



**INSIDE THIS ISSUE:**

<i>First Touch In Action</i>	2
<i>Director's Report</i>	2
<i>Hour Awards</i>	2-3
<i>Facility Reports</i>	3-5
<i>Calendar of Events</i>	3
<i>Volunteer Opportunities</i>	3
<i>Care Fund</i>	4
<i>A Day at Isotopes Park</i>	6

**NOTES FROM THE CHAIR-ELECT**  
DEBBIE COOK



**Volunteer Services**

**Then and Now**

Then, Marion Kellogg Van Devanter (affectionately known as Mrs. Van) and a small group of women met and organized an auxiliary to see what they could do to help patients in the hospital. Now, 60 years later, more than 600 volunteers continue this legacy of service and giving within the walls of many locations in our community. Throughout this year, we will be celebrating the generous giving of our volunteers.

The 60th Anniversary celebration began with our volunteers receiving a PHS Gift Shop coupon good for one free ice cream treat...thank you treats for our super sweet volunteers!

On February 17th, in remembrance of Mrs. Van's birthday, approximately 25 gift bags were distributed to each new mom and baby (including two sets of twins) at PH Main. The gift bags included a handmade blanket,

cap, toy, and Huggies mini-starter gift box. They were well received and appreciated by the new parents as well as the nursing staff. Thank you to all our volunteers who share their creative talents to provide these handmade items to bless others.



Our 60th celebration will continue with an Isotopes game night, June 9th. The evening will include reserved seating, an all-you-can-eat buffet, and fireworks following the game. This will be a great opportunity to celebrate with one another. Watch for the registration form to reserve your ticket(s).

Another event planned by our 60th Anniversary Committee is a movie showing of "Singing in the Rain" (a popular moving in 1952) on November 2nd at PAC. More details will be coming.

Please plan on participating in these special events throughout the year to recognize 60 years of giving as volunteers. Our volunteers continue the legacy of Mrs. Van in going where we are needed to help others. You are appreciated by so many!

**2012 Board of Directors**

**Elected Officers**

Chair—Joanne Martinico  
Chair Elect—Debbie Cook  
Secretary —Susan Korbach  
Treasurer —Dick Rogers  
Treasurer-Elect—  
Esther Reynolds

**Facility Coordinators**

Hospice—Ann Leigh  
Kaseman— Shirley Tonjes  
Main-Natalie Miller  
North Campus-Jane Bunch  
PMG Rio Rancho—  
Judith Philcox  
Rust Med Center—Helen Cox

**Committees**

Care Fund-Toni Fine  
Historian-Maggie Strickland

*PresScriptions* is the publication of Presbyterian Healthcare Services, Volunteer Services Dept.  
Contact:  
Belinda Dahle  
bdahle@phs.org  
841-1501

**HOUR AWARDS****50 Hours**

Tim Anderson  
 Pam Baldwin  
 Lynne Barker  
 Gale Bauer  
 Alexandra De La O  
 Henry Greenstone  
 Joan Hurd  
 Darcy Koehn  
 Cheri Krahn  
 Dorothea McLeod  
 Elizabeth Martinez  
 JoAnn McNeil  
 Pamela Moots  
 Susan Parker  
 Josie Ramirez  
 Yanitzel Rivas  
 Victoria Sanchez  
 Daniel Stansbery  
 Gerald Steiner  
 Mary Ann Stevenson  
 Mary Ann Stone  
 Jaydon Swarey  
 Donna Tafoya  
 Arlene Tichenor  
 Emily Wenzelburger  
 Pat White

**250 Hours**

Sharon Blum  
 Nanci Carriveau  
 Susan Gates  
 Gloria Loveless  
 William Pratt  
 Louis Salm  
 Sue Williams

**500 Hours**

Cynthia Gomez  
 Denise Mellott  
 Brenda Shirk  
 Marilyn Stock

**2,000 Hours**

Hank Ellis  
 Joanne Martinico

**FROM THE DIRECTOR'S DESK**

GARY MARSJANIK

I recently attended a quarterly PHS leadership meeting. At the meeting, we were reintroduced to a concept that has been around since 2003 called the PHS Improvement Model. PHS continues to strive for an organization where continuous improvement is a way of doing business and everybody has to help. Generally, the Improvement Model enables employees and volunteers to share their ideas and work to improve the workplace. Ask yourself, what kind of small changes can we make that will help us be the best that we can be? Since our volunteers make up approximately 8% of the workforce, you have the ability to offer suggestions, establish goals and create change at each of your work sites. If you observe a problem, share your thoughts with your department supervisor or your Volunteer Manager, engage your fellow volunteers to create solutions and remove barriers. Volunteers are a vital part of the Presbyterian support team, be a part in improving our performance. Thank you for all you do.

