

## Recognizing Outstanding Service Excellence



**Verian Wedeking**

*volunteer coordinator, Healthcare Volunteer Services*

**Bonnie Cox, Bernardine Delaney, Gabriel Flores and Trina Timbreza submitted the following nomination...**

On a recent senior leader rounding with John Dunn, division director, Healthcare Applications, Bonnie Cox, nurse manager on 13K, shared how important OHSU's volunteers were to her unit. Sixteen volunteers visit each week. On the unit you can find them playing games with the patients or just having a face-to-face conversation with them. These simple activities have had a very positive effect on the patients. They really appreciate the company and extra attention during their day. This wonderful program was developed by Verian Wedeking. Verian has instituted what he has coined as "comfort rounding" where volunteers round in patient rooms during their shifts to introduce themselves and ensure the patients are comfortable. They do this by inquiring about their needs (i.e., do they have any questions for their nurse and/or CNA, would they like reading material, can they reach their call light, do they need the temperature/tv adjusted, etc.) and taking the steps to make sure that they are met. Volunteer Services has more than doubled their volunteer hours in the nursing units this calendar year and volunteers are finding their experience in those assignment areas more rewarding. The units with the most successful and robust volunteer base are those who have very supportive and involved staff who work with Verian in training and supervising the volunteers. Verian has instilled a sense of pride in being a volunteer; by empowering volunteers to make the right decision and by continually reaching above and beyond to achieve a greater appreciation for our patients' experience. He has adopted the OHSU Volunteer Service program into a promising program that best serves our patients, visitors and guests.

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