

Involved



Mason Health
Mason General Hospital
Mason Clinic

VOL. 8, NO. 3

We love our Volunteers!



Iris Hilburger

Welcome!

April is National Volunteer Appreciation Month! We would like to celebrate by inviting you all to join us for a recognition event Thursday, April 25, at 9 AM. There will be coffee and a light breakfast, please see page 6 for event details and how to RSVP. I look forward to seeing you there and letting you all know how much you are valued!

Did you know that you are part of award-winning healthcare? Read page 3 to learn more about how the Mason Health Laboratory has earned the Joint Commission's Highest Standard of Care award. Read page 4 to learn about how our Employee Workplace Safety department has earned the top performer award!

I am excited to announce that Mason Health is now providing free workshops on advance directives. This is a new volunteer lead program here at Mason Health. **Karen Wiley**, one of our Concierge Volunteers, is leading the effort. Before retiring, Karen worked as a nurse providing presentations and workshops on advance directive planning. When she moved to Mason County, she was excited to share her expertise and experience with the community. Thank you, Karen! On page 7, there is a flyer about upcoming dates for workshops. If you know of a community group that might like to host a presentation by Karen please reach out! Please feel free to join us.

— Iris Hilburger,
Volunteer Coordinator



HAPPY Birthday TO YOU

Bryan Lorenzo-Temisqueño – April 6
Billy Thomas – April 21

IN THIS ISSUE:

Volunteer Spotlight	2
Mason Health Lab earns Joint Commission Certification	3
Volunteer Opportunities	6
Ask Iris	8

Volunteer Spotlight:

Verity Adams



When **Verity Adams** first joined Mason Health as a concierge volunteer at Mason Clinic on a temporary basis in November 2023, she expected the role to be just one more perfunctory requirement for school.

After six days, she realized that not only did she love spending time with the patients and staff at Mason Clinic, but that she also wanted to change career paths — instead of pursuing her studies to be a mortician, she plans to start a career at Mason Health.

“Volunteering at Mason Health has taught me that I love working one-on-one with people,” she said.

“On my first day, I didn’t expect to enjoy it, but I loved it immediately. As a concierge volunteer, I work right by the doors, so people are always filtering in and out. I love talking to all of them. It feels so good, to spread kindness and sensitivity to everyone and to offer a helping hand to whoever needs it.”



March
2024

Mason Health Names Medical Assistant Linda Cook As March 2024 Employee Of The Month



Linda Cook

SHELTON, WA – Mason Clinic’s Linda Cook, MA-C, a medical assistant in Primary Care, is often the person other employees turn to when they have a question. She can always be counted on to help explain a process or address a concern that other medical assistants might have. Cook’s dependability and knowledge are a huge factor why Mason Health employees have nominated and selected her as the March 2024 Employee of the Month.

Cook grew up in Matlock as one of six children and graduated from Mary M. Knight High School in 2012. She worked odd jobs as a park aide and a stocker for Little Creek Casino Resort before she heard an advertisement on the radio about going to school to become a radiology technician. She moved to Las Vegas, where her sister lived, and attended Pima Medical Institute, though early on pivoted to train to become a medical assistant.

“I always believed I would have a blue-collar job and did not consider jobs in health care,” Cook recalled. “I thought I would be a road flagger or maybe work in housekeeping, like my mother. When someone at Pima encouraged me to look into medical assisting, I realized I can help people.”

Cook graduated in 2015 and right away came to work in Shelton — she started in December 2015 as a medical assistant at the former Olympic Physicians for six months, before transitioning to work for Mason Clinic-Hoodsport for five years. Later, she worked at the former Family Health Clinic until it transitioned into the Mason Clinic building in December 2020.

“I do like the small clinics because of how much responsibility you have, but at Mason Clinic, more of your team is around you to help you and support you,” she said. “I enjoy helping patients find solutions.”

Cook has been involved in campaigns like the Healthy Heart Initiative in Hoodsport to help patients lower their high cholesterol and high blood pressure. She also worked on a project to improve the referrals process and she currently works closely with her provider, Jennifer Kummerfeldt, ARNP, on managing schedules and resources for the Medicare Wellness program. She has spent the majority of her Mason Health career working in Primary Care but did have one month as a floating medical assistant in orthopedics.

