Greeting from Johnese Spisso

As we begin the new year, I want to take a moment to extend my deep gratitude for the work you do to support our patients and their families and enhance our health system’s capacity for providing comprehensive, compassionate care.

From laboratory and administrative support, to coordination and patient-care assistance, your wide-reaching roles not only enrich the patient experience, but also alleviate our hardworking staff and faculty who lean on you for vital support. In every corner of our health system, your presence is cherished.

In our colorful playrooms, Chase Child Life volunteers distract our youngest patients from their medical challenges, helping them heal through laughter and play. At the bedside, People-Animal Connection volunteers provide invaluable emotional support for hospitalized patients and their families. In our UCLA Health Auxiliary gift and thrift shops, hundreds of volunteers work tirelessly year-round to raise funds for critical patient-aid initiatives, including affordable patient and family accommodations at UCLA Tiverton House; the Adopt-A-Family

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Dear Volunteers,

I wish you all a happy, healthy and fulfilling New Year! Thank you for your continued service to UCLA Health, and for making a difference in the lives of so many patients and families. As I have always said, the Health System could not deliver the high quality of service without the involvement and dedication of our volunteers and Auxiliary.

Last year was an active and productive year. Volunteer Services launched its first High School Summer Scholars program, which was a huge success. Over 100 students completed the program and experienced exciting activities including a tour of our robotics and round-table discussions with neurosurgeons! Summer was also bustling with the addition of many new Care Extenders and Student Wayfinders.

The No One Dies Alone program continues to offer comfort and compassion to our dying patients. Now offered at both our Santa Monica and Ronald Reagan hospitals, volunteers support this worthwhile service. Our popular People-Animal Connection continues with providing companionship and comfort to many patients and UCLA students throughout the year.

Volunteer Services also assisted our hospitalized patients in voting for the November election allowing many patients to vote who would otherwise not have had the chance. Finally, our new mobile art cart, generously sponsored by the Auxiliary has been a huge hit with our patients.

These services are just a sampling of the many ways volunteers continue to make a difference and give back to our community. We look forward to many new programs and events for 2017!

With heartfelt appreciation for all you,

Carey McCarthy, MPH
Director of Volunteer Services

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In Memoriam – Torill Harper, Volunteer Services Non-Student Coordinator

Our heartfelt sympathy and condolences are extended to the family of Torill Harper, who worked in the Volunteer Office between 1996 and 2004 as Non-Student Coordinator. She was remembered fondly for her keen sense of humor, interest in helping others, and her genuine kindness. She developed the ED patient liaison program which flourished under her direction. Torill inspired many...
Santa Monica was honored for his 20 years of service and Ronnie Schwartz (Information Desk) was honored for her 35 years of service at Westwood.

Every year we recognize a different volunteer group and this year the gift shop and thrift shop volunteers were honored at the luncheon. These volunteers contribute to the successful retail operations that allow the Auxiliary to donate so generously to UCLA Health. The highlight of the program was a fashion show sponsored by clothing from the thrift shop and modeled by staff and volunteers. To name just a few: Barbara Speiser modeled an elegant black sheath dress and dark mink jacket and Lisa Morrocco dazzled in a beautiful Badgley Mischka red jeweled gown, while Marianne Klein wore a classic pink St. John’s knit skirt suit. Thrift shop staff Kay Grigsby, Michelle Allen and Patty Canales helped Talya Katzman (volunteer coordinator Santa Monica) style the event with clothing and accessories from the thrift shop. UCLA student Mariam Soni played beautiful piano accompaniment for the luncheon and fashion show.

The luncheon ended with door prizes presented by Ishara Bailis from Marketing and included a gift certificate from Truxton’s restaurant, a gift certificate from the Four Seasons, and a gift basket from the Santa Monica Chamber of Commerce. We look forward to another wonderful luncheon next year.

volunteers to pursue their dreams and aspirations. A few volunteers have written words of acknowledgement in Torill’s honor:

Torill interviewed me when I was out of work and looking into volunteering at UCLA. She told me about the ER and the Patient Liaison program and guided me to volunteer there. At the time I wasn’t really sure this is what I wanted to do although she encouraged me to give it a try. This was 18 years ago and I’m still a Patient Liaison at the ER thanks to Torill’s guidance. She holds a special place in my heart and I will think of her often.”

