

# Involved



**Mason Health**  
Mason General Hospital  
Mason Clinic

VOL. 9, NO. 1



**We ♥ our  
Volunteers!**

## Dearest Volunteers,

I hope you all had a joyous holiday season and that the new year finds you in good health and spirits. Our volunteer programs continue to grow, and I am thrilled to share that we welcomed 19 new volunteers in 2024 alone! While I'm still finalizing the total hours contributed by volunteers, which I'll include in the February newsletter, preliminary data shows an increase in hours and commitments compared to 2023. Thank you to our volunteers for their incredible dedication and service—our community is better served because of your efforts.

As part of our commitment to enriching the volunteer experience and supporting our community, we are excited to introduce a new initiative: the No One Dies Alone (NODA) program. This compassionate opportunity allows volunteers to

provide comfort and companionship to patients during their final moments. This invaluable service not only supports the patients but also offers respite to their families and caregivers during these challenging



Kim Lutey

times. You'll find additional details about this program later in this newsletter. If you have a compassionate heart and the capacity to help, I encourage you to consider joining this rewarding initiative (see page 3).

Additionally, I have included updated information on our call-out policy, along with the contact details for supervisors across our volunteer areas. Please ensure that if you are unable to attend your shift, you notify your area supervisor and me to maintain clear communication.

Looking ahead to 2025, I am eager to see our programs continue to grow and evolve. My vision includes introducing more diverse opportunities tailored to volunteers pursuing specific career pathways. These adjustments will align with our Vision to Provide the Best Patient-Centered Care in the Pacific Northwest through our Mission of United Community, Empowered People, and Exceptional Health.

Thank you once again for your unwavering commitment to our Mission. I look forward to achieving great things together in the year ahead.

*Kim Lutey, Volunteer Program Specialist*  
*klutey@masongeneral.com*  
*(360) 427-3621*

<b>Eileen Bailey,</b> Jan 1	<b>Sherie Ellington,</b> Jan 23
<b>Brenda Satrum,</b> Jan 12	<b>Kim Keeler,</b> Jan 25
<b>Stephanie Fyfe,</b> Jan 15	<b>Adam Brennan,</b> Jan 26
<b>Ann Williams,</b> Jan 23	<b>Wyatt Cates,</b> Jan 31

**NEWSLETTER CONTRIBUTORS:**  
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Volunteer Program Specialist  
Arla Shephard Bull,  
Marketing Coordinator

# MASON HEALTH ACHIEVES FULL THREE-YEAR ACCREDITATION FROM DNV HEALTHCARE USA, INC.



SHELTON, WA – Mason Health is proud to announce that it has been awarded full accreditation for a three-year term by DNV Healthcare USA Inc., affirming the organization’s compliance with the Medicare Conditions of Participation for Critical Access Hospitals. This achievement underscores Mason Health’s commitment to delivering high-quality care and meeting the stringent standards required by the U.S. Department of Health and Human Services, Centers for Medicare and Medicaid Services (CMS). DNV Healthcare USA Inc. is a national accreditation organization dedicated to helping health care organizations improve quality, patient safety and health care delivery.

The accreditation applies to all Mason Health facilities operating under Public Hospital District No. 1 of Mason County.

Mason Health Senior Director of Performance Excellence **Nicole Eddins** leads Mason Health’s quality and process improvement teams, who work hard to ensure various departments have the tools they need to meet and exceed industry standards.

***“Our performance with DNV reminds me of Vince Lombardi’s quote, ‘Perfection is not attainable, but if we chase perfection we can catch excellence,’” she said.***

The DNV accreditation requires Mason Health to undergo annual surveys and maintain consistent compliance with DNV’s rigorous National Integrated Accreditation for Healthcare Organizations standards. Through this program, DNV evaluates and certifies that

Mason Health’s management systems align with essential safety and quality requirements, ensuring the highest standard of care for the Mason County community.

***“This accreditation is a testament to the dedication of our entire team at Mason Health,” said Mason Health CEO Eric Moll.***

“Our commitment to meeting and exceeding these standards reflects our ongoing mission to provide exceptional, patient-centered care.”

The accreditation process by DNV Healthcare USA Inc. highlights Mason Health’s strong operational framework, efficient management practices, and adherence to critical health and safety regulations essential for quality care delivery. The certification marks a significant milestone in Mason Health’s journey to provide accessible, reliable, and comprehensive health services for the community.



## Become a NODA Volunteer!

We are introducing **No One Dies Alone (NODA)**, a nationwide initiative dedicated to providing companionship and comfort to patients during their final moments when their loved ones are unable to be by their side.

This meaningful volunteer opportunity offers a chance to provide emotional support and companionship to patients, ensuring they feel cared for and not alone. You will also support our staff by giving them a brief respite while maintaining the patient's comfort.

Through quiet presence, holding a patient's hand, or simply listening to their stories, your time and compassion will bring immeasurable comfort to someone in need during a deeply vulnerable time. NODA volunteers can expect to be called once or twice a year for three-hour shifts.

If you are interested in making a profound difference through this program, please contact Kim Lutey.



## Interested in changing your volunteer routine or increasing your hours?

If you or a friend/family member are interested in any of these programs, please contact Kim Lutey!

### Gift Shop Volunteers:

- 3-hour shifts
- Weekly or bi-weekly
- Priority coverage Mondays and Fridays

### ED Concierge Volunteers:

- Individuals must be 18 years and older
- Shifts available all week
- Priority coverage afternoons/early evenings.

### Culinary Volunteers:

- One shift opening evenings 4pm-7pm



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## Call-Out Information for Volunteers:

To call out of a shift, email or call your shift supervisor and Kim Lutey!

### Clinic Concierge:

**Breanna Turner, Clinic Patient Access Supervisor**

- (360) 426-2653
- bturner@masongeneral.com

### ED Concierge:

**Will Lorton, ED Supervisor**

- wlorton@masongeneral.com

**Christina Chavez, ED Manager**

- cchavez@masongeneral.com

### Gift Shop:

**Monica Bates, Gift Shop Manager**

- (360) 490-1171

### Chaplain:

**MGH House Supervisor**

- (360) 427-3636