Mason Health Laboratory Earns Joint Commission Certification — Highest Standard In Health Care

Mason Health patients can rest assured that the level of care they receive from Mason Health's Laboratory Department remains the highest standard in health care. In February, the Lab Department once again received accreditation from The Joint Commission, one of health care's largest accreditation organizations.

Labs must be accredited to be able to stay open in the state of Washington.

Mason Health's Lab was found to be compliant in 1,000 standards, after three full 10-hour days of observation, or survey days, in December 2023. The survey days are unannounced and come as a surprise to staff and leadership, who are told to expect the visit at some point in a three-month window. Over the past several years, the Joint Commission has typically arrived in March.

This accreditation renewal was the first for Laboratory Manager **Lindsay Roberts** in her current role. Typically, after the survey is

complete, the Commission sends a list of citations to the department, and the department is required to respond to each citation with an action plan before receiving accreditation.

"Ultimately, with 1,000 standards, you do expect to see some citations, which is ideal — you want to have something to improve on that you can work on," Roberts said. "However, I was very proud of our team this year."

The survey focuses on the Laboratory, however, since the Lab interacts with multiple departments, there are observations that take place throughout the organization that are a part of the survey. For example, the survey looks at how nurses handle the point-of-care, staffing levels in Respiratory Therapy, how the Surgery Department handles tissues, and how the Environmental Services Department disposes of needles.

Mason Health received zero high-risk citations. Roberts turned in her action plans in early February and received notice of the

accreditation soon after. Some changes that will be taking place include scanning every piece of patient paperwork into an electronic system, as opposed to saving and storing paper copies at Mason Health's storage facility.

"I attribute our success to team morale and collaboration," said Roberts, who has worked as the Lab Manager since November 2022.

"There is a cohesiveness in our Lab team. It definitely takes the whole team."



From left, Mason Health's Laboratory Department in 2022: Choyanne Brewer, MLT; Laboratory Manager Lindsay Roberts, MLS; Elizabeth Burton, MLT; Jeffrey Chapple, MLT; and Paul Nixon, MLS; pose in the Mason General Hospital Laboratory.



Mason Health Earns Top Performer Award For Workplace Safety



Melissa McClaran

Washington Hospital Services awarded Mason Health Top Performer status for 2023, signifying the District's commitment

to safety for patients, visitors, employees and volunteers. The 2023 Top Performer Award encouraged participating hospitals to reduce injuries and create a safer work environment by launching safety campaigns for employees. The recognition came with an award plaque and \$2,000 to use toward future safety campaigns.

Last year, Mason Health's **Melissa McClaran**, Program Manager of Infection Prevention, Employee Health and Safety, launched a safety campaign that encouraged employees to report safety concerns through the District's internal safety reporting system, known as SafetyZone.

"In her first year, Melissa did a wonderful job," said **Eric Gutzwiller**, Safety Program Manager for Washington Hospital Services.

Mason Health's Safety Committee, made up of members from various departments across Mason Health, including McClaran, kicked off last year's safety campaign with a Safety Fair on Aug. 2, 2023, at Mason General Hospital for



employees. One game involved scenarios that employees might encounter during the day, and discerning whether in that scenario an employee should report a SafetyZone or contact IT.

"She is a strong advocate for employee safety, and we appreciate the extra efforts she displayed over this past year focused on safety campaigns." Gutzwiller said.

"Workplace safety is important because we want to make sure everyone feels safe coming into work and we want employees to know we're looking out for employees, as well as patients," McClaran said. "At other hospitals, the emphasis on safety is often with patients, but we want our employees to know this is a safe

environment for everybody."

If employees do not report safety issues, then Mason Health leadership will not know there is a safety issue, McClaran added. Past reported Safety Zone incidents have led to better lighting and traffic controls in the parking lot and new laboratory equipment to improve lab turnaround time.

McClaran, with the help of **Yvonne Smith** from Mason Health's process improvement department, tracked safety concerns reported after the Safety Fair and documented those for the Top Performer award. They noticed more employees felt comfortable reporting safety incidents.

"These are designed to be non-punitive," McClaran remarked. "We're happy to see these because we need to take care of employees as much as we need to take care of patients."

Registration Now Open For MGHF Quality Care Open Golf Tournament – Join Us At Lakeland Village Golf Course In Mason County: Early Bird Discounts Until June 2, 2024!