Anita Haddad, ED Liaison

“Torill Harper was instrumental in helping me through the volunteer process many years ago - her loving kindness, caring and compassion for every person she processed came through in every interaction with her and it continued throughout each time I would encounter her. I am still a proud volunteer today, and I thank Torill each time I touch a patient and change a patient’s life with my compassion and love. She will be missed but will always hold a special place in my heart with each patient or family member that I touch.”

Kit Spikings, ED Liaison

“When I decided to volunteer at UCLA in 1998 and went through the orientation, I was intending to work in the pediatric ward. However, Torill steered me to a new program being started in the ER for volunteers to continue on page 8
Throughout the year, the UCLA People-Animal Connection (PAC) program hosts a number of events for the hospital’s patients and staff, as well as for the volunteers themselves.

Near the end of October in 2016, PAC hosted its very first Bereavement Group for the PAC volunteers who have lost their beloved dogs in the program. Led by Gina Kornfeind, a Clinical Social Worker and Support and Bereavement Coordinator at UCLA, the group session aided in grieving the loss of what many considered family. Through laughs and tears, former and present PAC volunteers shared stories and memories of their dogs, while creating ways to leave behind their legacy.

Also in October, the PAC dogs participated in the hospital’s Halloween festivities by visiting patients at both Ronald Reagan UCLA Medical Center, and UCLA Medical Center, Santa Monica, dressed up as their favorite characters. PAC continued their events for the hospital patients during the holidays with the Annual Caroling on December 11. The PAC Teams, along with UCLA Acapella singers, visited the units in the hospital spreading holiday cheer to patients, staff, and visitors.

Coming up this year, UCLA’s People-Animal Connection will spread the love with an annual Valentine’s Day celebration for patients at Ronald Reagan UCLA Medical Center on February 14. PAC volunteers and dog teams will visit hospital floors delivering wagons of Valentine’s Day cards featuring pictures of the program’s trained therapy dogs. The PAC dogs themselves will be dressed in their finest cupid-themed garments to bring cheer to patients, family, friends, and employees alike. On a year-round basis, UCLA’s PAC program connects over 70 trained, volunteer-owned dogs to the bedsides of hospitalized patients at UCLA medical centers. The program’s goal is to provide companionship and warmth that can enhance emotional well-being along with physical health. This year’s Valentine’s Day celebration is a PAC initiative that will be sure to capture everyone’s hearts!

Volunteer Roles and Responsibilities Regarding HIPAA

Volunteers are a vital and invaluable force at UCLA Health. Serving in over 250 departments and divisions, volunteers provide warm, compassionate care to our patients and families, along with assisting our staff and faculty.

As volunteers, we take our roles and responsibilities seriously, knowing that our involvement and interactions affect patient care on many levels. One responsibility with utmost importance is the duty and obligation of our volunteers to uphold and protect HIPAA. Unfortunately, this past year, our department encountered several HIPPA violations among our volunteer workforce.

HIPPA violations are devastating for all those involved — the patients whose privacy has been violated, the families of the patients, and the individuals who have broken the HIPPA policy, and must now face consequences involving their status at UCLA, their reputation, and most importantly, possible criminal and civil charges and fines.

For all volunteers, please read the continues on page 6
In Memoriam – Estelle Day  

“Estelle was such a delight to see. She and her harp provided so much more than comfort not only to patients, but to the staff as well. Her humor and sense of peace in the midst of chaos reassured me that somehow all was going to work out. Her music and wise words will forever be in my heart.”

Diana Ramirez  
Administrative Assistant, Palliative Care

Her music brought us peace and comfort.

Estelle Day, beloved Harp Therapist at UCLA Medical Center, Santa Monica, has passed away. Estelle was a familiar sight, a tall, thin, red-haired woman wandering our halls with her harp in a cart behind her, visiting those with the greatest need. She worked closely with the Palliative Care department and the music she shared was far more than “entertainment.”

