Volunteers Honored at Fall Luncheon

The annual Fall Volunteer Recognition Luncheon was held on Friday, October 18, 2013, at the Four Seasons Hotel in Beverly Hills. For more than 30 years, the UCLA Health Auxiliary has been sponsoring this gala event. This year, approximately 300 volunteers and staff attended. Joyce Canning, president of the UCLA Health Auxiliary, welcomed the group and highlighted Auxiliary programs. Dr. Eugene Washington, vice chancellor, UCLA Health Sciences and dean of the David Geffen School of Medicine at UCLA, thanked the volunteers for their dedication and service to the best hospital in the west. Dr. David Feinberg, president, UCLA Health System, CEO of the UCLA Hospital System and associate vice chancellor of UCLA Health Sciences, noted that volunteers should be acknowledged for the amount of hours of service they devote as well as for the number of smiles they provide to the patients.

Greetings from Dr. Feinberg

Dear Volunteers:

As we begin the New Year, I am reminded of another holiday we recently celebrated, Thanksgiving. Our children were home from college, and as we sat around the family table our son, Ryan, asked each of us to say what word in the English language is our favorite. He had his word ready — “Sonder,” he said. “Saunter,” I asked? To walk in a slow and relaxed manner? No, he said, sonder — “s-o-n-d-e-r.” I had never heard this word before but Ryan explained it means the recognition that every person, every random passerby one encounters in the course of a day has a life as vivid and complex as our own, with a unique story and journey, and that we essentially are like extras in their life’s narrative, just as they are in ours. It is a term of the Millennial Generation, not yet incorporated into our conventional

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dictionaries. But it ought to be; it is a wonderful word that illuminates a truth so self-evident as to be easily overlooked:
Everyone has a story all his or her own, and we all play a role in each other’s tales. Sometimes we are just a background face in the crowd, and sometimes our role is larger and more direct.

I thought about this recently while on one of my frequent rounds through the hospital. On this morning, I encountered three patients and their families, each with their own story. One was a local woman who came to us for a cardiac catheterization. Another was a couple from Nevada who had never come to UCLA before but who drove through the night to reach us so the husband could undergo a particularly delicate GI procedure. And the third were a husband and wife from Orange County who come to UCLA to receive all their complex care; this time, it was for the husband to have a urological procedure. All three had one thing in common: their complete trust in UCLA. They talked about the warmth and caring of the medical and support staffs, of not feeling like they are just a number, and two of the patients even used the word “fun” to describe their experience! Each had his or her own unique story, and on this day we were players with a significant role in their lives.

Every day we come to work, we are fortunate to have the opportunity to be important players in the lives of our patients. We will have that opportunity with the million-and-a-half patients who come to us for outpatient care in 2014 and with the 40,000 patients who will be admitted to our hospitals. When it comes to healthcare today, there are lots of outside distractions. But we cannot allow ourselves to be distracted. It is up to each of us to be focused on our purpose. It is up to us to alleviate the pain and discomfort of those who come to us for treatment, whether it is the physical pain of their illness or the distress of having to deal with everything else that goes along with being sick — the bills, the anxiety, fighting traffic to get to us, having to take time off from work and away from family. Delivering medical care is an intimate relationship. Recognizing that this experience is knitted into each patient’s story, we understand it is our obligation to do whatever we can to elevate their day and to make it better in whatever way we can.

“So, in 2014, recommit yourselves to continuing the great work you are doing. Continue to recognize that every patient who comes through our doors is unique, and that when they put themselves in our hands we become an important part of their unique story, and they become a part of ours.

Every day that I come to work at UCLA is a labor of love. Spending my days with wonderful people who are so dedicated to providing the highest quality and most compassionate care possible to our patients truly is a blessing. I am grateful to each and every one of you for making it so.

David T. Feinberg, MD, MBA
President, UCLA Health
Chief Executive Officer, UCLA Hospital System
Associate Vice Chancellor, UCLA Health Sciences

Attendees were treated to a fashion show sponsored by the UCLA Health Auxiliary Thrift Shop. Bill Ortiz, executive director of the Auxiliary, kicked off the fashion show reminding us of the ways in which the Auxiliary supports UCLA Health. Volunteers and employees modeled outfits for a variety of occasions, pulled together by Kay Grigsby and Michelle Allen from the Thrift Shop, and featured designers such as Badgley Mischka, Zara, Christian Louboutin, Miu Miu and Gucci. The models had fun and the thrift shop was able...
to sell some items at a booth in the reception area.

Volunteer Services recognized our Spiritual Care chaplain volunteers at Westwood and Santa Monica. The Rev. Karen Schnell, director of Spiritual Care, and Tim Thorstenson, manager of Spiritual Care in Santa Monica, acknowledged the courage and commitment required of volunteers to face the suffering and pain that can be a part of hospital visitation. Both spoke gratefully of the partnership with the volunteers, and for their dedication to teamwork and excellence in patient care.

