

# THE SAMARITAN STAR

Distributed by St. John's Hospital Samaritans

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## Samaritans to the rescue

As the price of gas continues to increase, many of us feel the pinch in our pocketbooks. However, we put gas in our tank and continue on with our day without thinking too much about it. This is not the case for many of our pediatric oncology families. A cancer diagnosis brings frequent trips to and from the clinic and the hospital for appointments, chemotherapy or pain. All the additional miles can cause a parent concern over how they can continue to afford the gas.

The Samaritan funds provided to the hospital's pediatric oncology patients and their families have been a true Godsend.

When social worker Amy Wort walks in the room with their gas money and meal tickets, she is greeted with a big "Thank you, Amy! You have no idea how much this helps us."

Does the \$25 gas card fill up a tank? Probably not. But it helps. Do the meal tickets cover the cost of all food consumed during a five-night hospital admission? Probably not. But they help. It's important to show each of these families during this trying time that the hospital cares. We recognize the hardship that has been placed on these families, and we want to help alleviate their struggles as much as possible.

Thank you again for your generosity. The money has truly made a difference for these families. It's just another way to show we believe in inspired care.



## Samaritan Mission

The mission of the Samaritan Organization is to promote and advance the welfare of St. John's Hospital.

## St. John's Mission

To reveal and embody Christ's healing love for all people through our high quality Franciscan health care ministry



## Nurses Tea

Rebecca Britton, a Samaritan in the Emergency Department, helps out with the Nurses Tea on May 10.



## What's Inside:

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2011-2012**

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*Recording Secretary*

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Mahoney  
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*St. John's President/CEO*  
Mary Jo Wasser  
*Director of Samaritans*

## Message from the Samaritan Board President



**Steve Kapple**

St. John's needs more Samaritans! In addition to our current needs, departments are asking for Samaritans to serve in new areas. The most critical needs are staffing the Surgical Family Waiting Rooms – both the general and cardiovascular areas – and hospitality at the major hospital entrances. Please think of people you know who have the time and spirit to volunteer and ask them to consider becoming St. John's Samaritans. Invite them to attend one of the monthly orientation sessions. They may enjoy being Samaritans as much as you do!

We also need new Samaritan Board members. As a member of the Board of Directors, you have the opportunity to help shape and define the contributions Samaritans make to the hospital, and bring to the Board your perspectives and those of the other Samaritans you work with. Please consider saying "Yes" if a Board member asks if you are interested. And if you don't know a Board member and want to serve, just mention your interest to Mary Jo, Joan or me.

Tell your friends to go to [st-johns.org/samaritans](http://st-johns.org/samaritans) and apply online.

## Kudos and a request



**Barbara Hogg**

First, I want commend Barbara Hogg, a Samaritan who is a absolute blessing to me at Third Age Living. She volunteers a few hours on Mondays and helps with clerical and computer work, answers the telephone, registers seniors for

classes and cheerfully greets people at our new location in White Oaks Mall.

Secondly, if any other Samaritans might enjoy teaching or coaching simple computer classes for seniors, please contact me. Our Computer Learning Center is a wonderful experience for seniors trying to learn how to use a computer. I have an instructor and coach for each class and always have a "snack" break! We also have two-hour workshops on different topics. Due to some illnesses and moves south in the winter, the roster of volunteers is slimmer than during other times of the year. I know there are retirees who want to volunteer and have talents to use for Third Age Living. Please let me know if you are interested and I'll give you a tour of the new facility.

Kathryn Meneghetti  
Project Facilitator, Third Age Living  
(217) 544-6464, ext. 47797  
[kay.meneghetti@st-johns.org](mailto:kay.meneghetti@st-johns.org)

## Mark your calendars

**November 6**  
**Christmas Extravaganza**  
Centennial Hall, 9 a.m. - 3 p.m.  
Both Gift Shops, 9 a.m. - 6 p.m.

**December 4**  
**Lights to Remember**  
5 p.m., Emergency Dept. Garden

**December 11**  
**Samaritan Appreciation Brunch**  
11 a.m. - 1 p.m.

**Join us at the  
Christmas Extravaganza!**

Dips, soups and desserts  
will be available to  
sample and purchase.