Estelle provided UCLA with education on the benefits of harp therapy and the use of the different harp modes to provide rest, alertness, distraction, pain relief and even treat constipation. As she played she closely watched her patients for their responses and meticulously reported back to the Palliative team on the impact of her interventions.

I remember clearly one day when one of our patients was in severe pain. As we were waiting for the medication to arrive I saw Estelle walk by and asked her to come in and play. In the space of a few minutes, even as his nurse entered the room with syringe in hand, the gentleman was much calmer and almost asleep.

But Estelle offered far more than simply playing for our patients. She offered her gift to our staff as well; many times on units that were struggling with a stressful day, she would simply stand in the hall and play. Invariably she brought a newfound serenity to those who heard her.

Estelle played for children who were full of life, and for patients who were dying. One of her greatest pleasures was playing in the NICU, bringing calmness to fragile neonates who were experiencing painful procedures. And when we offered our yearly Celebration of Life, a gift of remembrance for the families of those who have died at SMUCLA, Estelle was there, providing her musical accompaniment to the memories that were shared.

Estelle was deeply loved by those of us in Palliative Care and by the many who knew her at our hospital. We are grateful to her husband, children and granddaughter for sharing her with us.

Message

From the President

Dear Friends and Colleagues,

I hope your holidays were merry and bright and that you are off to a good start in the new year.

Let me also say how nice it was to see so many of you at the Fall Volunteer Luncheon held at the beautiful Four Seasons Beverly Hills. I hope you enjoyed the day as much as the Auxiliary enjoys sponsoring this yearly event.

From the bottom of my heart I want to thank those of you who chose to purchase holiday gifts in our Ronald Reagan and Santa Monica gift shops and who continue to be our valued clients. This is why:

During the past fiscal year, the Auxiliary approved over a quarter of a million dollars for the Medical Center. These monies are primarily used for direct patient aid; grants for hospital projects large and small; scholarships for medical student volunteers; support for PAC and Tiverton House; Adopt-a-Family holiday program and fulfillment of staffing needs.

Your continued support, in no small way, helps to make these things possible year after year.

Perhaps some of you came to our Thrift Shop holiday event. Wonderful merchandise, great bargains, and always festive and fun! And for those who donate merchandise to the Thrift Shop, words cannot say how appreciated you are. A heartfelt thank you.

We are looking forward to the Student Scholarship Awards luncheon held each spring at the Faculty Center.

If you have ever attended this event, you know how uplifting and inspirational it is.

And so, on behalf of the Auxiliary Board of Directors and our wonderful staff, I want to wish each and every one of you a Happy, Healthy and Safe 2017.

Most Sincerely,

Elinor Green  
Auxiliary President
Westwood Emergency Department

“Care Extenders are a big help to staff and an even bigger help to patients. We appreciate the willingness to pitch in no matter what we need them to do! I hope they know they make a difference.” – Kate K. Emergency Dept. Coordinator

About WWED with Maria Hernandez
Care Extenders have the opportunity to greet patients, make them feel comfortable, and assist hospital staff. The department coordinator of this department is Abdulrahman Almalouhi, a member of Care Extender Staff.

Maria Hernandez is the Emergency Department Patient Liaison for the Office of the Patient Experience. She supervises Care Extenders in the waiting area.

What is the purpose of the ED Greeters Program?
The purpose of the ED Greeters program is to help reduce anxiety, welcome patients and their families to the Ronald Reagan Emergency Department, make them feel comfortable as they wait to be taken into the ED and help increase patient satisfaction by changing patient’s perception.

What kind of training must Care Extenders go through before becoming a greeter at the Emergency Department?
They go through 1.5-to-2-hour training before they begin their rotation. To qualify to be a part of the program the Care Extender must have good communication skills; patience and empathy for patient and families in an unfamiliar environment; ability to work cooperatively with staff, ED volunteers, and other Care Extenders; strict adherence to the hospital confidentiality policies; and understanding patient safety.

What type of feedback have you received from Care Extenders?
I’ve received great feedback from the extenders. Mostly that they are not “just standing” as the program encompasses various tasks, which include: Patient rounding; traffic control; escorting patients/families to and from ED; environmental checks. I personally feel that during their rotations, the Care Extenders can learn about current healthcare challenges and emergency department process, to learn a few things.