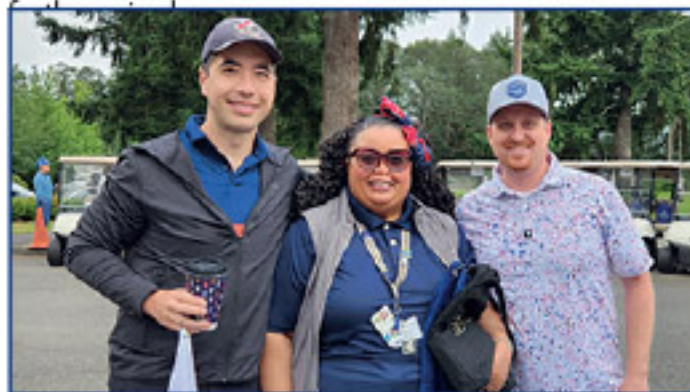
Brush off your golf clubs! Mason County's premier golf tournament fundraiser returns with the 28th annual Mason General Hospital Foundation Quality Care Open. This year's Quality Care Open will take place on Friday, July 12, at LakeLand Village Golf

Course in Alyn, Washington. This marks the return of the golf tournament to Mason County after a lucrative fundraiser last year at Eagle's Pride Golf Course in Dupont, Washington. The Mason General Hospital Foundation Golf Committee is excited to bring the tournament back to Mason County on a rotating basis, with the support of **Platinum Sponsor CDW Healthcare**. The committee looks forward to another year of raising funds for Mason Health, bringing quality health care to Mason County for more than 55 years.

"In 2022 and 2023, our first years bringing back this event post-pandemic, we witnessed a tremendous groundswell of support from Mason Health's partners

and community supporters from within Mason County and beyond," said event co-chair **Brent Wilcox**, a longtime MGHF golf tournament player and director at OAC Services, Inc., a **Gold Level Sponsor** this year. "We are thrilled to see that happening once again and could not be more excited to have another successful, banner year of fundraising for Mason Health."

Mason General Hospital Foundation's Golf Tournament will be raising funds for medical equipment at Mason Health. Details will be



Mason Health's Dr. Trevor Kwan, DO; Jennifer Capps, Chief Development & Communication Officer for Mason Health and Mason General Hospital Foundation; and OAC Services, Inc. Director Brent Wilcox, MGHF Golf Committee Co-Chair, enjoyed festivities at the 27th annual Quality Care Open Golf Tournament in 2023.

TAKE ADVANTAGE OF EARLY BIRD PRICING BY REGISTERING TO PLAY BEFORE JUNE 2!

EARLY BIRD

Tickets cost \$199 per person, or \$796 for four-person team.

After June 2, tickets will cost \$219 per person, or \$876 for a four-person team.

Scan the QR code to register online.

Players may also pay in person at the Foundation's office at 2505 Olympic Highway North, Suite 170, in Shelton, or by calling the MGHF Office at 360-427-3623.



APRIL IS NATIONAL VOLUNTEER APPRECIATION MONTH

Mason Health greatly appreciates all of our volunteers during National Volunteer Appreciation Month in April and National Volunteer Week April 21 to 27!

Our volunteers provide critical support at Mason Clinic, the MGHF Auxiliary Gift Shop, in the Development Office, at special events and more!

Mason Health will be celebrating our volunteers at our annual

VOLUNTEER APPRECIATION RECEPTION

THURSDAY, APRIL 25, 2024

9-10:30AM

If you are a Mason Health volunteer and would like to RSVP to this event, please email Iris Hilburger at ihilburger@masongeneral.com.

RSVP KINDLY REQUESTED BY MONDAY, APRIL 8
Please call or text Iris at 360-968-0001
or email at ihilburger@masongeneral.com



Mason Health
Mason General Hospital - Mason Clinic

WE NEED YOU!

Volunteer Opportunities

Volunteer Services is continuing to grow! There are ongoing volunteer opportunities at the Gift Shop and as Concierge Volunteers at Mason Clinic. Mason General Hospital Foundation is also looking for volunteers for its annual Quality Care Open Golf Tournament in July.

Gift Shop Volunteers:

Volunteers are needed at the Gift Shop! Shifts are three hours long and can either be weekly or every other week! Proceeds fund medically-related scholarships!

Concierge Volunteers:

We are looking for people to be concierge volunteers at Mason Clinic during the following shifts:

- Mondays from 8 AM to 12 PM
- Fridays from 11:30 AM to 2:30 PM

If you are interested in volunteering for these or other shifts, check out our website or email Iris Hilburger at ihilburger@masongeneral.com



Mason Health
Mason General Hospital • Mason Clinic

Advance Directive Workshop

**Who will make medical decisions for you when
you no longer can?**

Make sure your health care choices are known.