Tony Padilla, chief patient experience officer, presented the CICARE Award to David Carcary, a volunteer in the PACU and Surgical Waiting Area at Santa Monica. Additionally, three People-Animal Connection volunteer teams retired this year: Linda Alvarez and Blanca, Renee Kaplan and Jackson, and Betty Walsh and Bosley and Dreamer. We will miss them!

Carey McCarthy, director of Volunteer Services, recognized Kay Handler for earning 14,000 hours. Kay is a very important volunteer in Westwood who inputs data for us. Elaine Eastwood, manager of Volunteer Services in Santa Monica, recognized Kurt Rundle for earning 18,000 hours. Kurt delivers packages and mail five days a week to the Santa Monica campus.

Finally, at the end of the luncheon, door prizes, generously donated by local vendors, including the Four Seasons, were given out to 15 lucky winners. Volunteer Services truly appreciates the UCLA Health Auxiliary’s generosity for sponsoring this spectacular event.
Dear Volunteers,

I’d like to wish you all a happy, healthy and peaceful 2014! The New Year began very busy in the Volunteer Office. Our student program continues to grow, with hundreds of new students beginning service each month. Our pet therapy program is also growing with many new four-legged, shaggy volunteer friends! Our non-student program is also doing well, but we are in constant need of volunteers, so please refer family and friends to our program.

Exciting activities for this year include the launching of our automated volunteer application process, our hospitality cart, the Living History program, and the No One Dies Alone program. We are working diligently each day to roll out these wonderful programs.

One goal of the volunteer program this year practice our CICARE model each day. If you are a volunteer who interacts with patients during your service, please remember that a warm smile makes all the difference in welcoming and greeting our patients. Please help us treat each patient and family member as if they were our own.

Thank you again for your continued efforts and I look forward to working with each of you throughout the year.

Carey McCarthy
Director of Volunteer Services

Volunteer Clare Suomi Gives Back Through Her Gift of Time

Clare Suomi has been volunteering at UCLA Health for two years. She is currently a volunteer in the Department of Pediatric Hematology/Oncology, but she started out as a volunteer in Child Life Services. Clare was inspired to volunteer because of her daughter’s diagnosis with bone cancer in 2010. During her daughter’s one year of treatment at Mattel Children’s Hospital UCLA, Clare was her primary caregiver, and from that experience she felt that she had assumed an additional role of being a nurse. She realized that she wanted to perform more than the typical duties of a stay-at-home mom and provide bedside support to the pediatric patients who have cancer. Clare recognized that by helping oncology nurses with clerical tasks, she enabled them to spend more time at the bedside with their patients, and her volunteer role changed to reflect this. Clare also lends support to the department by writing patient newletters, organizing patient and family events, and mentoring other parents whose children have cancer. Clare is forever grateful for her friends and UCLA for its support during her daughter’s illness.

Recently, Clare and her family started Grace’s Basket Foundation at Mattel Children’s Hospital UCLA to alleviate the financial struggles underprivileged families face with children who are currently in cancer treatment. Grace’s Basket works in conjunction with our Auxiliary, Child Life, and social services to provide groceries, gas gift cards and funds for family essentials when needed. Last Thanksgiving, Grace’s Basket provided more than 90 complete Thanksgiving meals and collected over $3,000 in grocery gift cards. Clare’s journey with her daughter’s cancer has made fighting cancer and helping other families in crisis her passion. Clare is also a member of the Jonsson Cancer Center Foundation Board of Trustees.
Dear Friends, Colleagues and Staff,

I wish you all a Happy New Year, and look forward to working with you. Thank you to Carey McCarthy and her staff for planning and organizing our Fall Volunteer Recognition Luncheon, complete with fashion show. The Four Seasons Hotel in Beverly Hills was the perfect venue at which to express appreciation to all the volunteers who add so much to UCLA Health.

The Auxiliary expects to have a very busy year. The economy is improving, but not as fast as we would all like. As you may know, the Auxiliary’s goal is to provide monetary assistance for projects that have no other means of funding, or where funds are limited and not sufficient. We have an evaluations team that receives requests from various UCLA Health departments, and meets monthly with the Auxiliary Executive Committee to determine if the requests can be funded. We also regularly provide assistance to indigent patients and their families with gift cards for gas, groceries and taxi vouchers. In addition, the Auxiliary supports Tiverton House, where families of patients are able to stay when their loved ones are in the hospital. We are also quite proud to support the Adopt-a-Family program, which has grown significantly and now includes assisting patients throughout UCLA Health thanks to the increased support from staff and volunteers. Rachel Dourec is the driving force behind the program, and she and the Auxiliary thank the volunteers and members who participated in this program by sponsoring deserving families during the holidays.

You may wonder how the Auxiliary is able to provide funding for all these and many other projects. The answer is largely through our Thrift Shop and three gift shops. I’m sure many of you have shopped at the UCLA Thrift Store on 11271 Massachusetts Avenue in Los Angeles. Donations come in daily, and merchandise quickly goes out the door. Bill Ortiz is our director of Retail Operations and Elizabeth Ryan is our buyer for the gift shops at Ronald Reagan UCLA Medical Center, 200 UCLA Medical Plaza, and UCLA Medical Center, Santa Monica. So, please keep our stores in mind when shopping for gifts or looking for great bargains at our Thrift Store.

