

Auxiliary and Volunteer NEWS

Summer 2008

UCLA Center for the Health Sciences

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Ronald Reagan UCLA Medical Center Opened its Doors on June 29th



June 29th will forever be noted as an important date in the history of the UCLA Medical Center. After more than a decade of planning, developing, constructing and preparing, the doors of the RRH officially opened.

“It was really a momentous occasion,” states Kathy Sipes, Director of Volunteers who arrived on opening day at 4:00 a.m. to help with the transition. “Volunteer Services assisted the families of patients by escorting them to the waiting areas, keeping them informed of patient move status, and finally, re-escorting them to the new hospital.”

Volunteers, along with staff are settling into our new environment, and becoming familiar with the new layout. The hospital is beautiful — not only inside, but the entire structure exudes strength, healing and an overwhelming sense of awe.

Volunteer Services extends a warm welcome to all of our volunteers and a big “thank you” for being so supportive with the move. We hope you continue to take pride in our overall mission of providing the finest care to our patients and making their experience at UCLA positive, healing and nurturing. We couldn't fulfill this mission without the assistance of our many devoted volunteers.

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Care Extenders Gain Experience While Giving Back

Volunteer Services oversees many individuals and groups that all contribute their time and talent into enhancing patient welfare at UCLA Medical Center. One group that has become very popular with the nursing departments is the Care Extenders, a group of highly-motivated, career-driven students who volunteer their time in order to gain experience and insight into the healthcare environment.

There are 450 Care Extenders in the program and over 150 of them rotate throughout the Medical Center, spending three months at a time at the Westwood hospital, working in such departments as Pediatrics and the Intensive Care Units. Care Extenders are managed out of the Santa Monica-UCLA & Orthopaedic Hospital by Silva Thomas, who has led the program for eight years. "The program not only gives students a first-hand experience of the health care pro-

fession, it gives them the opportunity to have leadership positions as well while also, and most importantly, helping the hospital and its patients," said Silva.

Care Extenders must commit 200 hours to the program and pass a

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stringent interview and volunteer requirements. Each Care Extender has special training which includes CPR training and a medical topics lecture led by one of the family practice residents.

The nurses appreciate the presence of Care Extenders throughout the hospital. "The Care Extenders really do extend the care of the

nursing staff to the patients," states Cathy Ward, Clinical Director of Nurses. "They have become a valuable asset to the hospital and continue to make great contributions."

Many Care Extenders go on to become doctors, nurses and other allied health care professionals. They value the time they spent doing volunteer work through the program and feel privileged to have experienced the workings of many departments and what different medical professions encounter.

The program will be expanding in the near future to include all intensive care units throughout the UCLA Health System. Care Extenders are scheduled almost around the clock, even taking shifts in the evening hours. They are a devoted group of students who are serious about their work, and willing to go that extra mile to benefit others as well as lay the foundation for their own future.

Susan Pearson Honored by Auxiliary



Left to right: Tammi Fasold, Pablo Acetun, Gloria Acosta, Susan Pearson, Patty Canales, and Kay Grigsby celebrate Susan Pearson's retirement.

The UCLA Medical Center Auxiliary honored Susan Pearson, former Thrift Shop manager, upon her retirement earlier this year. The luncheon was held at the Upper Bel Air Beach Club and many Auxiliary board members attended. Susan was a true gift to the Auxiliary, and her knowledge, expertise and enthusiasm helped transform the Thrift Shop into an outstanding business and major fundraiser for the Auxiliary.

We applaud you, Susan, for your many years of superb leadership.

Auxiliary Annual Spring Meeting Awards Presented



Student award recipients from left to right: Seunghwa (Sarah) Shin, Jeryl Yu, Tanya Doctorian, Eileen Shu and Antonio Moya.

This year the UCLA Medical Center Auxiliary held its annual spring meeting on May 7th in the California room at the Faculty Center. This meeting is one of the highlights of the year for many auxiliary members and hospital staff because of the several awards that are presented to students within the School of Medicine and Medical

nursing students as well as student volunteers.

22 recipients were presented; among them were 10 of our finest student volunteers. Together, they have contributed over 5,000 hours to the Medical Center; all while pursuing their academic careers as well as nurturing other interests such as music and sports. They are renaiss-

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Center volunteers.

The Auxiliary President, Helen Hutchison Levin, opened the meeting and introduced the Auxiliary along with their many accomplishments and donations to date, including a blood mobile, Medical Center security van, and critical care transport unit ambulance. Along with these contributions, the Auxiliary is proud to offer merit awards to medical and

sance men and women, believing that a well-rounded perspective in life is best. Listed below are their names and biographies.

