soon quit to become a dock builder's apprentice at the destroyer piers in Newport. He was subsequently drafted and following eight years of service as aircrew, retired to work at NUSC as an electronics technician, a civilian working for the Navy. He travelled all over the USA specializing in installing and analyzing torpedo recording devices. In a way this continued a family "torpedo" tradition. He has good tales to tell of torpedo testing in unlikely places like Idaho! There in a deep lake in a state

park they used wooden torpedo noses that could easily be reshaped for maximum efficiency. Recording devices were of course non-digital and adapted from FM tape recorders, but they got the job done.

Bill finally retired in 1998. He has been married to Pauline for 52 years and has three children and five grandchildren. Besides his volunteering Bill spends time at the local YMCA and tends a memorial garden at Gooseberry Beach for his young granddaughter who was killed in a traffic accident. Newport Hospital has been part of Bill's life in many ways. When recovering from an operation at the Hospital he was so much impressed by the attention and help the volunteers gave that he became convinced that here was a place he could be of service. So in 2007 he started volunteering and has hardly missed a shift since. On one occasion he even ventured out in a snowstorm, hardly able to see out of his car window, to volunteer at the hospital. He delivers papers, mail and flowers, and works at the Information Desk, whenever needed, to cover lunch breaks on both days during week-ends. Weekends are not usually an easy time of the week to find volunteers. His dependability and kind demeanor are very much appreciated by both the staff and other volunteers.

★ **Jenny McLaughlin** by Joyce Allphin

Jenny has never liked the spotlight, but it is hard to avoid its glare and a Shining Star Award when you have given 15,000 volunteer hours to Newport Hospital.

When did it begin? Back in 1954, at the age of 23 after graduating from the School of Nursing at Newport Hospital, Jenny began a career in nursing that would span 37 years. She took some time off to have three children, but quickly returned to the work she loved in what was then called Labor and Delivery.

After retirement she returned to the hospital to volunteer and for the past 17 years has enjoyed her time in what is now called the Birthing Center Unit. Jenny, along with 30 other volunteers, turns out hand-knit booties and hats for the newborns. Jenny gives the new parents a choice of at least three knitted sets each as unique as the individual who knitted them. Staff wrote, "Jenny provides patients with holiday theme knitted caps which patients love!"

Jenny also coordinates a horticulture therapy class on the Vanderbilt Rehabilitation Inpatient Unit. She brings in all of the materials, provided by the Hospital Auxiliary, for patients to create their own flower arrangements. In the winter there are silk flowers and throughout spring and summer patients can work with fresh flowers. Male patients enjoy the class too and though often shy come up with unique arrangements. Jenny shared how recently an elderly gentleman, 92 years young, was making a pretty creation for his female friend.

Having a wonderful family contributes to Jenny's positive attitude. She has three grown children and six grandchildren. She has helped care for two of the grandchildren who live in the area, now ages 17 and 14, since they were infants.

 **Genevieve Souza** by Dick Allphin
For many years, Genevieve (Genny) Souza drove a new Chevrolet Monte Carlo every year. How did she come by this good fortune? Her husband Eddie and his brother and father owned a Chevy dealership in Portsmouth. They stopped making Monte Carlos about ten years ago so Genny still drives one they made that last year.

Right after Portsmouth schools, Genny went to work at the Newport Hospital in the laundry and housekeeping department. She worked there 50 years, from July 1945 to July 1995. After being retired for just a week she asked to come back to the Hospital as a volunteer. She was welcomed with open arms and since then has worked seven to noon each Tuesday morning.

What was it like in the early days at the laundry? Her starting pay was \$32 a month with only a token payment for overtime. The operation was quite different from today. The laundry was washed in the basement and was then lifted up one story by means of a big "dumb waiter" that was operated by hand until later when an electric motor was installed. The sheets were pressed and dried in a huge "mangle." Two people stood in front and guided the sheets into the machine and two people stood in back and folded the sheets when they came out dried and pressed. There were also people who ironed and pressed uniforms.

Genny and Eddie don't have kids but Genny is "Menga" to many nieces and nephews. Menga is the closest youngsters could come to "Madrinha" which is Portuguese for Godmother.

When Eddie gave up the auto dealership, he couldn't give up mechanics completely. He has an auto lift in their garage, and he still helps friends with minor auto servicing.

A life-long swimmer, Genny has an in-ground pool in the yard. The family is also into boating, but not Genny because she gets queasy from boat motion.

It comes through clearly that Genny loves Newport Hospital and the people she has worked with for these many years. And the Hospital staff loves Genny as is shown by the many wonderful compliments included in her Shining Star Nomination forms. ■

YEARS OF SERVICE AWARDS

10 YEARS

Nancy Allan
Julie Barrett
Joan Ferreira
Joanne Hologgitas
Theresa Lacerda
James Myers
Mary-Ellen Nelson
Pauline Perkins-Moye
Annette Reynolds
Mary Ann Sullivan

20 YEARS

Esther Dozier

25 YEARS

Sheila Item
Clara Nunes



President's Volunteer Service Award Recipient

Joan Ferreira

Issued by the President's Council on Service and Civic Participation to recognize individuals that have completed a lifetime achievement of over 4000 hours of community service.

2012 Volunteer Recognition Luncheon

On April 18 at the Hyatt Hotel on Goat Island 130 staff, volunteers and guests gathered for the Volunteer Recognition Luncheon.

