



NOVEMBER/DECEMBER 2011

A publication for Methodist Hospital Volunteers

Could it be fall? Yesterday was 85°, today is 62° and tomorrow it may be 90°. There is no constant in our seasons of weather. There is one constant that we can always count on...Our Volunteers will make a difference! Rain or shine we know with certainty that you can be counted on to believe and support in our mission to serve. Our community, staff and patients are grateful for your dedication.

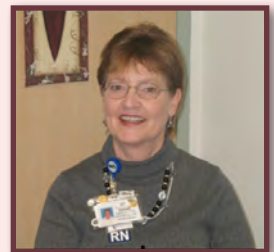
I received an update from one of our “off campus” volunteers recently. Glenda Harrison founded “A daughter’s heart, Inc.”, following a personal encounter with cancer in a loved one. She began serving at Methodist Hospital in April of 2009. At that time, her group consisted of her and herself! She now has quarterly fill-ment days where volunteers in her community gather to fill Love pouches with items for cancer patients. Volunteers knit, crochet, sew, organize and fill the Love pouches for distribution to medical facilities caring for cancer patients. We have gratefully received over 240 Love pouches since she began. Valued at over \$20 each these gifts of love bring more than financial rewards. Patients are blessed with the items included but are even more astounded by the love and hope the gift represents. Thank you Glenda and “A Daughter’s heart” for continuing to remember the difficult days of diagnosis and treatment for our cancer

patients! Visit Glenda’s website at www.ADaughtersHeart.org for more information.

The Assistance League of Arcadia (ALA) is another organization that we are proud to be associated with. The ALA supplies and organizes our magazines for distribution throughout the hospital. They also provide activity kits for our smaller patients. Methodist Hospital is grateful to be a service project of the Assistance League of Arcadia. Thanks!! Donations of gently used recent magazines may be made at the Bargain Box (ALA’s thrift shop) or brought to the hospital for processing. All personal identifiers are removed prior to distribution.

2011 has brought us so many gifts of love and each of you are a part of the gifts we have been blessed to receive. The new North Tower and our expanded Emergency services is a visible reflection of the countless numbers of individuals in our community that voluntarily choose to make a difference. Thank you from the bottom of my heart!

Diane Bade, RN
Director, Volunteer
Services
626.574.3647



This message is a special “Thank you” to you... it’s a message of gratitude from those at Methodist Hospital who benefit from your thoughtfulness, the hours you devote, and the help that you give. Whether your association with Methodist Hospital is as an in-service volunteer, one of our juniors, or an out of hospital volunteer, someone has benefited because of your generosity and dedication. Volunteers are a priceless gift—special caring people who provide an important and priceless function that contribute to the success of our hospital. Day after day, week after week, year after year, you give your time, your service, and yourselves. During these months, I would like to thank each of you for your support, your commitment, your dedication, and your service. Nothing is more precious than the gifts you give just for the sake of giving. I wish you all a warm and cozy season and may each of you enjoy a happy, healthy 2012!

Noemi Cota
Adult Volunteer Coordinator



.....
: *“A good deed is never lost – he who sows*
: *courtesy reaps friendship; and he who plants*
: *kindness gathers love.”*
.....



The holiday season is here! Joyous and fun, is how we all feel this time of year. It’s such an exciting yet busy time with shopping, decorating, and family fun. Let’s make sure to show our holiday cheer by wearing a holiday pin on our clothes or by smiling at the person walking by. It’s wonderful to see the holiday spirit being portrayed with a smile! Look out junior volunteers, the Volunteer Service Department is being generous and it’s not just because of this time of year... How do free movie tickets sound?

I’m excited to announce that we have incorporated a couple of new things to the Junior Volunteer Program. As we all know we honor a volunteer of the month, and now we honor juniors of the month as well. I am happy to announce that we have had two juniors of the month, Megan White for the month of September and Edwin Chen for the month of October. It was inevitable for these two, as they have been shining stars through the level of generosity in their service. Look out juniors you might be the next junior of the month! And as a token of appreciation, juniors of the month receive a pair of movie tickets. Keep an eye out for a brief description of the next volunteer and junior volunteer of the month in our Monday Memo.

