

# PRES-SCRIPTIONS

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**2008 Board of Directors**

**Elected Officers**

Chair—Diana Jones  
 Chair Elect—Maggie Batsel  
 Secretary –Peggy Broersma  
 Treasurer –Sally Koffman  
 Asst. Treasurer–Dick Rogers

**Facility Coordinators**

Hospice–Toni Fine  
 Kaseman-Carol Aragon  
 Los Lunas–Carmella Gaskins  
 Main-Mary Fontaine  
 Northside –Rita Carpenter  
 Rio Rancho-Gale Mathis

**Committees**

Care Fund  
 Joanne Martinico  
 Co-Historians  
 Nancy Rogers & Nancy Salas



## VOLUNTEER CELEBRATIONS

**100th BIRTHDAY EVENT!**

On October 22, 2008, Volunteer Services will celebrate the 100th birthday of Presbyterian Healthcare Services by holding 3 concurrent Celebrations. From 10:00AM to 2:00PM, volunteers from every aspect of Volunteer Services will man tables at Main, Kaseman and Rio Rancho. We are trying to increase awareness of Volunteer Services and recruit at the same time.

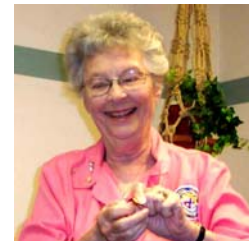
In October, 1908, Reverend Hugh Cooper opened a cottage on Central Avenue to aid TB patients who had traveled from the East to recover in the dry, New Mexico air. Little did he know that 100 years later, that small cottage would have grown into the largest health care organization in the State of New Mexico.

Come celebrate with us!

*Diana Jones, Chair,*



**VOLUNTEER LOGS  
25,000 HOURS!**



**Betty Bullington** has been a Presbyterian volunteer for 17 years. She not only works 3 days a week at Main in Patient Transport, but she has made thousands of hats for newborns and hundreds of stuffed dachshunds and hundreds of love-filled, crocheted baby blankets. We honor you and thank you deeply for all your loving service.

*BJ Sanchez, Program Manager*

**FROM THE DIRECTOR'S DESK  
GARY MARSJANIK**

I recently attended a conference sponsored by the Assoc. for Healthcare Volunteer Resource Professionals in Anaheim, CA. The theme was "Accelerating Performance through Customer Service Excellence." I enjoyed listening to the many experts in the volunteer services field who presented current subjects that affect our daily work as administrators of volunteer programs.

As the conference progressed over 4 days, I began to realize that

many of the pointers being offered are programs already being practiced by Pres volunteers. Our volunteers are shining stars when compared to other programs from around the country. You should all be proud of the work you do for your community and the example you set for others to follow. THANK YOU!

**Calendar of Events**

**October 7**

Aquatics Meeting  
10:00-11:00AM  
PN Navajo Room

**October 9**

Potluck Organization Meeting  
10:00-11:00  
Rio Rancho

**October 21**

Volunteer Board Mtg.  
10:00-11:30AM  
PAC Gallup Room

**October 22**

Volunteer Celebration  
10:00-2:00  
Main Hosp., Kaseman  
And Rio Rancho

**October 29**

Kaseman Council Mtg.  
1:00-2:00PM  
PKH Pinon Room

**November 4**

Kaseman Potluck

**November 18**

Annual Volunteer Mtg.  
PKH Sandia/Taos  
9:00-10:00AM

Volunteer Board Mtg.  
PKH Sandia/Taos  
10:00AM-11:30 AM

**November 26**

Kaseman Council Mtg.  
1:00-2:00PM  
PKH Pinon Room

**WHERE IN THE WORLD IS FUZZY THE CENTENNIAL BEAR?**

Fuzzy has had a very busy month! After returning from Illinois, **Gerry Jones** took him to Brilliance in the Basics, the orientation program for all Presbyterian employees. Fuzzy helped people understand about our Centennial Celebration and how important volunteers are to Presbyterian.



While visiting the PAC Gift Shop, Fuzzy and Gerry ran into **Polly Darling**. Polly and her husband were planning a visit to Arches National Monument in Moab, Utah.

The Darling's and Fuzzy had a great time hiking around Arches. Fuzzy's legs were a little short and he had to ride in Polly's back pack to keep up. They had a good look at all of those spectacular arches.



We have now sold 394 Fuzzy Bear's! The proceeds from the sale of Fuzzy will be used to benefit a children's program.

They will be available at our Gift Shops through the end of the year.

\*\*\*\*\*  
\*  
\* **TOTAL HOURS**  
\* **AUGUST, 2008**  
\* **6,214.5**  
\*  
\* **YEAR TO DATE**  
\* **HOURS**  
\* **CONTRIBUTED**  
\* **53,485.75**  
\*  
\*\*\*\*\*

**CARE FUND**

BY JOANNE MARTINICO

The Presbyterian CareFund Program provides financial assistance from the Presbyterian Healthcare Foundation for qualified Presbyterian employees, retirees or volunteers who experience an emergency or catastrophic financial hardship.