VOLUNTEER ROLES AND RESPONSIBILITIES REGARDING HIPAA continued from page 4

following information carefully, and consider your particular involvement and role as a volunteer:

For all volunteers working in areas such as the Information Desk, Maddie’s Room and Ambassador that have access to Care Connect, it is vitally important to remember that this system may only be accessed as part of your volunteer service function. In other words, looking up ANY information on a patient other than pertaining to your service function would be considered a serious HIPAA violation.

Sharing passwords is strictly forbidden and can result in termination of your volunteer role.

Leaving the computer unattended with an open screen displaying private patient information violates HIPPA.

Discussing information you see or hear on a patient not pertaining to your volunteer role, is also unacceptable and a HIPPA violation.

Taking pictures on phones, cameras or any devices of patients or their family members violates HIPPA, and unfortunately, incidents have occurred among our volunteer workforce with picture taking and posting on social media.

Please remember, it is ALL of our responsibility to be aware of HIPPA guidelines and responsibilities and to protect our patients.
Joanne Shih has been volunteering at UCLA Health since 2014 - first in the MAPS program (Measuring to Achieve Patient Safety), followed by the Creative Arts program, and now serving as an administrative intern in both the Volunteer Office as well as MAPS. Joann is also a third-year UCLA student, majoring in Ecology Behavior and Evolution, and pursuing a career in healthcare.

Joann grew up with a love of the arts, and from a young age spent a great deal of time painting, sketching and using watercolor. Her innate talent won her prestigious awards in high school for her beautiful oil paintings. Fortunately, when Joann became a student at UCLA, she offered to assist in the Creative Arts program, volunteering each week in Maddie’s Room with patient families conducting art projects.

Over time, Joann decided she wanted to become more involved in a leadership capacity in the art program and now helps administer and lead the program in the hospital. “I enjoy being on the Creative Arts Program leadership committee because I work with my peers to introduce engaging art activities that help create positive patient experiences,” states Joann.

Joann also interns for MAPS where she oversees the online audit management system that compiles patient safety compliance data in addition to working with UCLA Health IT to optimize its functions for volunteer usage.

In her spare time, Joann continues to develop her artistic skill by illustrating scientific textbooks, most notably insects and birds. This skill requires fine detail and patience, both inherent traits of Joann’s.

One day Joann hopes to work in the health care industry. She is still exploring different career options, but enjoys her role in the hospital as an intern. In the meantime, Volunteer Services is pleased and grateful to have Joann in our program.

CICARE Award Recipients

Congratulations to Richard Hahn, Sharon House, Yvette Bush and Ryan Thomas for receiving the CICARE award for outstanding service to our patients. Richard and Sharon volunteer with Heal My Heart, a program which brings art to patients hospitalized long-term in the cardiac unit. Ryan Thomas, a student musician, played his guitar and wrote songs with the patients.

Yvette Bush, a Child Life volunteer who also happens to be a licensed cosmetologist, graciously offered to cut a patient’s hair after he made his request known to Volunteer Services. Thank you all for the amazing work you do and exemplifying the very best CICARE practices.
IN MEMORIAM – TORILL HARPER, VOLUNTEER SERVICES NON-STUDENT COORDINATOR

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serve as patient liaisons. It wasn’t long before I was coordinating the program and overseeing all the training, so I worked closely with Torill, who took care to get to know prospective volunteers individually and only referred to me the ones she felt would be a good fit for the program. She was a kind-hearted, spirited and caring person who was loved by many. She will be greatly missed.”

Rich Thigpen, ED Patient Liaison
Program Coordinator 1998-2003

“I remember Torill for her great sense of humor and her kindness. I would see her in CHS and she would always have a wave and a smile.”

Michael P. Richards, ED Liaison 2000-2016

“Torill is the one who continually helped me get into these varied programs with her enthusiasm and support! She had such a positive attitude and was a beautiful inspiration to so many volunteers! Torill MADE the UCLA volunteer program! And I’m sure Torill will be missed by all who ever came in contact with her.”

Sigrid Noack