Additionally, we would like to do something nice for those who are recognized for their hard work. When a junior volunteer receives 3 recognitions from staff members, we will honor that volunteer with a pair of movie tickets. So next time you receive a compliment, make sure they let me know. Good luck junior volunteers! I would like to thank all of our volunteers for their dedication and hard work! I wish you all a wonderful and joyous holiday season!

Leticia Brizuela-Rodriguez
Junior Volunteer Coordinator
626-574-3753



Customer Service Programs Celebrate One Year Anniversary

Last Monday the Service Champions celebrated their one year anniversary. Service Champions are a team of employees that meet every month to help implement and develop the Service Recovery Program. Service Recovery is a customer service based program and is about turning a negative experience into a positive response. It's about paying attention to the patient and/or to the patient's family and working to achieve a positive perception of their hospital experience.

Over this past year Service Champions helped to distribute and implement the Service Recovery Toolkits throughout the hospital. Toolkits are notebooks located in each department that gives guidance in service recovery. Included are forms and gifts to increase perception of care issues. Together we learned that Service Recovery is NO joke and that Service Recovery with HEART really does work. Meetings included several wonderful guest speakers who informed us about MIDAS reporting, healthcare reform, HCAPPS, the Healing Environment and the Next Generation of Care Steering Committee. Taking tips from Mickey Mouse we participated in the Disney Management Methods Webinar and learned about customer service from the FISH video.

Another customer service based program that celebrated its year anniversary in August is the Patient Relations Volunteer Program. These Patient Relations Volunteers visit patients and their families assisting them with anything that is non-medically related. Often it is something simple like bringing them a magazine or supplying them with a pencil for their crossword puzzle. Sometimes it is more complex like helping patients or family navigate through a difficult time or helping them with a concern or complaint. Patient Relations Volunteers are trained and given the tools needed to assist patients and their families with a variety of issues and concerns. Quite often it maybe all about pulling up a

chair, holding a hand and letting a patient share. Thank you to the Service Champions and to the Patient Relations Volunteers. Thanks to their care and support the Customer Service programs now have a strong foundation that we will continue to build on and together we will make a difference with customer service.

Thank you to the following Patient Relations Volunteers who over the past year have helped to launch and develop this most important customer service program:

Erika Alonso	Pauline Lyou
Jennifer Alonso	Steve Mayfield
Mirna Andrez	Susan Mead
Nadine Atashpanjeh	Eden Mengesha
Marge Bradeen	Yvonne Morroe
Robert Buechting	Rose Pieters
Bruce Carson	Anna Ponce
Chien-Rong Chen	Theresa Rosales
Terry Cross	Karen K. Smith
Chris Du	Susan Stetson
Evelyne Glaser	Kaisarine Su
Mike Grkovich	Janet Tuszynski
Alejandra Haro	John Walker
Barbara Hopp	Judy Walker
Annie Hsu	Carole Wangler
Keenie Kam	Debbie Weber
Frank Kearney	Elaine Wogensen
Emily Lam	Pamela Wood
Manny Layson	James Won
Frank Lee	Amy Yang
Linda Lee	

Please contact Mary Bigley Guest Relations Coordinator at 626.821.2304 for information about the Patient Relations Volunteer Program.

Thank you,
Mary Bigley
Guest Relations Coordinator



Emergency Room Volunteers Please Read

Emergency Room Children's Puppets, Coloring Book and Volunteer Resource Book

The children's puppets and coloring books are now located in the lower left hand cabinet across patient room #3, behind nurse's station. The Volunteer Resource book is located in the same location top cabinet.



IMPORTANT EMERGENCY DEPARTMENT CODES

CODE STROKE: Indicates a patient with neurological symptoms indicative of a stroke is coming to or in the department. This mobilizes the Code Stroke team and alerts key individuals and departments that they may be getting a stroke patient, i.e. CAT scan, CCU, etc.