Pauline Gallegos, CareFund Chair, told us at our 8/27/08 meeting that the PHS Director of Benefits has generously given the CareFund \$20,000 from the PHS Forfeiture Fund. Hopefully, this will carry us through the year-end.

Totals to date:  
PHS CareFund—\$82,074.00 (36 employees)  
PHP CareFund—\$11,757.09 (6 employees)  
PHS PTO -\$40,249.64 (1,977 hours)  
PHP PTO—\$1,676.80 (80 hours)

**HOSPICE**  
TONI FINE

On Sunday, September 28, 2008, volunteers participated in a Car Show that benefited the Hospice Program. Hospice Volunteers staffed an information table. They handed out brochures, answered questions and did their best to represent Presbyterian Hospital, volunteering and Hospice.



This benefit was initiated by a local family as a way of giving back to Hospice for the comfort and support that was afforded to them by the Presbyterian community under the Hospice Program.

Our September meeting featured a guest speaker. She is Pat Boyle, Executive Director of the New Mexico Center for Nursing Excellence. Last month, we focused on the dedicated nurses that give so much to Presbyterian Hospital and the Hospice Program.

**HOURLY AWARDS**

**Healthplex & Aquatics**

**50 hours**

Gail Long

**250 hours**

Janet Young

**Presbyterian Hospital**

**50 hours**

Allie Afonso

Ryan Becker

Gay Dwyre

Alicia Gilliam

Katharine Juarez

Zane Kuder

Maggie Strickland

**250 hours**

Pennie Potter

**6000 hours**

Max Smith

**Presbyterian Kaseman**

**50 hours**

Jane Dobbs

Robert Johnson

Jessica Jones

Jacqueline Snow

Alice Wicks

**250 hours**

Betty Walkup

**PMG Los Lunas**

**50 hours**

Ruth DesJardins



**MAIN** —MARY FONTAINE

Our volunteers with over 10 years of service this month are:

**Juanita Houdobre** who has 28 years of service. When she started in 1980, she was looking for a service where she could become involved. We're happy she chose Pres where she works in Patient Transport & the Gift Shop.

**Cissie Campbell** has been volunteering in the Gift Shop for 26 years. She

came to Pres when a friend suggested volunteering at the hospital. The Campbell's are a retired military family.

**Corliss Fenimore** has volunteered at the Gift Shop for 18 years. She retired from Sandia Labs and a friend talked her into volunteering at Pres. Corliss has served as Chairperson of the Volunteer Board twice and was instrumental in getting volunteer parking spaces marked specifically for volunteers.

Corliss & Cissie have worked together in the gift shop for many years and enjoy both the work and their friendship.

**NORTHSIDE—**

Rita Carpenter

I'm just back home after a month's stay in Pennsylvania, New Jersey and Delaware.

September is a busy time with the State Fair and the NMHA Auxiliary/Volunteer Services Annual Meeting. Hope everyone will be able to enjoy this much anticipated event.

**LOS LUNAS**

CARMELLA GASKINS

Los Lunas welcomes **Joan Herschler** as our Wednesday AM Volunteer. Joan was a Presbyterian volunteer several years ago and comes on board with 1300 volunteer hours.



**VOLUNTEER OPPORTUNITIES**

**Gift Shops**

**Hospice**

**Kaseman**

Pain & Spine  
Surgery Recovery  
Surgery Pre-OP

**Main Hospital**

Patient Transport  
Emergency Room

**Rio Rancho**

Cardiology  
Emergency Room  
Pediatrics  
Family Practice

**RIO RANCHO MEDICAL CENTER**

GALE MATHIS

Summer is almost at an end and I hope that all of our volunteers that have been on vacation had a great time and are ready to buckle down for more volunteering. You have been missed more than you know and I am sure the staff will agree with me.

At our September 15 meeting, we were privileged to have **Nancy Rogers** and her buddy,

**Kellogg and Sherry Mangold & Sophie** gave an introduction to the basics of Pet Therapy. We all fell in love with both dogs!

**Jane Neus** introduced the changes to our Greeter routines initiated by the LEAN team at RRMCC. We are now only checking in patients on the first floor. All prescriptions will now be picked up on the first floor.

Letters have been sent to all Greeters & Subs with the new information.

**Ellen LaPlant** has decided to retired after 11 years of volunteering with Presbyterian. She is a very special person and will be missed. Best wish go out to her.

Our deepest sympathy to **Jan Firkins** on the loss of her husband. You are in our thoughts.

**Please be a Recruit-a-Buddy!**

If you know potential volunteers, please refer them to one of the following:

Karen Davis 823-8821  
Melinda Dawe 291-2890  
Michele Gomez 923-5161  
Lorrie Griego 291-2098  
SJ Sanchez 841-1869

**KASEMAN** — CAROL ARAGON

Welcome to new volunteers **Enola Burnham**, – **Diane Buchanan and Nils Coleman**, Physical Therapy; **Kim Williams**, Emergency Room and **Betty Jean Highland**, Surgery Recovery.

