



SEPTEMBER/OCTOBER 2011

A publication for Methodist Hospital volunteers

Life is very exciting these days. We are preparing for the opening and occupancy of the North Tower. Tours and safety trainings have been taking place and will continue until we actually move patients into the building. Kelly Linden, COO, has just sent the following: *"I am very pleased to inform you that today (August 16) we reached another important milestone with the North Tower. The Office of Statewide Health Planning and Development (OSHPD) today issued a "Certificate of Occupancy". This certificate was critical so that we can now formally request that the California Department of Public Health (CDPH) set a date for our licensing survey. We are hoping to have our licensing survey the week of September 12th. However, CDPH will not be finalizing their schedule until the end of August."* This news is fantastic! It has taken a team of folks to pull every detail into place. Thanks team!! Please contact the volunteer office if you would like to participate in a tour or consider an assignment in the North Tower.

The expansion of the Critical Care areas in the North Tower has created a need for additional volunteers to host the waiting area and to ease the flow of visitor and family members to the different sections (there are now 4 units that are all Critical Care). Please consider how you may be able to assist in this area.

We said good bye to Bill Roop in July, as he retired. He is having an exciting time as a retiree and looking forward to volunteering himself. I'm sure he will also manage to include many visits to see his grandchildren. I am pleased to announce that Leticia Brizuela-Rodriguez has joined our team as the Junior Volunteer Coordinator. Leticia has a background in teaching and has been involved with youth for many years. We are blessed to have her leadership and vision in the development and advancement of our junior programs. Welcome, Leticia!

Volunteer Services staff are here to help you and the Hospital have a mutually exceptional experience. Please feel free to contact any of us with concerns, questions and suggestions for improvement. Together, we believe, we do make a difference for our patients, families and community.

Needs:

Spanish language magazines for patients and their families

Gently used books for bookcases

(continued on page 2)

I hope you all have had some family time this summer and look forward to our active harvest season. I just can't say the word "fall" and not get chills!

Blessings,
Diane Bade, RN
Director,
Volunteer Services



I can't believe September is already here. I hope you had the opportunity to get away, relax and enjoy the summer with family and friends!

Wow! September is full of events and activity. I would like to start by welcoming Leticia Brizuela-Rodriguez, our new junior volunteer coordinator. Leticia will be a wonderful asset to the team. Stop by the office to say "hello" and introduce yourself. Methodist Hospital also welcomes Dan F. Ausman, new president and CEO. Mr. Ausman is scheduled to begin August 29th.

The long awaited opening of the North Tower has finally arrived! Mark your calendar for the North Tower Opening community event scheduled for Saturday, September 17th. A huge "Thank You" to all the volunteers that signed up to assist. It is going to be a wonderful event.

As a recap of events that occurred the last couple of months: we celebrated our Hospital and Alpha Auxiliary members at the annual reunion luncheon held on May 11th at the Arcadia Woman's Club (see pictures on page 8). It was great to see so many dear friends and share great memories. I am proud to report the exceptional work and honor our own Rosemary Annear received as she was named one of the 35 Pasadena's Most Distinguished Women of the Year. The enthusiasm and energy she shares while volunteering at Methodist Hospital is a testimony

of her accomplishments. July also brought us a new volunteer management program (keeping up with technology indeed!) This program allows volunteers to check their volunteer hours from any internet connected computer: at home or work. It also allows volunteers to view opportunities and check their schedules. For further information on accessing the program, contact the volunteer office.

By this time, I'm hoping many of you have had the opportunity to tour the North Tower. If you have not, contact me to schedule a tour. Please note, the April - September 2011 Out of Hospital Hours card will need to be submitted by or before September 30th. The out of hospital hours card is ONLY for volunteer service outside of the hospital. This includes pet therapy hospital events, knitting, baby blankets, etc... Cards are available in the volunteer office. Last but not least, keep on the watch for the annual education/health and safety questionnaire required by all in-service volunteers.

In closing, I want to thank all our amazing volunteers. I feel so blessed to be part of such a great volunteer team!

