

PRES-SCRIPTIONS

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2009 Board of Directors

Elected Officers

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

Facility Coordinators

Hospice–Toni Fine
 Kaseman–Marge Bowers
 Main–Mary Fontaine
 Northside –Rita Carpenter
 Rio Rancho–Helen Cox

Committees

Care Fund
 Joanne Martinico
 Co-Historians
 Nancy Rogers & Diane Baker

Prescriptions is the publication of Presbyterian Healthcare Services, Volunteer Services Dept.
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 823-8821

NOTES FROM THE CHAIR BY MAGGIE BATSEL

Malcolm Baldrige has come and gone. What an experience! Representatives from Presbyterian facilities, plus past, present and future Volunteer Chairman gathered to sit at a table with Baldrige examiners and talk about Presbyterian volunteers. It was informative. Did you know that early on Presbyterian Volunteers had a french fry booth at the State Fair as a fund raiser? It was pointed out that the first and

last contact with Presbyterian Hospital is frequently a Volunteer? Over the years we have stretched and learned to become what we are today. And the potential for growth is still there. Just think, when Rio Rancho Medical Center opens, we will have a whole new opportunity. These are exciting times.

It is good to be a Presbyterian Volunteer.

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

I would like to thank all our volunteers who helped with the recent Malcolm Baldrige Quality Award Survey. From the feed back that I've received, the examiners were very impressed by the volunteer services delivered at Presbyterian. The responses to their questions were honest and heartfelt, which expressed a true dedication to Presbyterian's values and mission of service. You proved that volunteers are an integral part of the Presbyterian family.

Volunteers at Presbyterian give to their community.

In good times or bad, they are always there. They don't mind sharing their time, talents and treasures. Volunteers are the lifeblood of our community, therefore, they are worthy of our respect, admiration and gratitude. I give thanks for all you do.

**Happy
 Thanksgiving**

On another note, with Thanksgiving fast approaching, it's a good time to celebrate the contribution that the

Calendar of Events

November 9

Rio Rancho Med Ctr
2nd flr. Conf. room
2:30-3:30PM

November 17

Annual Meeting
PH Main SW A&B
9:00-10:00AM

December 7

Rio Rancho Potluck
11:30-1:00
2nd floor conf. room

December 8

Hospice Memorial Tree
PKH lobby
5:30PM

December 23

Mrs. Van's Tea
PKH and PH

*PREVENTIVE MEASURES TO TAKE DURING
FLU SEASON*

As we all know, an ounce of prevention is worth a pound of cure. Here are some tips to avoid the flu this season.

1. Frequent hand-washing either with soap & water or sanitizing gel.
2. "Hands-off-the-face" approach. Resist all temptations to touch any part of your face unless eating or bathing.
3. Gargle twice a day with warm salt water (use Listerine if you don't trust salt). H1N1 takes 2-3 days after initial infection in the throat/nasal cavity to proliferate and show characteristic symptoms. Simple gargling prevents proliferation. In a way, gargling with salt water has the same effect on a healthy individual that Tamiflu has on an infected one.
4. Blowing the nose hard and swabbing both nostrils with cotton buds dipped in warm salt water is very effective in bringing down viral population.

5. Boost your natural immunity with foods that are rich in Vitamin C. If you have to supplement with Vitamin C tablets, be sure they also have zinc to boost absorption.
6. Drink as much of warm liquids (tea, coffee etc) as you can. Drinking warm liquids has the same effect as gargling, but in the reverse direction. They wash off proliferating viruses from the throat into the stomach where they cannot survive, proliferate or do any harm.

If you do become ill despite precautions, stay at home for at least 24 hours after your fever is gone.

Remember to cover your mouth and nose with a tissue when coughing or sneezing and throw the tissue in the trash.

STAY HEALTHY!

WORDS OF WISDOM

Why is it that at class reunions you feel younger than everyone else looks?

Always be yourself because the people that matter don't mind and ones who mind don't matter.

The staff of Volunteer Services wishes all of you a very happy Thanksgiving



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.

The CareFund Committee meets the 2nd & 4th Tuesday of each month at PAC to review applications for assistance from eligible employees/retirees.