**FIRST TOUCH IN ACTION**

- A volunteer walked a customer directly to their doctor appointment in the Physician's Office Building.
- A staff member transported a mother in labor up to the Family Birthing Center.
- Volunteer went above and beyond by helping an upset customer with a problem and helping him out until there was a resolution and he was happy.
- A staff member noticed that a visitor was very upset, escorted them to the chapel and then made contact with the on-call chaplain.
- A volunteer received an "extra mile" compliment card from two patients who she transported around the hospital to appointments and then back to the parking area.

**HOSPICE**

ANN LEIGH

**Calling all Knitters and Crocheters**—Hospice volunteers knit or crochet **Blessing Shawls** (and soon, caps). Blessings are repeatedly woven throughout the creation of the shawl. These shawls always wrap a person in love and comfort and also, hug, beautify, shelter, give solace or a warm embrace to the recipient(s). Thus the blessings woven into each shawl are passed from one to another.

We can use more knitters/crocheters and the YARN is FREE. Please call Lori at 291-2098 or Ann at 856-7051 and join us.

## KASEMAN

SHIRLEY TONJES

Thanks to Gary, Lorrie, Polly, Yilma, Belinda and all staff who are making themselves available to assist our volunteers.

Get well wishes go out to Diane Wilkins (Medical Building volunteer).

January fun: Ardella Cirks and her husband spent a week in Puerto Rico.

Remodel Update: Per Revathi A-Davidson, Kaseman Administrator, the committee hopes to share plans first with surgical staff at both PKH and PH Main Day Surgery, and then, with the remaining departments. This should take place toward the end of February/early March.

Kaseman volunteer openings: Information Desk, Pain and Spine, Recovery, Outpatient Lab & Xray, Subacute and Rehab.

## PH MAIN

NATALIE MILLER

Hi. My name is **Natalie Miller**, and I am your new coordinator for Presbyterian Downtown. I am a volunteer in Child Life. I also help out in the volunteer office. I look forward to meeting all the dedicated volunteers who give of their time at the downtown hospital.

I would like to congratulate all of you as we begin this 60th year of volunteering at Presbyterian. Whether you have been volunteering for a few weeks, a couple of years, or decades, you are an important part of this program. Our mission statement speaks of your professional and empathetic service. Indeed you are compassionate, sympathetic and understanding people.

On Friday, February 17th, we took the time to celebrate Mrs. Van's birthday. We thank **Debbie Cook, Kristen Lopez-Gonzales, Natalie Miller** and **Danny Willoughby** for assembling and delivering baby gift bags to the new babies. Every new mother and her baby received a canvas bag filled with a crocheted or knitted baby blanket and cap, a handmade stuffed animal, a donated stuffed animal, supply kit, and a bit of love. These volunteers were aided by staff members: SJ Sanchez, Kathy Cline, Twila Randolph, and charge nurse, Roberta.

Congratulations to **Danny Willoughby, Betty Dorko, and Debbie Cook** for receiving Catch Me awards!

There are two new volunteer opportunities available at PH Main: Mother/Baby Care and Family Birthing Center. It has been reported that within 10 days of opening this volunteer assignment, the Mother/Baby Care schedule was almost full. Many of the applicants are from the various medical assistance program around town. The Family Birthing Center is looking for more volunteers.

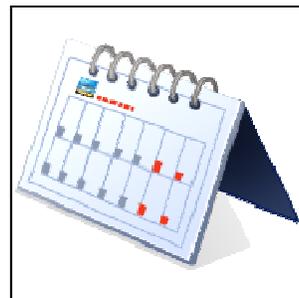
It is not too early to begin knitting and crocheting projects for the PRESious Beginnings Baby Shower in June. Please note that the preferred baby blanket dimensions are 36"x 28". More information will be coming in future newsletter articles.

*REMEMBER: A cheerful look brings joy to the heart.*

## 4,000 Hours

Alma Mercek

Hours Awards reflect hours accumulated through January 31, 2012



## CALENDAR OF EVENTS

### March 20-23

Daffodil Days PREP

### March 23-24

Daffodil Days SALES

*Please contact the Presbyterian Foundation if you are interested in selling flowers at any community sites.*

### April 23

Volunteer Services Awards Luncheon

### May 4

District II Workshop Farmington, NM

### May 10-11

Jewelry Sale—PH Main

### June 9

A Day at Isotopes Park  
Isotopes vs. Memphis  
5:30pm All-you-can-eat  
7:05pm Game begins

## PMG RIO RANCHO (HIGH RESORT/SOUTHERN)

JUDY PHILCOX

Welcome to the following new volunteers:

**Kaye Alexander**—Internal Medicine

**Karen Elkin**—Urgent Care

**Marty Smith**—2nd Floor Greeter

**Mern Bedsworth**—Comfort Cart

**Marilyn Harper**—Urgent Care

**Barbara Valenzuela**—Internal Med/Comfort Cart

Our quarterly meeting will be held on Monday, March 12 at 2:30pm in the second floor conference room at 4005 High Resort.