Noemi Cota
Adult Volunteer
Coordinator



Special Acknowledgements to our Emergency Room "New Volunteer" training team for their constant support and true dedication to the Next Generation of Care. *We truly appreciate all they do! Thank you!*

Leanna Solliday David Kim Joseph Fox

How exciting, the opening of the Hospital's New North Tower is now just weeks away. While exciting, the new building will bring with it many challenges for staff, volunteers, patients and visitors. The North Tower will provide us with many new learning opportunities with its new workspaces, new equipment, new supply locations and many new hallways to find our way around in. It's fair to say that with all these changes there will be some aggravation as we get oriented to our new building and equipment.

From a visitor's perspective, I can't help but think of all the times I have gone to a new building or new school campus for the first time and felt totally lost and confused. It's such an awful feeling and I am always so thankful for that person who stops to help me find my way. Visitors coming to Methodist Hospital will face new sights and sounds combined with concerns about finding their loved one who has taken ill. Staff and volunteers will be called on to assist our visitors during this transitional time.

Over the past couple of years, while we have been under construction, I have been so proud of our volunteers who have assisted visitors in finding their way. Now with a new building that will have a new Emergency department, new cafeteria, new intensive care units and new patient rooms, volunteers will continue to play an important role in helping visitors find their way.

The information desk will be relocated to its new home in the North Tower new main lobby. Information desk volunteers will have special training to orient themselves to the new building so they can continue to provide guest with good customer service and directions.

When it comes to customer service, no matter what your role, title or job description, when you see a patient, family member or visitor with that lost look on their face remember to stop, smile, introduce yourself and help them find their way.

We will be learning lots of new things and face many new challenges over the next several months.

Thank you for being part of the volunteer team, together we will make a difference with customer service! Contact volunteer services to join this great team . . .

Mary Bigley,
Guest Relations



“HELP WANTED”

Methodist Hospital Annual Prostate Screening

The Cancer Resource Center seeks volunteers to assist with the Annual Community Prostate Screening on Wednesday, September 21, 2011 from 4:30 pm – 6:30 pm, Methodist Hospital. Volunteers will assist with registration, give directions and assistance with filling out forms. If you are available to assist, contact Noemi Cota in the Volunteer Office at (626) 574-3646 or Noemi.cota@methodisthospital.org.

As we all say good bye to summer and we welcome the New season we also welcome Volunteers. We are recruiting New Junior volunteers to take New positions that have just been made available in our New Tower. The word "New" is of much importance these days. Having just or recently become the "new" Junior Volunteer Coordinator has made me aware of how our new volunteers may feel... Not being familiar with the area, getting to know the staff, learning new material that you may have to learn after only once being told. Being new doesn't always come easy, however at Methodist Hospital you'll find that being new is a pleasure. As the "new" Junior Volunteer Coordinator I too have been confronted with new tasks, new staff, and a new environment. On my first day, as you could imagine, is always a little frightening, but fortunately my colleagues have made sure that my arrival was wonderful. I received the warmest welcome, from hugs to flowers on my desk. I could honestly say that it has been a pleasure to be "New"! From that day forward I came to work with confidence and joy. I am very happy to be part of this team. My goal is to make all volunteers feel just as good to be part of our team. Let's embrace new or old volunteers with smiles, warmth and understanding, so they too

can come in with confidence and a smile on their face. Together we make that difference!

Reminder: Just a reminder for all my Junior Volunteers, as I have been getting familiar with your files I have found that we are missing important contact information, such as e-mails and/or cell phone numbers. Please keep in mind that in order to have a smooth running program we do need that vital contact information. Please supply me with your most current email and/or cell phone number at your earliest convenience, if you have not yet done so. Thank you for your continued support!

Leticia Brizuela-Rodriguez
Junior Volunteer Coordinator
626-574-3753
leticia.brizuela-rodriguez@methodisthospital.org



WELCOME JAKE!

We welcome golden retriever Jake to the pet therapy team. He also joins his brothers, Kunga and Clifford. The breed was developed in Scotland as an all purpose hunting dog capable of retrieving both upland and water game. Jake is from the "field" end of the breed, making him a bit more spirited than his "blonde" Hollywood cousins. Jake probably has some "Setter" in his genes because he "works a field" to "flush" and not to "retrieve". Jake has his AKC CGC and earned his Therapy Dog Certification in March 2011

from Therapy dogs International. Jake's "Dad" is Gary Francis.