Matt Pehrson, Kaseman Administrator, and Mike

West, PMG Building Manager are working to resolve the signage issue at the Medical Office Building to allay the confusion for our patients.

Planning is underway for the Volunteer Celebration scheduled for October 22, 2008.

We are also looking forward to the Kaseman Potluck luncheon on November 4, 2008.

Stay tuned for details.



**TICKETS**

The next ticket sale in our Gift Shops will be for the **River of Lights** display at the City of Albuquerque Botanic Garden. in December Stay tuned for details!

**DRESS CODE**

Our new hand book will be coming out soon with some revisions. This is a good time to review our Presbyterian Volunteer Dress code.

1. Shirt— red polo or a cherry pink or red volunteer smock.
2. Pants – white, black or khaki.
3. Shoes—white or dark shoes with a closed toe.

Site Manager may waive uniform

specifications as duties dictate. Please see your Manager if you have questions.

Volunteers are asked to dress in a dignified, clean and professional manner that projects an image of confidence and trust.

Please always wear your badge and ID for patient care and security purposes.

**THANK YOU for all you do!**

# THE PRESBYTERIAN HOSPICE NURSE

BY A PRESBYTERIAN HOSPICE VOLUNTEER  
 COURTESY OF LORRIE GRIEGO

The pulse of life is never measured by one heart-beat. To “take a pulse” means to find the quality of a heartbeat, to find a pattern over time. Calm steady, rhythmic and strong the signs of a healthy pulse, a health heartbeat.

One heartbeat cannot tell the whole story of a patient’s health. It follows that while no one would take a pulse based on one heartbeat, no one can describe hospice care by concentrating on one nurse. The health of a hospice program is the whole story, a reflection of each heartbeat, each nurse. One nurse alone cannot maintain the health of a program. Just as we need a steady stream of heartbeats to maintain our health, hospice needs the heartbeats of many nurses.

The hospice nurse is all about heart. Not a bleeding heart, but a strong heart, broken wide open time and time again that continues to love and serve. Hospice is about hearts that are sensitive

to the physical, emotional and relational needs of the patient. It is about hearts that work to support each of these three needs until the last possible moment.

These hearts reach out to family and caregivers –to anyone– who touches the lives of their patients, with the sole purpose of advocating for the comfort of the patient. Each patient’s wishes are considered independently and are championed with passionate advocacy.

Physically, the time spent with the patient and care givers by the hospice nurse sets the tone of openhearted support. The hospice nurse becomes a lifeline for patient and caregiver that captures the hospice ideal. The balancing of medications becomes an art form, As the patient’s condition evolves, encounters major or minor disruptions or overwhelming ruptures in balance, the hospice nurse calmly steers the patient back to a place of balance and comfort. This skill is a gift of knowledge, insight, experience and a knowing that goes beyond any textbook. This type of medical care can never be reflected in a medical chart.

Hospice is more than a medical chart. It is a journey of care, a process of deep commitment by the nurse to “be there”. It can’t be measured, It can’t be charted. What it is the heart of being a hospice nurse.

Emotionally, the hospice nurse is deeply present for the patient. The care goes beyond tweaking medications. It is about becoming a companion to the whole of the patient that brings balance and peace as the nurse guides them in their final journey.

Relationally, the patient, caregivers and family members can palpably feel the support and care given to their loved ones. It is not a perfunctory task. Their presence is alive and beating with compassion, wisdom, knowledge and comfort.

Many times, family members return to the hospice unit or to a hospice memorial service to remember and renew a very special bond that was born in the heart of a loved one and is now kept alive in the family by having many rich last moments. The midwives of some of these moments are the calm, steady, rhythmic and strong heartbeats—the love and work of the Presbyterian Hospice Nurse

## UNITED WAY

By Michele Benavidez-Gomez

The United Way Campaign is coming to a close. We had many great events and give-aways that seemed to draw in many new donors. I would like to thank **Polly Darling**, PH Gift Shop Manager for supporting the Casual Day sticker sales for the 2nd year in a row.

The staff in Volunteer Services has been very supportive. Thank you to those who showed up at various events for your support or assistance. Also, thank you to our own, **Gary Marsjanik** once again participating in the Annual Golf Tournament.

Where are we now? To date — we show a total of \$705,813.00 with a goal of 1.4 million dollars. Again, thank you for the continued support during our Presbyterian Campaign. You did your part in making our goal achievable.

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Volunteer Services  
Presbyterian Healthcare Services

### Volunteer Services Resident Artist, Nancy Rogers



When it comes to talent, the volunteers at Presbyterian are right at the top.

Nancy Rogers is a busy gal. She coordinates the East Side Stuff 'n' Stuff group, works as a Greeter at Rio Rancho, does a weekly shift at the Kaseman Recovery Room and has a delightful therapy

dog, Kellogg. She is also, a very talented graphic artist.

Nancy thought the walls in the short stay recovery room for kids at Kaseman were a little too bare and the kids should be waking up to something a little more pleasant and fun!.

The nurses agreed and so Nancy painted a series of special shape balloons on the walls. Check out these fantastic photos. There are many more and it's definitely worth a visit to have a look.