Receive a gift with every  
\$25 purchase.

Punch & cookies  
will be served.



# Greetings from Mary Jo

## Hello good people!



**Mary Jo Wasser**

Spoken in Italian, these words were a favorite greeting of St. Francis as he wished the people of Assisi and the surrounding area goodness and peace. In the morning it was Good Morning, Good People; in the evening, Good Evening, Good People! The greet-

ing affirmed the goodness in people throughout the day. Through your Samaritan membership, whether it is service or financial or both, you do as Francis did back in the 1200s. Thank you, Good People for giving from your heart, showing hospitality and making yourself a part of the ministry of our Hospital Sisters. You are appreciated, respected and remembered in the prayers of many.

This year we asked our Samaritans to participate in the Mission Integration Perception Survey, the results of which became a part of St. John's 2012 Mission Integration Accountability Report. The review is extensive and includes an assessment of patient satisfaction, colleague satisfaction, participation in community benefit activities and an assessment of several elements that support mission principles important to our ministry.

Surveys were distributed to approximately 200 Christmas brunch attendees, about a quarter of our nearly 800 Samaritans, and mailed to the remaining 600 Samaritans. We received the majority of completed surveys the day of the brunch. Of the nearly 800 surveys distributed, we had 224 returned – more than 190 of those were received from Christmas Brunch attendees.

The survey questions ranged from assessment of our compassion toward those we serve; our recognition of the dignity of each person; chapel accessibility and the helpfulness of the chapel in meeting the spiritual needs of our patients, visitors and colleagues; our relationships with

the community; and the trust the community has in St. John's. The assessment measured the compassion, hospitality and quality that Samaritans, along with St. John's colleagues, bring to the patient experience.

The average score this year was 5.5 on a 6.0 scale; for 2010 when clergy were asked their perceptions, the average was 5.1, and in 2011 when the Hospital and College Boards along with the Community Advisory Committee were polled, the average was 5.2. We are pleased with our results, and are grateful for your input and comments about what St. John's does well, and where we have opportunities to improve.

Your involvement with our hospital helps us live the mission of St. John's. Samaritans greet visitors, assist families waiting for loved ones in surgery, answer the phone, assist in the Gift Shop, escort patients, bring Communion to Catholic patients and assist in Central Supply -- to name only a few duties. You are the face of our mission and values to patients and visitors.

The greeting of Francis of Assisi to the people of his time affirmed their goodness. We affirm the goodness of the patients we serve, their families and one another when we show hospitality, warmth, sincerity and genuine compassion. If you are a 'seasoned' Samaritan, you might enjoy hearing or re-hearing the story of our Hospital Sisters – including stories of Sts. Francis and Clare. In doing so, you have the opportunity to better appreciate your role in bringing goodness to the people we serve.

We tell the story of our Hospital Sisters in our orientation of new Samaritans because they are the examples of "lived" mission for our patients and their families. Give Joan a call in the Samaritan office (544-6464, ext. 44205) to find a date that works for you to hear the story of our Hospital Sisters and better understand how to bring a message of goodness to patients and families who seek quality and safety at St. John's.

Pace e Bene! (Peace and all good)