Following are the year-to-date disbursement totals as of October 16, 2009

PHS Financial Assistance (CareFund) = \$61,632.60
(45 employees)
PTO = \$74,356.89 (3858.45 hours/58 employees)

PHP -Financial Assistance (CareFund)=\$3,498.61
(2 employees)
PTO = \$3,144.02 (160 hour)
55 employees donated 2283 hours valued at \$89,612.43

**PROJECT COMMITTEE
REPORT
BY DIANA JONES**

A big thank you to the volunteers who helped with the reception for the State Convention. Thanks to: **Maggie Batsel, Carol Aragon, Rita Carpenter, Peggy Broersma, Joanne Martinico and Gerry Jones.** You did a great job.

AND, a big thank you to **Nancy Rogers** for her outstanding work on the Fuzzy Coloring Book. Here's a page for all of you to color!

Diana



Fuzzy gets his flu shot.
he is so BRAVE.

MAIN HOSPITAL— MARY FONTAINE

Our wonderful, generous, informal community volunteers have donated over 800 items valued at \$12,000. These items were donated to Pres Main. We are so blessed with such dedicated volunteers.

We are planning to make two Christmas baskets for needy families. We invite you to join with your friends in providing appropriate items for these baskets.

Food, baby and toddler clothing or toys are especially appreciated.

If you want specific items or want to be a part of the committee to assemble the baskets you can call SJ at 841-1869 or email her at ssanchez5@phs.org or Mary Fontaine at fontaine27@msn.com.

NORTHSIDE— Rita Carpenter

We all welcome our manager, Karen Davis, back on the job. So glad she is able to feel well enough to do part-time work from home.

Mark you calendars so you'll attend the Volunteer Services Annual Meeting on November 17 at PH Main, SW A&B, 9:00AM.

Meet and greet your fellow volunteers and your new Volunteer Services Board members. Hope to see you there.

Thank you to **John Bracale** for your Monday volunteer shift at Northside Ambulatory Eye Center. You will be missed by patients and staff.

HOUR AWARDS

**Healthplex
500 hours**

Claudia Pacini

**Hospice
50 hours**

Vidya Cicchini
Esther Schnurnberger

2000 hours
Maggie Batsel

3000 hours
Doug Franklin

Presbyterian Kaseman

50 hours

Christa Hilton

250 hours

Robert Johnson
Belva Malone
Shirley Marquez

1000 hours

Presbyterian Main

50 hours

Linda Davis
Wendell Swarey

250 hours

Henry Hardy
Darren Peachey
Laura Vargas-Martinez
Marie Vichick

PAC

3000 hours

Phyllis Snider

**Rio Rancho
500 hours**

Mary Apel

1000 hours
George Leiby



RIO RANCHO MEDICAL CENTER

KAREN DAVIS

VOLUNTEER OPPORTUNITIES

Main

Info Desk
Gift Shop
Patient Transport

Kaseman

Oncology –Medical
Records area
(new opportunity)

It's almost time again for our annual Holiday Potluck. This year it will be on Monday, December 7 in the 2nd floor conference room at the Rio Rancho Medical Center.

If you have time on your hands and would like to help out, please call Helen Cox at 792-0062. Your invitations will be going out in the mail soon.

Also, be sure to come to the November meeting. Our featured speaker will be Julie Calvert who will talk about Medicare, a topic of interest to many.

It's great to be back even though I'm only back from home. Please be sure to give me a call with any

questions and concerns. My office number is still 823-8821.



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
Lorrie Griego 291-2098
SJ Sanchez 841-1869

KASEMAN — MARGE BOWERS

The new Donor Wall has been installed in the Main lobby at Kaseman. Stop & explore when you are in the Hospital.

We have a new placement opportunity in Oncology, Medical Records. Please call 291-2890 if you're interested.

The Kaseman Gift Shop volunteers are learning the new Cash Register system. Polly & Beth provided training and the new register is in the Gift Shop now so we can practice. As always we need additional volunteers to be Substitutes during illnesses and vacations. Welcome back to **Bob**

Cormier after a long absence.

Get well thoughts to **Gene Cox**. We miss you in the ER lobby.

Condolences to the family of **Mary Jane Frantz** who passed away in October. She was a truly great lady and had shared her time with us for more than 30 years.

Electronic Newsletter

If you would like to receive your newsletter via email, please send your request to bdahle@phs.org.

Those who have made switch are really enjoying seeing the newsletter in color!.

GET HEALTHY — EXERCISE

One of the benefits of volunteering is the use of our gym, Healthplex, as well as the Aquatics center on Eubank. There are satellite gyms at both Kaseman and Main as well.

