



## Volunteer News

# Involved

BY IRIS HILBURGER  
AUG / SEPT 2023, VOLUME 7, NO.6

## VOLUNTEER UPDATES

### Greetings Volunteers!

I hope you are enjoying your summer and have had some opportunities to travel and see new sights, family, or friends. I have been making progress on siding my tiny house and have been having some quality time with family near and far.

There are many wonderful updates and tidbits in this August/September newsletter. In particular I want to say a warm welcome to our new Gift Shop Manager, **Monica Bates**! You can read more about Monica and her long history with Mason Health on page 4.

I would like to highlight **two upcoming events** celebrating the 55th Anniversary that **you are invited to!** On September 6, we will be gathering at the Fjord Oyster Bank in Hoodsport for refreshments and a chance to mingle with Hoodsport providers and the Medicare Wellness team. There will also be an opportunity to tour the Hoodsport clinic to view new historic photographs on display! On October 9, there will be another historic art viewing but this time at our Cedar Building (previously Shelton Family Medicine). Pages 7 & 8 feature details about these two events!

- Iris Hilburger

## WHAT'S INSIDE THIS ISSUE:

*Mason Health News - 2,3*  
*New Gift Shop Manager Welcome Monica Bates - 4*  
*Volunteer Opportunities - 5*  
*Hoodsport Open House Invitation - 6*  
*Cedar Building Open House Invitation - 7*  
*Ask Iris - 8*



## August & September

*8/1 Judy Zehrung*  
*8/1 Taimie Hans*  
*8/3 Connie Adams*  
*8/9 Carol Goodburn*  
*8/10 Karen Kane*  
*8/14 Denise Carrico*  
*9/1 Kadey Fiddler*  
*9/5 Karma Cochran*  
*9/16 Linda Hoff*

# JULY 2023 - EMPLOYEE OF THE MONTH MICHAEL RAMBERG



Michael Ramberg

**Michael Ramberg** is known for going above and beyond in his work behind the scenes repairing and maintaining medical equipment for Mason Health as a Biomedical Technician in the Facilities Department. Ramberg keeps his eye on more than 1,300 pieces of medical equipment at Mason Clinic and Mason General Hospital, from surgical ophthalmic microscopes at Mason Clinic-Eye Care to birthing beds at Mason General Hospital's Birth Center. His tenacity and friendly attitude while keeping equipment up and running is a major reason why his peers have selected him as Mason Health's July 2023 Employee of the Month.

Ramberg joined Mason Health in the spring of 2018. Along with one other employee, Ramberg maintains and repairs medical equipment throughout the Hospital District. He grew up in Montana and after serving in the U.S. Army from 1988 to 2010, working on electronics and fire control for armored vehicles, he decided to use his GI bill to return to school.

"I originally wanted to get into Diagnostic Imaging, but after talking to some people, I realized at the time that it was a saturated field," Ramberg recalled. "I've always been in the repair and maintenance field, and I've worked as a mechanic most of my life, in the Army. I decided to enter the biomedical technician field."

Ramberg enjoys the variety of equipment he gets to work on and seeing the evolution of equipment ("Everything is getting smaller," he said). Working on hospital beds is similar to working on cars, and part of his job is keeping his knowledge base up and completing a monthly quota of maintenance. "I like my job because it's a different day every day when I come to work," he said. "Mason Health is a good environment and the people are a big reason why I enjoy it here."

Ramberg enjoys traveling and spending time with his family. He has a competitive license to race automobiles (he races a 2002 BMW) and he volunteers regularly with The Shelton Youth Connection, the board of which Robillard serves.

## SAFETY FAIR AT MASON HEALTH

This summer, Mason Health joined eight other regional hospital systems to meet a new statewide challenge to create a safer workplace.

Mason Health's Safety Committee, made up of members from various departments across Mason Health, has been meeting regularly to look at employee safety issues, and this year's campaign will focus on encouraging employees to report safety concerns

Safety issues at Mason Health are reported by employees through a system called SafetyZones. Employees can call in a SafetyZone incident or complete an online form. Employees are encouraged to report any safety concern. The Safety Committee kicked off this year's safety campaign with a Safety Fair on Aug. 2 at Mason General Hospital for employees.





## SAFETY FAIR AT MASON HEALTH CONTINUED:

“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,” said **Melissa McClaran**, Mason Health’s Program Manager of Infection Prevention, Employee Health and Safety. “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.”