## New Samaritans

**Jennifer Austiff**  
Neurology

**Patricia Bertrand**  
Gift Shop

**Melissa Blood**  
Child Life Pediatrics

**Art Bowden**  
Main Lobby Escort

**Michelle Calucchia**  
Birth Center

**Alexis Dumire**  
Child Life Pediatrics

**Bernadette Ely**  
Surgery Family  
Waiting

**Janet Hanselman**  
Gift Shop

**David Kauffman**  
Emergency  
Department

**Cassandra Kipping**  
Special Projects

**Marilyn Leveque**  
South 6th Street

**Danielle Li**  
Patient Rounding

**Brittani Manser**  
Pediatric Rehab

**Angela Miller**  
Samaritan Office

**David Oehmke**  
Hospice



## New Samaritans

**Eriko Omori**  
Child Life Pediatrics

**Bill O'Rourke**  
Emergency  
Department

**George Patton**  
Central Supply

**Mary Payne**  
Gift Shop

**Diana Pickel**  
Hospice

**Jessica Roth**  
TCU

**Susan Sutker**  
Lactation Support  
Group

**Kyle Vost**  
Neurology

## Junior Samaritans volunteer throughout the summer

This summer, 42 Junior Samaritans volunteered at St. John's Hospital. Junior Samaritans are high school students who volunteer throughout the hospital. The 2012 Junior Samaritans came from Springfield, Chatham, Girard, Pleasant Plains, Riverton and Rochester.

"St. John's Hospital appreciates the work of all our Samaritans - and we are especially blessed to have such a generous group of young people who give their time and talents to us each summer. Junior Samaritans have the opportunity to learn about our services and mission, and in turn share their gifts with our patients, staff and Samaritans," said Joan Colangelo, secretary for Samaritans.

One of our Junior Samaritans, Lexi Yoggerst, wrote: "As a Junior Samaritan, I have had an amazing experience this summer watching and learning from the people who matter most. St. John's treats its patients in the most caring, respectful and knowledgeable way.



*Lexi Yoggerst*

"Being able to volunteer here has been a privilege and a blessing, and I am happy to have had this experience. This taught me a lot about not taking stuff for granted and being appreciative of the experiences you have that some might not get.

"Listening to some of the patients' stories can touch your heart. I was told by a patient the key to a good heart is time and care, and I know that will stick with me for a long time and make me want to help more. As Samaritans, it is our mission to learn the values of the hospital, to improve our work and remember why we do it."

Thank you to all the 2012 Junior Samaritans! We appreciate your gifts and look forward to seeing you next summer.

## Give RSVP a try!

The Retired Senior Volunteer Program (RSVP) has been around for 41 years. RSVP is America's largest volunteer network for people ages 55 and over. By joining RSVP, you become part of more than 300,000 volunteers across the country who tackle tough issues in their communities.

RSVP offers a wide variety of service options. In Sangamon, Menard and Logan counties, there are more than 50 active volunteer sites. The primary focus areas include: education, healthy futures, economic opportunity, veterans and military assistance, disaster services and environmental stewardship. RSVP volunteers have the flexibility to choose where and how frequently they serve. In 2011, approximately 450 volunteers provided more than 80,000 hours of service in the local community.

Volunteers in the RSVP program receive pre-service orientation, training from the organization where they serve, recognition for their com-

mitment to the community and supplemental insurance coverage while on duty. Volunteers are also eligible for transportation reimbursement to and from their volunteer site.

And remember, you're not just helping others when you volunteer - you're helping yourself. Volunteering leads to new discoveries and new friends. Plus, studies show that volunteering helps you live longer and promotes a positive outlook on life. This program is funded by The Corporation for National and Community Service and the State of Illinois Department on Aging. Many Samaritans are already members of RSVP. Give it a try!

For more information please contact:  
Jennifer Phillips, Project Director  
Senior Services of Central Illinois  
701 West Mason Street, Springfield, IL 62702  
(217) 528-4035, ext. 130  
rsvp@ssoci.org



## Lucky winners during Volunteer Week

Kay Closter  
Connie Crawford  
Aileen Fleming  
Terry Fry  
Jean Goetz  
Sharon Homer  
Alta Houston  
Eileen LeMasters

Ben Mazzola  
Sid Moore  
Bill O'Rourke  
Sandy Robinson  
Imogene Sanders  
Shobha Vakharia  
Celeste Webster

## WCC Gift Shop gets new look



Junior Samaritans Jessica and Claire with one of the new product displays in the WCC Gift Shop.

Elizabeth Bernzen and several Samaritans have been working hard to give the Women & Children's Center (WCC) Gift Shop a fresh feel. "We wanted to make the WCC Gift Shop appeal to a wider variety of customers," said Elizabeth.

While there are still many great gifts for a new baby, the gift shop now has more merchandise that would appeal to older children. In addition, there are more gifts for adults of all ages. Stuffed animals, clothing, inspirational materials and calendars are new features that are already selling well.