Volunteers are able to access both of these facilities for \$8.00/month per venue.

To join, there are some requirements that you will need to complete. You join by calling **Healthplex at 823-8300**. They will ask you to fill out a health questionnaire. You will then be set up for an Initial Assessment with an exercise tech who will develop your routine and then you're free to work out!

HOSPICE

TONI FINE

The Life Review program that Hospice initiated is under way. Hospice volunteers provide the technical support, the DVD discs, the “camera crew” so that a family or volunteer can interview the hospice patient and commit to hard copy the story of their loved one – the stories that want to be told. I have had the privilege to assist at two of these interviews. Both were intriguing.

It was a privilege to be a part of this documentation of history. I was listening to the re-living of the history of New Mexico. Horseback as a means of getting to school; shoes that got worn out prematurely by kicking cans, stones and scuffing one’s way through childhood; making tortillas from the age of 8 until the age of 80.

Descriptions of Albuquerque when Lomas wasn’t called Lomas, when neighborhoods had

different names. Besides the geography and history, what comes through the “telling” of the story is the connections of family and friends. The love and companionships that have been steadfast over the years. The strength of each family as they weathered national crises or disasters, the legacies of the heart.

If any volunteer is interested in helping with this project, please call Lorrie Griego, Hospital Volunteer Coordinator at 291-2098.

The Blessing Shawl project had its first get together October 16th. We met at Starbuck’s and sat and chatted, knitted and crocheted. We also brought loving thoughts for the recipients of these shawls. We have needles, hooks and yarn that have been donated. If anyone wants to work alone or join the group, please call Lorrie at 291-2098.

Bus Pass Process Change

We will be changing how we distribute bus passes beginning with the December bus passes (available at the end of November). Each distribution point-Presbyterian Hospital, Kaseman Hospital and the PAC-will have a posted schedule of bus pass availability. Please refer to the Bus Pass page for schedules.

Presbyterian Hospital passes will now be distributed by Toni Gutierrez at the Information Desk.

Kaseman Hospital passes will be distributed on the 4th Monday of each month from the Physical Therapy Department.

PAC passes will continue to be distributed via random drawing, but e-mails will now be sent to AskHR@phs.org.



Wednesday, October 21, long-time Gift Shop Volunteer, **Cissie Campbell**, passed away unexpectedly while vacationing in Phoenix with family. Cissie volunteered in the Presbyterian Gift Shop for 27 years. Her cheerful and energetic presence will be sorely missed. A memorial service is scheduled for 2:00pm on Saturday, November 14 at Immanuel Presbyterian Church, 114 Carlisle Blvd. SE

(volunteers who attend are encouraged to wear their uniforms.)

A Message from Jim Hinton

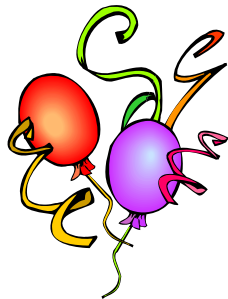
On October 24, 2009, Presbyterian will celebrate its 101st birthday. The good news is that we have achieved another important milestone in our organization's history! The bad news is we won't be commemorating 101 in the same way we celebrated our Centennial last year.

We may be tempted to look at this year as a let-down, especially given the festivities of 2008. But, unlike those of us who are reluctant to acknowledge that we are getting older, we should celebrate our roles in Presbyterian's "aging" as a sign of our organization's strength and sustainability.

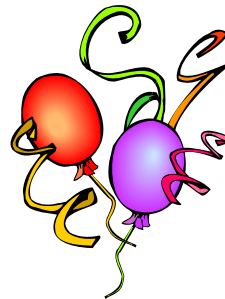
The other positive news about Presbyterian is that we get better as we get older. (How many of us can say that?) Our many accomplishments in 2009 alone include significant progress on our **3 Things** - our Baldrige site visit last week, our "AA financial rating and our progress in Patient Safety. Our success in these and other areas is due to your hard work and commitment.

Even at 101, we have much to look forward to. On our 103rd birthday, we will be celebrating the opening of the Presbyterian Rio Rancho Medical Center and new services for the Rio Rancho community. That will be yet another significant milestone for our organization and each of you who make Presbyterian what it is today.

Thanks for all you do for those we serve. Happy Birthday Presbyterian.



**HAPPY
BIRTHDAY**



PRESBYTERIAN