Antonio Moya received the Medical Auxiliary Award. He is the head coordinator of the Student Stroke team in the emergency room. As a member of the UCLA Jazz Ensemble, he has used music as a form of therapy for the sick and elderly. Antonio will be completing

his Fulbright Fellowship in the Philippines next year.

Eileen Shu is a third-year Biology major and recipient of the Medical Auxiliary Award. She has been volunteering as an Emergency Medicine Research Associate for two years contributing over 950 hours to the program. Eileen focuses on her athletic side as a member of the UCLA's Women's Club Water Polo Team.

Tanya Doctorian received the Medical Center Auxiliary Award due to her many contributions to the hospital. She is an active member of the Stoke Force and ARC (Assessing Resident C-ICARE Interns) as well a volunteer in Obstetrics and Gynecology. Tanya teaches Sunday school, plays the piano and enjoys swimming.

Medical Center Auxiliary Award recipient **Jeryl Yu** has been a volunteer in cardiology research since 2006. She has presented her volunteer research at the 13th World Congress on Heart Disease in 2007. A former school "Athlete of the Year," Jeryl is active in swimming, basketball and practices yoga.

Psychology Major, **Seunghwa (Sarah) Shin**, is a recipient of the Medical Center Auxiliary Award. She has volunteered in childlife/child development, general dentistry and patient escort. Sarah participates in the UCLA chorale and also plays the piano and flute. Sarah will be graduating in June.

Fuad Elkoury is the recipient of the Theodore T. Flesch Memorial Award. He is a second-year biochemistry major volunteering in EMRA (Emergency Medicine Research Associates) and in anesthesiology. Fuad participates in

Message From the President

quarterly intramural sports and is founder of his church youth group.

The Mary Holmes and Kay Handler Award was presented to **Lac Tran**.

Lac graduated from UCLA summa cum laude and departmental highest honors in biology. She has volunteered over 700 hours in OB-GYN research. Lac likes to play the Vietnamese zither and read books on mindful living.

Michelle Mahanian received the Maddie Katz Award. Since volunteering in 2002, she has volunteered in patient escort, EMC, neurobiology, and child life/child development, totaling over 900 hours. She is a member of the UCLA symphonic band and founder of the organization Music to Heal.

Ashley Grove is the recipient of the Bridge NPI Award. She is a third-year majoring in sociology and english. Her volunteer programs include: the Mattel Children's Hospital, the cardio-thoracic intensive care unit, the ICU at Santa Monica/UCLA, and in the emergency department.

The Arlene and Paul Samek Award was received by **Michelle Okamoto**. Michelle is a senior majoring in biology at Pepperdine University, aspiring to be a dentist like her father. She has contributed over 200 hours within the School of Dentistry. Her other extracurricular interests include dance as a member of the Pepperdine dance team and the campus dance company, Dance in Flight.

Congratulations to all the awardees. We are proud to be a part of their journey to success.

One of the highlights of the Auxiliary's calendar is our annual Spring awards luncheon. The award recipients include nursing students, medical school students, and student volunteers. All of the candidates for the awards are amazing, but the recipients truly are exceptional in their dedication to service, to excellence and to achievement. It is so inspirational to hear their stories, to meet them, and to learn of their future plans. A special thank you to Nancy Riley, Louise Ziff and Hanna Fairchild for coordinating all the logistics of our luncheon, and a special thank you to Amy Jackson who designed the gorgeous orchid center pieces which were presented as gifts to each honoree. Thanks also to Kathy Sipes and Teresa Sanchez.

The Auxiliary Board marked a very special transition recently. We celebrated the 12 years of Susan Pearson's leadership as Manager of our Thrift Shop with a retirement luncheon. Under Susie's guidance, the Thrift Shop was transformed from a small collection of hand-me-downs and has turned it into a world-class Los Angeles destination for treasure hunters. In her 12 years, our Thrift Shop has earned more than 2.4 million dollars! Special thanks to Murphy Litvack and Rachel Dourec for helping to organize the luncheon, and another thanks to Amy Jackson for once again providing simply adorable and earth-conscious, reusable center pieces.

The next few months will be equally busy for the Auxiliary's Board of Directors as we welcome new and returning members: Gail Conway, Molly Coulson, Debra Duncan, Shirley Graner, Kay Handler, Mary Lammers, Maxine Marcher, Phyllis Massing, Elaine Mendes, Carmen Minervini, Geri Nafshun, Judy Riley, Barbara Rosenstein, and Jane Tomlinson. And we must bid farewell to those members who have completed their six-year term of service. We are so grateful to Madeleine Grafton, Margaret Horst, Amy Jackson, Maddie Katz, Nancy Riley, and Gwenn Sayer.

We are busy unpacking the new gift shop, so stop by to check out our new location!