CODE STEMI: STEMI – ST elevated myocardial infarction. Indicates a patient with a heart attack is arriving or in the department. This mobilizes the Cath Lab team, including the interventional cardiologist to respond quickly to the ER. Our goal is to go from door to balloon in under 90 minutes.

Patient Room Numbers

North Tower Room Numbers

Basement/Ground Floors--Cafeteria

1st Floor

Emergency Department

Triage Rooms 1 and 2

Treatment Rooms 1 to 26

Short Stay Observation Rooms 1 – 18

2nd Floor

Critical Care Units

CCS Rooms 21 – 30

CCC Rooms 31 – 40

Pharmacy (not open to the public)

3rd Floor – N350 to N379

4th Floor – N450 to N479

5th Floor – N550 to N579

Berger Tower Room Numbers

1 Tower (109-132)

2 Tower (209-243)

3 Tower (309-343)

4 Tower (409-443)

5 Tower (509-543)

Current Critical Care Units

CCM Rooms 1 – 10

CCR Rooms 11 – 20



Thank you Eugenia Oeser for your time and dedication in setting up and creating our great Volunteer BRIDGE Newsletters!

ADULT VOLUNTEER OF THE MONTH--SEPTEMBER



Hats off to Annie Vo, our Volunteer of the Month.

Annie is one of our outstanding volunteers. Caring, compassionate, and dedicated. She is invariably praised by the

staff in the highest terms. Annie has accumulated over 160 service hours since joining the volunteer team. A volunteer in the Emergency department and the Kathy Kredel

Nursery School, she is always willing to assist when needed. "I enjoy volunteering at Methodist Hospital because I feel welcome by everyone," Annie says. "I am always learning something new every time I volunteer, and I enjoy interacting with patients and the children. The experience at Methodist is incredible."

Annie is majoring in child development hospitalization and social work at California State University of Los Angeles. She enjoys playing tennis, reading novels, watching movies and walking her dog.

We applaud you, Annie, for your hours of volunteer service and kindness to everyone.

ADULT VOLUNTEER OF THE MONTH--OCTOBER



It is our pleasure to honor Karen Knight and Waya as October's Volunteer of the Month. Methodist Hospital's Pet Therapy volunteers since September 2008, Karen and Waya have been committed to developing a "healing environment", a Methodist Hospital philosophy of treating the whole person--mind, body and spirit as well as addressing the sensory needs of our patients and their families.

Waya, an American Indian dog, is from an ancient and primitive breed which almost

became extinct. Karen, Southern California representative of the American Indian Dogs, said they are a cross between Indian camp dogs and coyotes. Waya is super-intelligent, playful and cat-like. He has his CGC (Canine Good Citizen) and is Therapy Certified.

"Whenever we are seen coming down a hall, we receive so many smiles... everywhere in the hospital", Karen said. When not visiting with patients, visitors and staff, Karen and Waya enjoy attending Pet Therapy presentations and participating in dog agility events.

A legal secretary for 32 years, Karen is now retired. She and her husband Bryan De Aro, have traveled a great deal and love to go "RVing" whenever possible. Karen was once a back-up singer for a Roy Orbison impersonator. She also owned and rode a 1947 Indian motorcycle.

Thank you, Karen and Waya, for your desire to serve our community and helping bring comfort and happiness to our patients and visitors.