Staff explore the booths at Mason Health Safety Fair

Volunteers can also submit SafetyZones and often bring a fresh perspective. If you notice anything that seems unsafe while volunteering please use a desktop phone and call extension 28011. If you witnessed an incident and want to report it after your shift please reach out to Iris Hilburger. She can send you a link for you to follow up directly yourself or she can submit the SafetyZone on your behalf.

## MASON HEALTH WEEK GIFT GIVEAWAY

Each year Mason Health gives a gift for staff and volunteers during Mason Health Week. Since many of you were not able to make the BBQ at Mason Health Week I wanted to host two opportunities for volunteers to pick up their Mason Health week gift along with other goodies and giveaways.



Left: Volunteers Monica Bates and Margie Todd pose with all the goodies and giveaways.



This year’s gift was a branded thermos and two portable double-walled mugs in an embroidered carrying case. This gift will keep on giving through the end of 2023, simply use the mugs or thermos at the Mason General Hospital Bistro (cafeteria) and you can get free coffee or soft drinks.

If you were unable to make it, please reach out and we can find a time to connect!

Email me at [ihilburger@masongeneral.com](mailto:ihilburger@masongeneral.com).

# NEW GIFT SHOP MANAGER WELCOME MONICA BATES



**Monica Bates** is no stranger to Mason Health. After 30 years as a Medical Supplies Buyer in the Supply Chain Department, Bates retired in 2021. She returned to the Mason Health family this summer as the new volunteer Gift Shop Manager for the Mason General Hospital Foundation Auxiliary Gift Shop at Mason General Hospital, which re-opened in May.

"I missed and enjoy the family aspect of being at the hospital," Bates said. "When it was just the hospital, it was a family. When we took on all the clinics and opened Mason Clinic in 2020, it became a community. Going to the gift shop was always one of my favorite things to do."

After retiring, Bates moved to Oakville, Washington, in Grays Harbor County. In December 2022, she moved back to Mason County, minutes away from the hospital, to be closer to her children and grandchildren. She's excited to be closer to her family, both at home and at the hospital.

"After working at the hospital for so many years, I saw so many patients coming in and out, for medical reasons, but the gift shop was always a safe place, even for employees," Bates said. "Employees could come in and take a break from the stress, patients and visitors could come in and take a breath from whatever was going on in their lives. It is truly retail therapy."

The Gift Shop is now open Tuesday, Wednesdays and Fridays, from 10 a.m. to 4 p.m.

"I am so excited that Monica is stepping into the role of Gift Shop Manager," said Volunteer Coordinator **Iris Hilburger**. "Monica's enthusiasm and energy are infectious and her experience is a perfect fit."

MGHF Auxiliary Treasurer **Carol Goodburn** also shared positive thoughts: "We're pleased to have Monica as our new Gift Shop Manager," Goodburn said. "She brings 30 years of expertise to the role and a new breath of life to the gift shop. We look forward to her ideas."

Bates would like to expand the hours as the Auxiliary builds back up its volunteer workforce.

"We've only been open a short time, but from what I've watched and seen from our regular customers is that



there are items I need to be sure to keep in there," she said. "This a place that makes people happy. Working at the hospital can be really stressful, and I want to make sure when everyone comes in, they are happy. It makes your heart happy when you're helping somebody who is going through something. I really want to make sure this is someplace special." In her spare time, Bates enjoys water aerobics at the gym in Elma and spends every Wednesday watching "the cousin crew" for her family, i.e. her grandchildren and their cousins.

Proceeds from the MGHF Auxiliary Gift Shop benefit scholarships for local high school students and Mason Health employees. Learn more about the Mason General Hospital Foundation Auxiliary at <https://www.masonhealth.com/foundation/mason-general-hospital-auxiliary>.

# VOLUNTEER OPPORTUNITIES

Volunteer Services is continuing to grow! There are ongoing volunteer opportunities at the Gift Shop and as Concierge Volunteers either at Mason Clinic or at Mason General Hospital in the Emergency Department. We also have a couple of events coming up that volunteer support has been requested at: Trunk or Treat and the Employee Wellness and Benefits Fair.

## VOLUNTEERS NEEDED TO HELP AT WELLNESS & BENEFITS FAIR

On Thursday, Oct. 19, Mason Health will be hosting a Wellness & Benefits fair for employees. Volunteer Services was asked if we can help out!

They are looking for 4-6 volunteers to help. Shifts available between 8 AM - 3 PM. To volunteer, email Iris at [ihilburger@masongeneral.com](mailto:ihilburger@masongeneral.com)

## Gift Shop Volunteers

Volunteers are needed at the Gift Shop!