On August 2nd, we will be having one of our famous August re-openings of the Thrift Shop. The entire store is emptied and restocked with especially nice merchandise that we have been collecting for the past 6 months. Come find designer purses, shoes, handbags, and clothing, furniture, ceramic, jewelry and countless other treasures. The line begins to form early on the day of the big sale, but the store is open from 10 - 4 p.m. Stop by Saturday from 10 - 4 p.m. 11271 Massachusettes Ave. (Sawtelle and Massachusettes/one block north of Santa Monica Blvd.).

Enjoy your summer everybody.

Sincerely,

Helen Hutchison Levin

President, UCLA Medical Center Auxiliary

Director's Corner

Kathy Sipes, Director of Volunteers



Kathy Sipes welcomes her new granddaughter, Lily.

Each day we are reminded how life changes as we make adjustments to those changes. One of the big changes in my life is the addition of a lovely new granddaughter named Lily. Lily came into this world after what seemed like an eternity while my daughter was in labor. She was born on May 21st after about 22 hours of labor. I am thrilled and elated to have her as a very, very welcome addition to our family. She is treasured by all of us.

Recently, we have had a lot of changes in both the hospital and

with volunteer services. We thank each of you for your understanding and cooperation. To those of you who have come into the office to hand in your HIPAA and confidentiality acknowledgment, we thank you for your diligence and understanding in this very important issue. HIPAA is a federal law enacted to protect the privacy of a patient's personal and health information. It provides for the physical and electronic security of personal health information. It also simplifies billing and other transactions with Standardized Code Sets and Transactions. Lastly, it specifies new rights of patients to approve access/use of their medical information.

Let's make this a place of dignified, friendly healing for all.

Thank you for your continued support of the volunteer program and we look forward to your comments and input into the program.

Fondly,

Kathy Sipes

Director of Volunteer Services,
UCLA Healthcare

Just a quick review of some very important issues for you to remember:

- 1.** Deadline for all volunteers' HIPAA training is July 30, 2008.
- 2.** The new dress code includes a smock, white collared shirt, kahki pants, and white tennis-type shoes.
- 3.** Please sign in before and after every shift. Until we get a computer installed on the first level of Ronald Reagan, please sign in either at the 200 Medical Plaza information desk or at the main information desk in Ronald Reagan.
- 4.** If you qualify for parking, please check with Lisa Harden, 310-267-8180, regarding your parking permit. Volunteers may park in lot 1 or lot 8.
- 5.** Please remember to smile, greet and ask assistance to everyone that you encounter. Each of you make a tremendous difference in the experience that our families, staff and patients have as they maneuver in our new, spectacular facility.

Volunteer Services Extends Appreciation

Volunteer Services wishes to thank the Bridge for their support of the music program at the Ronald Reagan UCLA Medical Center. The music program is currently being developed through the Volunteer Services Department and is for the benefit of all patients and their families.

Save-the-Date

UCLA Medical Center
Auxiliary Awards Luncheon

Friday, October 24th
Four Seasons Hotel

Memorials and Tributes

The UCLA Medical Center Auxiliary thanks the following friends who have donated to our Memorial and Tribute Fund from March 1, 2008 – July 1, 2008.

MEMORIAL AND TRIBUTE FUND

In Memory of:

Margaret Ross
Anne Baker
Robert Chavez
Andy Andrews
Maury Abrams
Dr. Larry Pomer
Melba Mosley
(Virgie Mosley's Mother)
Melba Mosley

William (Bill) Browne
William (Bill) Browne
Stacy Villalobos

In Tribute to:

Maddie Katz
Rita Pico
Donna Egle
Arlene Gottlieb
"Happy Birthday"
Molly Coulson
"Happy Birthday" and many more

In honor of Susan Pearson
on her retirement

Donor:

Dr. and Mrs. Ronald Tompkins
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Gail Conway
Carol Horky

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Gail Conway

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Gail Conway, Helen Levin,
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Madeleine Grafton, Margaret
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Rita Pico, Susan Oswald,
Gudrun Marx, Nan Goodman,
Nancee Weinstein, Anne
Wayne, Carol Horky, Ellen
Friedman, Louise Ziff,
Ron and Maddie Katz

CHILD LIFE/CHILD DEVELOPMENT

In Memory of:

Anne Baker
Scotty
Ethel Bazoian
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Karen, Pam and Terrie

A special thank you to Shari & Mike Wiener and Susan & Joe D'Anna for their contribution to the PAC program in honor of Sam, volunteer PAC dog who recently passed away.

In Memoriam



Volunteer Services and The People Animal Connection wishes to express its deepest sympathy to Jack Barron, Jr., Director of PAC, on the passing of his dog, Sam. Sam was in the PAC program for 3 years and brought much joy to the patients, visitors and staff at UCLA. He will be deeply missed by all.

UCLA Health System

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