**Junior Volunteer of the Month
September 2011**



I am happy to announce our very well deserved Junior of the month for September, Megan White. Congratulations Megan! Megan joined the Junior Volunteer Program in July 2010, when she began volunteering in Hospitality. She was born in Pasadena, and attends Arcadia High School, where she is currently a senior. She looks forward to attending UCLA to study Psychology. She is a member of the National Honor Society and a Senior Girl Scout, where she aims to earn the Girl Scout Gold Award (an award equivalent to the Boy Scout Eagle Project) by the end of the summer. In her down time, she loves to jog, shop with friends and watch reality television. She is an exemplary volunteer, coming in on time to every shift, with a great smile on her face that is contagious to others. She is always willing to cover other shifts, as a substitute volunteer. She is someone we can count on! She enhances the patient experience, families, and guests by providing a friendly cup of coffee or tea, while following dietary guidelines for patients on restrictions. Megan describes it by saying, "I love that I get to meet so many new people. During my shift, I visit patients on all of the floors, 1-5, and their families & friends. I have learned so much from the conversations I have with the patients, especially the older generation. This past week I talked with an English man who was raised in Egypt. His uncle who happened to be the first physician in the United Nations, brought him to the states 70 years ago, where he studied in a Missionary Academy. Through volunteering, I have learned to appreciate the citizens of Arcadia." Megan has an energetic and sweet personality that allows her to shine at whatever it is she does. Thank you Megan for making that difference!



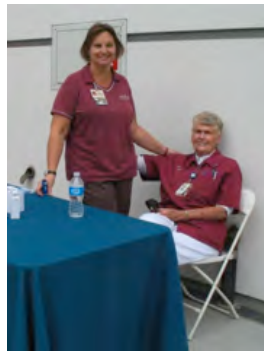
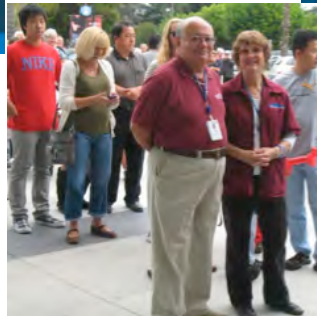
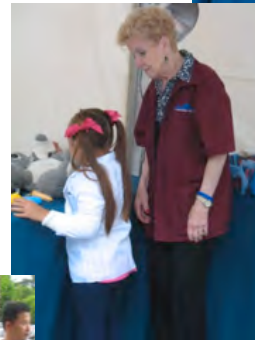
**Junior Volunteer of the Month
October 2011**



Congratulations Edwin! You really deserve it!

I have been receiving positive feedback from staff members about Edwin Chen's performance and it is no surprise Edwin Chen has been selected as our October Junior Volunteer of the month! Edwin is a volunteer at Central Services where he has dedicated his service since December 2010. Edwin was born in Artesia, CA and currently resides in Temple City, where he attends Temple City High School and is an eleventh grader. He keeps very busy with marching band, jazz band, basketball, track and field and school clubs, but continues to make time to volunteer here with us. He plans to become a nurse practitioner once he graduates from UCLA or UC Berkeley. Edwin would be an incredible nurse, as he is dedicated to helping others. Edwin describes his volunteer work by saying "I have enjoyed volunteering at Methodist Hospital because I relish the opportunity to help and give back to those in need". At Central Services Edwin helps staff with organization, testing equipment, and transporting equipment and supplies through out the hospital. Staff has been amazed by the level of knowledge he has on the equipment at the hospital. We are very grateful for his optimum level of commitment. Thank you Edwin for going the extra mile!

**NORTH TOWER OPEN HOUSE
SATURDAY, SEPTEMBER 17, 2011
THANK YOU VOLUNTEERS!!**



New Stroke Recovery Program



Methodist Hospital now offers a **free** new program for those dealing with the aftermath of a stroke. The Stroke Recovery Program allows stroke survivors to continue on the road to recovery after other resources, such as insurance-covered therapy, have been exhausted.

This class is free, thanks to a generous grant from Edison International and Vons Foundation. The program is designed to help patients regain movement and increase independence with everyday tasks. In a small class setting, skilled physical and occupational therapists will encourage and train stroke survivors to use their impaired arms for everyday tasks such as brushing teeth, buttoning shirts or putting on shoes. Many activity and exercise stations for general movement will be available, and patient progress during class will be documented.

If you or someone you know might benefit from this program, contact the physical medicine department at (626) 574-3630 for more information and registration materials.

Here are some good respiratory hygiene hints for the flu season and all year long.