Dr. Terry McWilliams, VP Medical Affairs, was the keynote speaker, highlighting the ways technology has changed practices in medicine. He thanked the volunteers for the “high touch” caring they bring to hospital patients in this “high tech” world and expressed much appreciation for the caring and unique gifts that our volunteers bring to make Newport Hospital a special place.



*Corey Fazzina, Colleen Collum,
Vincent Roderick, Jeanie Mathews*



*Gift Shop volunteers
Kathy Bronson and Dorothy Boyle*



*Information Desk Volunteers, Vicki Rabiner, Mary
Redgate, Nanci Stewart and Maureen Greichen*



*Terry McWilliams MD
VP Medical Affairs*



*Ron Barr & Nancy Scott enjoy
the deck overlooking the bay*



*Hagop Anmahian
entertains us
with his violin*

Gus Cordeiro, President and CEO shared this quote:
“In everyone’s life, at some time, our inner fire goes out. It is then burst into flame by an encounter with another human being. We should all be thankful for those who rekindle the inner spirit.”

Albert Schweitzer

Department Spotlight on Pharmacy Services *by Joyce Allphin*

How often have I passed the hospital pharmacy on my way to the cafeteria never knowing what a dynamic and important area it is. Recently, however, I met Paul Parchesky, pharmacy manager, who gave me an overview of his department. He explained that the pharmacy serves many functions, among them the procurement and distribution of medication, making it a medicine distribution center that also oversees the storage of medicines ensuring the right temperature, humidity and security.

Open from 7:00 a.m. until 11:15 p.m., the pharmacy serves the employee population who can purchase over-the-counter drugs such as those for pain, colds, flu and allergies.

“The pharmacy team plays an integral role in the safe and effective use of medication for patients at Newport Hospital.”

Paul noted there are eight pharmacists including himself, seven technicians and a records clerk in the department. Each has an important function in the “closed loop” medication system, which is essentially the electronic administration of medicine. This system is used to insure patient safety by eliminating medication error.

As gatekeeper of the system, the pharmacist checks the doctor-entered prescription for possible interactions with other medications the patient is taking. The pharmacist also checks for other contraindications and proper dosages of the medications. With this system in place, the patient receives the right medicine, the right dose, the right route (oral or IV) and he/she also receives it at the right time.



Pharmacy staff (L to R): Srilatha Vallabhaneni, Paul Parchesky, Maria Perry, Phyllis Finn

From the medicine warehouse the technicians stock the Omnicell machines found in all patient care areas. Paul likened the Omnicell machine to “an ATM for medicine” that safely and securely stores medication and is conveniently accessible to nurses who use this automated dispensing unit when administering medicines.

Using a hand-held device, the nurse scans the bracelet or wristband worn by the patient. It contains the patient’s name but also a bar code corresponding to the patient’s prescriptions. Then the nurse goes to the Omnicell machine, enters a password and fingerprint, brings up the patient’s name and a drawer opens revealing multiple compartments. A guiding light leads the nurse to the compartment that holds the patient’s medications.

The pharmacy team plays an integral role in the safe and effective use of medication for patients at Newport Hospital. ■

Lark d’Helen *continued from page one*

A Middletown resident, Lark was born and raised in St. Paul, Minnesota. She has siblings sprinkled through the upper Midwest.

The volunteers of Newport Hospital have a strong supporter in Lark d’Helen. She voiced many compliments to our volunteers and to Director of Volunteer Services Lisa Coble, who says about her “Lark is a wonderful resource for

all of us. She is a professional at helping volunteers understand their role and personal boundaries when visiting with patients. I highly recommend any of her workshops”.

Lark’s workshop on Compassionate Communication will be offered this summer on July 11 from 9:00am-11:30am. Volunteers and staff may register for the course by calling the Volunteer office at 845-4244. ■

Veggie Box – Sign-up Today!



Newport Hospital is a host site for the Farm Fresh Rhode Island Veggie Box program. Go to www.farmfreshri.org to sign up for the Veggie Box. This is a great way to meet your family's needs.

Each week from mid July through the end of October the Farm Fresh trucks will be picking up the freshest fruits and vegetables from Rhode Island and Massachusetts Farms. Each box contains 6-10 items (10-15 pounds) of what is in season that week.

A great way to eat local healthy food and support our area farmers. Newport Hospital will host box pick-ups on Tuesday mornings from 10:00am-Noon in the lobby outside of the Gudoian Conference Center.

For more information on the Veggie Box program join us for an information session on June 12 at Noon in the Gudoian Conference Center. ■

Don't Miss Lark d'Helen's

Compassionate Communication Workshop

July 11, 2012 | 9:00am – 11:30am

Register by calling the Volunteer office at 845-4244.

New Behavioral Health Outpatient Program in Borden Carey Building

Courtesy of:

Lifespan Marketing and Communications Department

Newport Hospital is now offering a new behavioral health outpatient program, the Adult Partial Hospitalization Program, for adults who need structured support to handle their life circumstances but do not need hospitalization.

Following a medical and psychological assessment, each patient has a structured treatment environment on the Newport Hospital campus during the day but returns to his or her home at night and on weekends. Each patient has an individualized treatment plan, from three days to two weeks in duration, depending on that patient's needs.

Led by a psychologist, a psychiatrist and a social worker, the Adult Partial Hospitalization Program is covered by most health insurance plans.

For more information, call Dr. Jon Brett at 845-1910.

Volunteer Services

Newport Hospital

11 Friendship Street,
Newport, RI 02840