### BOOK DRIVE

Albuquerque Business Education Compact is sponsoring a drive for new and gently used children's books. Books will be collected through March 31, 2012 and then distributed to area schools. Please consider dropping books in the boxes provided at Presbyterian Hospital (near the Foundation), Rust Medical Center Information Desk and PAC Gift Shop. This is a wonderful program which distributes many books to students in our communities.

## RUST MEDICAL CENTER

HELEN COX

We welcomed seven new volunteers to Rust Medical Center in February.

At the suggestion of Gift Shop volunteer, **Pam Baldwin**, we decided the volunteers would do something special for providers at Rust on National Doctors' Day in March. We're looking forward to surprising physicians and other providers with a little treat that day.

Recruitment has begun for volunteers who want to help the landscape manager at Rust maintain and grow the lovely garden areas around the hospital. Three current volunteers have signed up but one or two more people would be welcome to join the landscape team. Spring is almost here!

The 15 individuals who volunteer in Surgical Services at Rust have been lauded by staff and patients alike in recent weeks for their teamwork, compassion and dedication. Thanks to them and all the Rust volunteers for all their hard work and smiling faces.

**CORRECTION:** The previous newsletter stated "Eileen Waugh, a power lifter, was inducted into the National Athletic Strength Association's Hall of Fame". The name was printed incorrectly, it should read **Elaine Waugh**.

### CARE FUND

TONI FINE

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.

#### 2011 Disbursement totals:

CareFund = \$112,122.01

PTO Fund (Employee Leave) = \$27,762.62 (hours value)

## NORTH CAMPUS (NORTHSIDE, HEALTHPLEX, PMG)

JANE BUNCH

### North Campus News

The Northside Gift Shop is doing terrific! With our 14 committed volunteers, we are able to keep the shop open seven days a week!

### Healthplex Happenings

We welcome **Sam Wells**, who is volunteering in the Rehab Department. We look forward to **Gail Long's** return, she is babysitting her grandchild in Arkansas.

## **Student Summer Internship Program—Deadline mid-March**

The Presbyterian Healthcare Services Summer Internship Program will be held from June 4—July 12, 2012.

This is an exciting opportunity to explore careers in healthcare during a six-week paid internship. High school graduating seniors and college level students will be selected to participate in this program.

Selected students will rotate through a variety of departments during their internship. Students will have the opportunity to observe healthcare professionals in clinical, nursing and support areas that make up the healthcare delivery system.

The goal of the program is to educate students about the complexities of a healthcare delivery system and the many jobs that are available within these settings.

### Criteria for Selection

1. Students must have a 3.0 cumulative GPA (Official Transcript required).
2. Student must be in college or a graduating high school senior.
3. Student must commit to the full time of the program (24 hours a week for 6 weeks).
4. Student must have a career interest in the healthcare industry.
5. Student must complete and submit the application and all required documents by the March 23, 2012 deadline.

### How to Apply

Applications should be sent to Presbyterian Healthcare Services Human Resources Department. Follow the steps below in completing the application. (All applications and supporting documents must be postmarked by March 23, 2012).

1. Complete the Presbyterian Internship Application
2. Submit 2 letters of recommendation with your application.
3. Submit a letter of interest: In 300 words or less, tell us why you are interested in participating in the Summer Internship program.
4. Submit written objectives: if selected, what are your objectives for the internship?
5. Submit school verification of your current cumulative GPA (Official Transcript required).
6. Submit a resume.
7. Secure your parent or guardian's signature, if you are under the age of 18.
8. Send your application and all supporting documentation to:

Presbyterian Healthcare Services  
Northside Human Resources/Veronica  
5901 Harper NE  
Albuquerque NM 87109

For further information,  
contact Veronica Montano  
505-823-8758  
vmontano2@phs.org



*Presbyterian Volunteer Services  
60<sup>th</sup> Anniversary Celebration  
June 9, 2012----Isotopes Park*

**Reserved Seating plus All-You-Can-Eat  
Hot Dogs, Hamburgers, Potato Salad, Tortilla Chips & Salsa,  
Cookies & Brownies and Unlimited Soft Drinks**

*Isotopes vs Memphis --- Fireworks Night  
Volunteers Are Free!! (one guest per volunteer-- \$12.00)*

\*\*\*\*Reserve a seat now! -- Complete the form below if you plan to attend \*\*\*\*  
Return form to your Program Manager at your facility by **April 27, 2012**

Enter at 3<sup>rd</sup> Base Gate -- All-You-Can-Eat at 5:30pm -- Game at 7:05pm  
**Pick-up tickets May 14<sup>th</sup> – June 1<sup>st</sup> from your Program Manager**

-----  
Volunteer Name \_\_\_\_\_

Guest Name \_\_\_\_\_

Check if you require .....Wheelchair Space \_\_\_\_\_ Companion Seat \_\_\_\_\_

Attach \$12.00 Check (**One Guest Per Volunteer**) Made Payable to Presbyterian Volunteer Services