- Keep at arm's length away from people who are coughing and/or sneezing. Hand them some tissues.
- If you are the one coughing and/or sneezing, cover your cough/sneeze with a tissue or by tipping your nose and mouth into your upper sleeve, not your hands.
- Do hand hygiene more frequently. Stay home if you are sick.
- Get your flu shot!



Big Welcome to Our New Volunteers

Angelica Acosta	Steve Mayfield
Nogol Andishehjo	Linelle Melle & Sundance
Mirtha Arevalo	Steve Melle
Elias Ballat	Nancy Michaels
Marge Bradeen	Alanna Monroe
Sarah Burton	Gloria Muro
Sarah Canossi	Alma Noriega
Jason Chou	Esmeralda Noriega
Ryan Cooper	Dixie O'Neill
Nicole Corral	Rachealyn Ong
Lora Eloyan	Pam Rasmussen
Robert Flach	Karen K. Smith
Leanna Gaifedjian	Jennie Tang
Delia Garcia	Olivia Urrea
Stephen Getz	Daniel Vi
Patricia Harding	John Walker
Samantha Holmes	Judy Walker
Peter Hong	Li Wang
Tanya Jilkevorkian	Michael Wendimu
Anita Leong	Jessisca Wilson
Michele MacDonald & Jasper	Xuan Yang
Anthony Martin	

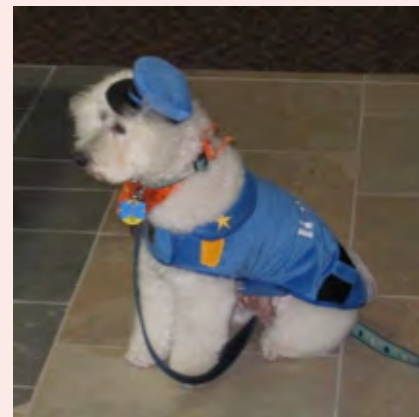
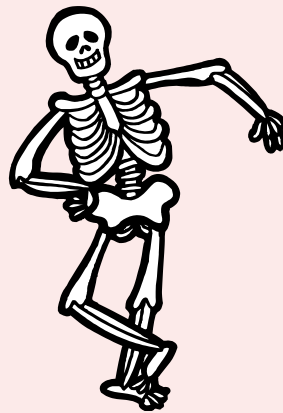
Life is an opportunity, benefit from it.
 Life is beauty, admire it.
 Life is bliss, taste it.
 Life is a dream, realize it.
 Life is a challenge, meet it.
 Life is a duty, complete it.
 Life is a game, play it.
 Life is costly, care for it.
 Life is wealth, keep it.
 Life is love, enjoy it.
 Life is mystery, know it.
 Life is a promise, fulfill it.
 Life is sorrow, overcome it.
 Life is a song, sing it.
 Life is a struggle, accept it.
 Life is a tragedy, confront it.
 Life is an adventure, dare it.
 Life is luck, make it.
 Life is too precious, do not destroy it.
 Life is life, fight for it.



— Mother Teresa

HAPPY HALLOWEEN

HALLOWEEN PET THERAPY PARADE OCTOBER 28, 2011



JASPER

We welcome Michele and Jasper. Jasper was a rescue dog. His sweet personality and love for attention made him a perfect candidate for therapy dog work. He got certified May 5, 2011. He visits patients here at the hospital and retirement homes. His favorite activities include playing with his toys, meeting new people and snuggling. His favorite snacks are carrots, green beans and homemade dog treats. Jasper's mom is Michele MacDonald.



Mark your Calendar for the Annual Arts, Crafts and Goodies Fair

Get your creative minds, glue guns, baking utensils, etc. ready for the Methodist Hospital Annual Arts, Crafts and Goodies Fair scheduled on Friday, December 9, 2011 in the Board Room / Board Conference Room.