Shifts are 3 hours long and can either be weekly or every other week! The greatest need is on Fridays! If we find Volunteers for Thursdays we will open another day!

To volunteer, email Iris at [ihilburger@masongeneral.com](mailto:ihilburger@masongeneral.com)

## TRUNK OR TREAT

Volunteers are needed at Trunk-or-Treat on October 27 to help with directing pedestrians and traffic, as well as, set up and breakdown. There will be various volunteer shifts between 12:00 - 5 PM.

To volunteer, email Iris at [ihilburger@masongeneral.com](mailto:ihilburger@masongeneral.com)

## CONCIERGE VOLUNTEERS NEEDED AT MASON CLINIC!

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

- Mondays from 8 AM to 12 PM
- Wednesdays from 1 PM to 4 PM
- Fridays from 8 AM to 12 PM
- Fridays from 1 PM to 4 PM

If you are interested in volunteering but not available during one of those shifts, please still reach out by calling 360-968-0001.

## Concierge Volunteers in the Emergency Department

**Scott Mundy**, Director of Emergency and Trauma Services, is excited to bring back a volunteer presence in the Emergency Department Lobby. We are still in the early stages of feasibility but believe this would be very valuable! The shift would most likely be during peak times (Sundays and evenings) when patients may have longer than usual wait times and need more reassurance they will be seen.

If you are interested to learn more, reach out at 360-968-0001.







*Mason Clinic Hoodsport  
Primary Care*



# JOIN US FOR A 55th Anniversary Celebration & OPEN HOUSE!

Come and enjoy refreshments and presentations.

**WEDNESDAY  
SEPT. 6, 2023 • 3 P.M.**

Unveiling of  
new historic  
artwork at  
Mason Clinic-  
Hoodsport

**Fjord Oyster Bank**  
24341 N. Highway 101 in Hoodsport

Guided  
tours will be  
offered at  
Hoodsport  
clinic.

Meet our Hoodsport Medicare Wellness Providers and learn  
about other offerings at Mason Clinic-Hoodsport!



*Daniel Burris, MD*



*Catherine Shutty, ARNP*



**Mason Health**  
Mason General Hospital  
Mason Clinic 6





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



**CELEBRATE**



# 55th Anniversary Art Unveiling

## & PHYSICAL THERAPY MONTH!

Join Mason Health as we take a look back in time with new art installations and celebrate Physical Therapy Month at the Cedar Building.

Unveiling  
of new  
historic  
artwork!

**MONDAY**  
**OCT. 9, 2023**  
**11:30 A.M. TO 1 P.M.**

Open house  
and  
floating  
reception.

Please RSVP by contacting Mason General Hospital Foundation at  
360-427-3623 or [foundation@masongeneral.com](mailto:foundation@masongeneral.com) by Oct. 1.

# Congratulations!

HEALTH CARE  
CHAMPIONS



## Leadership in Rural Medicine Award

Congratulations to Dr. Darren Cuevas, DO, for receiving this year's Leadership in Rural Medicine Award from the Thurston County Chamber of Commerce, in partnership with the Thurston-Mason Medical Society. Dr. Cuevas has been with Mason Health since 2018 and serves as Chief of Staff while seeing Primary Care patients at Mason Clinic. In 2022, Dr. Cuevas became certified in diving medicine and for the past year he has practiced medicine at the Skokomish Health Clinic, in addition to seeing patients at Mason Clinic-Primary Care.

### *Mission*

United Community,  
Empowered People,  
Exceptional Health

### *Vision*

Provide the best  
patient-centered care  
in the Pacific  
Northwest

### *Values*

Service &  
Relationships

### *Contributors*

Arla Shephard Bull  
Marketing Coordinator

Iris Hilburger  
Volunteer Coordinator

## ASK IRIS

Answers & Advice  
From Your Volunteer Coordinator



Dear Iris,

What should I do if I  
see something that is  
unsafe while I am  
volunteering?

Dear Volunteer,

We have a system in place for tracking unsafe incidents. This process allows us to improve and change our internal practices. You can report an incident to our tracking system called, SafetyZone. See pages 2,3 for more details.

Iris Hilburger

*Submit your question by emailing [ihilburger@masongeneral.com](mailto:ihilburger@masongeneral.com) with the subject "Ask Iris". Submissions will be published anonymously and are subject to edits.*