Additional funding is provided by Auxiliary dues, and memorial and tribute funds.

Thanks to all of you for your support; I look forward to a successful and productive 2014.

Respectfully,

Joyce Canning
UCLA Health Auxiliary President

Arthur Hirschberg
Forever in Our Hearts

Arthur Hirschberg and Virgie Mosely.

One of our longtime and valued patient liaison volunteers, Arthur Hirshberg passed away Friday. Arthur was a volunteer with the Patient Liaison program since 2004. He was a fan of UCLA and, more importantly, of our department and our patients. He was great at training new volunteers, and often offered to volunteer at Santa Monica to help our team.

Arthur loved to share stories with patients and was recognized for his CICARE interactions with patients. One of the most poignant memories that I have is when a patient shared the following about him: “I felt that God sent me this nice, sweet kind man before I left the hospital. He really cheered me up and helped lift my spirits. My interaction with him was most wonderful way to end my hospital stay. He really made a difference with me.”

Our hearts go out to Arthur’s family. He will be missed.

Virgie N. Mosley
Manager, Office of the Patient Experience
Volunteer David Carcary Honored with CICARE Award

The CICARE Award recognizes individuals who excel in customer service. This past fall, the award was presented to David Carcary the second volunteer recipient from UCLA Medical Center, Santa Monica.

David started volunteering at UCLA Medical Center, Santa Monica in 2010, after his retirement. Before he retired in 2007, he had been working in the parts department of local Ford dealerships for 40-plus years. He and his family emigrated to the United States from Canada. He volunteers primarily in the PACU/PTU, but he also helps out at the Surgical Waiting Area when needed.

David is honored to be awarded for something he really enjoys doing. He values the opportunity to work in an environment where he is able to interact with nurses and surgeons. He feels like he is part of their team and enjoys a camaraderie with them. As a volunteer, his roles in the recovery room and Surgical Waiting Area are significant. His dedication to service and compassion are greatly appreciated by those around him. According to Divina Finger, assistant director, PTU, “David is the most versatile volunteer we have in our department because he can go anywhere in our area — the PACU, PTU, and Surgical Waiting Area. We really felt his absence when he was away on medical leave. But even when he was in the hospital, he put the volunteer schedule together! That’s what a dedicated volunteer David is. The PTU/PACU want to extend our heartfelt thanks to him for all his time, effort and hard work to help our department. We are very lucky to have him as our lead volunteer in the PTU/PACU.”

David has two children and six grandchildren. He and his wife recently celebrated their 50th wedding anniversary. David has been a patient at both hospitals in Westwood and Santa Monica and recognizes a positive experience in a patient’s stay.

David’s contributions exemplify what volunteering with the CICARE spirit is all about. We salute David for winning the CICARE Award.

Care Extender Program Welcomes Stephanie Hinojosa

A proud member of the hospital community since its inception in 1995, the Care Extender Program presents volunteers with the opportunity to experience the world of medicine from a unique hands-on and clinical perspective. With its competitive application process and rigorous health and safety training, the program produces Care Extender volunteers who are reputed for their initiative and positive attitude toward helping others.

Over the years, the program has expanded from UCLA Medical Center, Santa Monica to Ronald Reagan UCLA Medical Center, and currently includes about six 650 volunteers working in a total of 25 departments. As the program continues to expand
It is with deep sadness that we say goodbye to Penelope, a People-Animal Connection (PAC) therapy dog. For almost nine years, Lisa Wojciechowski and Penelope served the UCLA Ronald Reagan UCLA Medical Center, bringing smiles and comfort to staff, patients, families and visitors. They spent their time visiting the pediatric and cardiac units. We thank Lisa and Penelope for their commitment to UCLA and the PAC program and for the impact they had on those they’ve visited through the years.

Volunteer Martha O’Connor Shares Her Special Talents

Martha O’Connor has been knitting blankets for the babies in the Neonatal Intensive Care Unit for over 10 years. Along with helping to deliver newspapers and mail to patients, Martha knits beautiful blankets for these special babies who often spend weeks, or even months in the hospital before going home. Martha generously donates all yarn and materials as well as her precious gift of time. The parents and families of these infants are so appreciative to have such a special gift to take home with their baby. The nurses and staff love seeing all the different types of blankets Martha knits.

Over the past 15 years, Martha has volunteered in the Surgical Waiting Area, Child Life, the Stein Eye Institute, and now the Volunteer Office. Thank you, Martha, for always thinking of others.

Farewell to Penelope

BY ERIN RICE

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Memorials and Tributes

The UCLA Medical Center Auxiliary thanks the following friends who have donated to our Memorial and Tribute Fund.

MEMORIAL AND TRIBUTE FUND

IN MEMORY OF:               DONOR:
Irene Marlow                 Franani and Bill Baker
Judith Ann Lee               Michael and Cindy Wright

IN TRIBUTE TO:
Anne Wayne                   Nan Goodman

National Volunteer Week
April 6–13