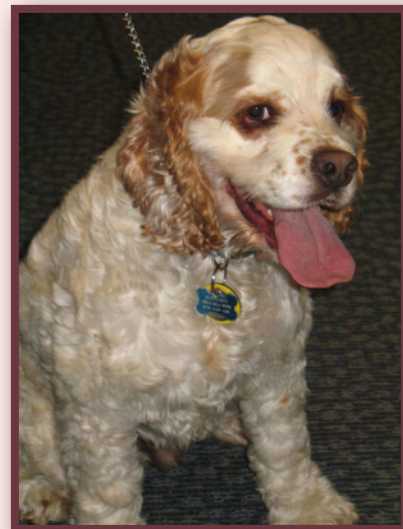


Cost of table is \$10.00 per table, and you keep the rest of your proceeds. If interested, contact Christina Trejo at (626) 574-3703.



SUNDANCE

Sundance is a sweet boy who loves everybody and shows his affection by not only wagging his cropped tail but his whole backend! The cocker spaniel date back to the 14th century. The name "cocker" comes from the woodcocks, a game bird the dogs were known for flushing. Sundance is named after Robert Redford's role in Butch Cassidy and the Sundance Kid. He has been certified by Therapy Dogs International. Sundance's favorite activities include playing with his brother and sister cats, big brother Garth, a hound dog and big sister, Mattie an Australian Sheppard. Second to that he loves to nap. Sundance's mom is Linelle Melle and "dad" Steve, also a volunteer in the hospital.



THANKFUL

November 2011 Volunteer Birthdays

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1 Sylvia Quezada Leanna Solliday	2 Rose Kang Kylie Tang	3 Syed Saad Kazmi	4 Lewis Coleman Thanesh Ayyalu	5 Pauline Parker
6 Robert Buechting	7 Christie Loh Jonathan Tung Jodie Yap	8 Linda Monroe Parizad Panthaki	9 Sandra Kasper Lois Longo Annie Hsu Jonathan Jung Whitney Ngo Nancy Xiao	10 Camille Wang	11	12
13	14 Johnson Ng	15	16 Cooper – Pet Therapy	17 Tiffany Shar	18	19
20 Robert Phillips Ray Tangney Rita Wang	21 Marie MacGregor Trista Tam	22 Ivan Ponce	23	24 Sally Gassner Happy Thanksgiving	25 Brandon Luong	26
27 Rebecca Pharaon	28 Youssef Fakhro Samantha Lin Kunga – Pet Therapy	29 Karen T. Smith Jonathan Lai	30			



Unless someone like you cares a whole awful lot, nothing is going to get better. It's not.

--Dr. Seuss



MERRY CHRISTMAS

December 2011 Volunteer Birthdays

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1 Jean Parrille	2	3
4	5 Melissa Holtzen	6 Victoria Pan	7	8 Morgan Galvan Tessa Milward	9	10
11 Ruth Hooper	12	13 Tanisca Sunkamaneevor	14 Ricky Kyaw Linda Lee	15	16 Wayne Clayton Emme Faure	17
18 Rui Li	19 Ariel Tan	20 Steve Mayfield Gloria Muro	21 Benjamin Li Michele MacDonald	22 Rachel Thai	23	24 Don Milefchik
25 Elizabeth Yu Christmas	26 Jonathan Chianglin Jan Lee	27 Linda Williams	28 Ruth Taylor	29	30 Jessica Huey	31 Janet Tung New Year's Eve



Far and away the best prize that life has to offer is the chance to work hard at work worth doing.

-Theodore Roosevelt



Important Dates

- Flu shots for Volunteers available
Monday-Friday 7:30-9:00 a.m. and 2:30-4:00 p.m.
- Wednesday, November 30th - Deadline for Annual Education/Health and Safety Questionnaire
- Friday, December 9--Arts, Crafts and Goodies Fair in the Board Room/Board Conference Room.

The Volunteer BRIDGE
November/December 2011

Methodist Hospital of Southern California
300 West Huntington Drive
Arcadia, CA 91007

Return Services Requested

DATED MATERIAL

NON-PROFIT ORG.
U.S. POSTAGE
PAID
ARCADIA, CA
Permit No. 683