Our Samaritans, and Junior Samaritans, put

in a lot of time and talent to transform the WCC Gift Shop. From designing creative merchandise displays to making decisions about what items customers would prefer, our Gift Shops could not operate without the Samaritans.

Gift Shop hours are Monday - Friday, 9 a.m. - 6 p.m. in both the Main Lobby and WCC; Saturday, 11 a.m. - 4 p.m. in both Gift Shops, and Sunday, 11 a.m. - 4 p.m. in the Main Lobby and noon - 4 p.m. in WCC.

All proceeds from the Gift Shops benefit patient services.



## Get to know your fellow Samaritans



**Verna Buerkett**  
Gift Shop



**Irene Burnet**  
Escort & Parent Help Line



**Mary Jo Corkery**  
Hospice



**Jo Ann Davis**  
Spiritual Care



**Ailene Flemming**  
PHI Greeter



**Marilynne Gand**  
Escort



**Christine Herndon**  
Escort



**Sharon Homer**  
Mail Room



**Alta Houston**  
Hospitality



**Brittany Manser**  
Pedi Rehab



**Joe Markovics**  
Escort



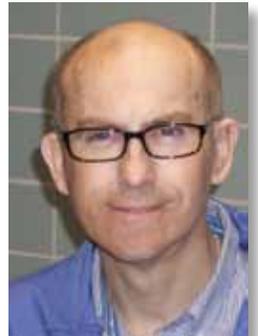
**Mabel Martin**  
People Services



**Janet McAtee**  
Business & Radiology



**Pat McKee**  
Surgery Family Waiting



**George Patton**  
Central Supply



**Joan Putrich**  
Gift Shop



**Doris Schaddel**  
Eucharistic Minister



**Louis Spinner**  
Main Lobby Desk



**Sister Viola Swoboda, OSF**  
4th Floor ICU



## *The picture tells the story*



Samaritans at Annual Meeting enjoying the entertainment of Seraphim.

## *Praise story*

I recently had the pleasure to work in the Samaritan Office alongside Joan Colangelo while I was on light duty. I came away from the experience truly inspired. I have a new admiration for all the men and women who give their time to us so freely. Joan's title is Samaritan secretary, but she is so much more than that. There isn't enough room on her name tag to list all she is to that office. I learned a lot from the whole experience, one thing being that St. John's Hospital could not function without the Samaritans. I have worked at St. John's for many years and I am embarrassed to say I really had no idea how much they do for us.

I cannot forget to mention Liz (Bernzen), who is the manager of the Gift Shops. Liz has a huge job and I can't begin to tell you everything she does. (I could not do her job in eight hours a day.) Liz runs non-stop from the time she gets here until she leaves and rarely takes a break. The next time you go into the gift shop take time to tell Liz thank you for all she does.

Thank you once again to the men and women who volunteer their time to us. We couldn't do it without you!

A very grateful RN,  
Lynn Poe



Joan



Liz

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## *St. John's partners with Schnucks to open Pharmacy in the Pavilion*

Through a partnership with Schnuck Markets Inc., pharmaceutical services are again available at St. John's.

The pharmacy opened in April. Patients about to be discharged have the opportunity to have prescriptions filled at the hospital and delivered to them before they leave.

"The pharmacy, and room delivery service, make the patient experience easier and more convenient," said Ginger Ertel, St. John's Pharmacy. "Patients have the option of leaving the hospital and going straight home without stopping to get prescriptions filled."

Patients who do not have prescription coverage and qualify for 340B pricing can get their prescriptions at reduced cost.

"If we can make the recovery process as seamless as possible, we have the opportunity to improve the compliance rate when it comes to medications," added Ginger. "If patients have questions about their medicine upon delivery, we can address them before they go home. It ensures our pa-

tients have the best access to education and directions about taking medications as intended."

The Pavilion pharmacy hours are Monday - Friday 8 a.m. - 5:30 p.m. As volumes increase, hours will be added. The pharmacy is open to the public.