We will discuss the importance and benefits of completing advance directives.



The workshop and all forms are provided free.



Bring your questions! Our presenter is knowledgeable and can direct you to more resources.

UPCOMING WORKSHOPS:

Tuesday, April 9
at 11:30 AM

Wednesday, May 29
at 4 PM

Thursday, June 20
at 12:30 PM

*Mason General Hospital
Ellinor Room*

For more information and to register, email Mason Health Volunteer
Karen Wiley, BSN, at kwiley@masongeneral.com.

Orthopedic Services at Mason Health!



Justin Anderson, MD

Mason Health has expanded our orthopedic services at Mason Clinic and Mason General Hospital with the addition of Dr. Justin Anderson, MD, from Olympia Orthopaedic Associates.

Mason Clinic
1701 N. 13th Street
Shelton, WA 98584

Hours:
7:30 a.m. to 5 p.m.,
Monday-Friday

Schedule an appointment with a referral from your primary care provider at 360-426-2653!

www.MasonGeneral.com • 901 Mountain View Drive, Shelton, WA 98584 • (360) 426-1611, from Allyn (360) 275-8514, Toll free (855) 880-3201, TTY/TDD (360) 427-9595. Equal Opportunity Provider • Free Translation Services Provided. Se habla español • Mason Health informs the public, patients, and employees that the agency does not discriminate on the basis of a patient's age, race, color, ethnicity, national origin, sex (including pregnancy, gender identity or expression, sexual orientation), religion, culture, physical or mental disability, financial status or condition (including the terminally ill or dying), limited English, visual, hearing or learning impaired.

Want to say
thank you
to a
special
nurse?



FOR EXTRAORDINARY NURSES
HONORING NURSES INTERNATIONALLY
IN MEMORY OF J. PATRICE BASHES

Scan Here
to nominate a nurse for
The DAISY Award




DAISYfoundation.org

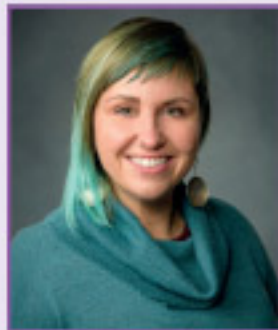
 **Mason Health**
Mason General Hospital • Mason Clinic



www.MasonGeneral.com • 901 Mountain View Drive, Shelton, WA 98584 • (360) 426-1611, from Allyn (360) 275-8514, Toll free (855) 880-3201, TTY/TDD (360) 427-9595. Equal Opportunity Provider • Free Translation Services Provided. Se habla español • Mason Health informs the public, patients, and employees that the agency does not discriminate on the basis of a patient's age, race, color, ethnicity, national origin, sex (including pregnancy, gender identity or expression, sexual orientation), religion, culture, physical or mental disability, financial status or condition (including the terminally ill or dying), limited English, visual, hearing or learning impaired.

Ask Iris

Answers & Advice From Your Volunteer Coordinator



Dear Iris,
I was curious about when there might be some different and new volunteer opportunities. What other options are there besides the Concierge Volunteer and Gift Shop Volunteer?

Dear Volunteer,
I have been working with our Chief Nursing Officer, **Melissa Strong**, to bring back a volunteer role that is focused on visiting patients in the hospital to keep them company. I will have more on this soon, but this will be a great opportunity for students who are interested in going into healthcare and want to see what a hospital setting is like. It is also a great fit for those who are interested in connecting with folks and bringing them comfort in a difficult time.

NEWSLETTER CONTRIBUTORS:
Iris Hilburger,
Volunteer Coordinator
Arla Shephard Bull,
Marketing Coordinator

www.MasonGeneral.com • 901 Mountain View Drive, Shelton, WA 98584 • (360) 426-1611, from Allyn (360) 275-8514, Toll free (855) 880-3201, TTY/TDD (360) 427-9595. Equal Opportunity Provider • Free Translation Services Provided. Se habla español • Mason Health informs the public, patients, and employees that the agency does not discriminate on the basis of a patient's age, race, color, ethnicity, national origin, sex (including pregnancy, gender identity or expression, sexual orientation), religion, culture, physical or mental disability, financial status or condition (including the terminally ill or dying), limited English, visual, hearing or learning impaired.