You may contact the volunteer office, ext 3646, to schedule any pet therapy visits.





Dear Employees, Physicians and Volunteers:

It gives me great pleasure to announce that Dan F. Ausman has accepted the position of President and CEO of Methodist Hospital effective Monday, August 29, 2011.

Dan has over 30 years of Executive experience in hospitals and health systems both in California and Arizona. Most recently, he served as President of Abrazo Health Care, in Phoenix, Arizona, from 2006 to 2011. The second largest health care system in Arizona, Abrazo has net revenues of \$1.5 billion, with 5,000 employees, 3,000 affiliated physicians, six acute-care hospitals totaling 1,060 beds and two health plans.

"I am excited to be joining Methodist Hospital as its new president and CEO and look forward to building upon the great history and culture of this excellent organization." Ausman said.

According to a 2008 Phoenix Business Journal article, Dan defines success as "patient safety and clinical outcomes." He believes an effective business leader shows passion, honesty and vision. And he says his most effective communication skill is "the ability to articulate vision and inspire." Dan considers among his greatest achievements, improvements in employee and patient satisfaction, as well as developing strong collaborative relationships with physicians. He is a strong "people person", which helped Abrazo achieve recognition from Gallup for its high employee engagement scores.

In the last four fiscal years with Dan at the helm, Abrazo negotiated strategic alliances with three large medical groups, improved employee, physician and patient satisfaction, and significantly reduced the nurse turnover rate. During that time, Abrazo's hospitals achieved satisfaction scores, as measured by Press Ganey, above 80 percent for inpatient, 90 percent for outpatient and 80 percent for emergency room. In addition, he developed and implemented a new open-heart surgery and interventional cardiology program.

Before assuming the top post at Abrazo, Dan served as vice president of operations and president of California operations for Vanguard Health System, Abrazo's parent company. In that role, he managed three acute care hospitals, with 491 beds in Irvine, Calif. He also has held positions as CEO for Monterey Park Hospital in Monterey Park; executive vice president for Good Samaritan Hospital in Los Angeles; and CEO for Women's Medical Center in Seminole, Fla.

Dan received his bachelor's degree from the University of California, Irvine, and master's in public administration from the University of Southern California's Health Services Administration graduate program. His more than 30 years of healthcare administration experience has focused on strategic development, financial success, cultural awareness and change, and quality of care.

According to Dennis Lee, "Methodist Hospital is indeed fortunate to have attracted someone as experienced and accomplished as Dan to be its president and CEO. Many of the significant strategic challenges Methodist Hospital will face in the next several years are areas where Dan has had experience. His leadership values align closely with those of Methodist Hospital and his advanced business acumen will help the hospital continue to thrive in the future."

He has served on the board of directors for the Phoenix chapter of the American Heart Association, along with the Arizona Hospital and Healthcare Association. He also was an honorary board member for The Wellness Community.

Dan has two adult sons who live in San Diego. He and his wife, Carolyn, will relocate from Arizona to Southern California.

Please join the Board of Directors in welcoming Dan to our hospital and joining the Methodist Hospital family.

Michael G. Hoover
Chairman of the Board

VOLUNTEERS OF THE MONTH

May Volunteer of the Month LEANNA SOLLIDAY

In the Spotlight is Leanna Solliday. Congratulations to this month's volunteer of the month! Leanna joined Methodist Hospital in February 2010. A retired elementary school teacher, Leanna wanted to give back to her community. "Leanna is a positive, professional, people-oriented volunteer", said Noemi Cota, Adult Volunteer Coordinator. She assists patients, families and staff in the Emergency Room and in Human Resources. "I like interacting with patients, family members and working on special projects", said Leanna. An invaluable volunteer, Leanna provides that "special touch" when dealing and training new emergency room volunteers. Other events Leanna has assisted include the disaster drills,

Step Up Race, and the Santa Anita Derby 5K Methodist Hospital booth.

Leanna and her husband Herb enjoy traveling, attending UCLA football and basketball games. She enjoys reading biographies and taking walks with her pup Boxer, Amy. On behalf of Methodist Hospital, "Thank You" for your time and talents!



JULY VOLUNTEER OF THE MONTH



MICHAEL MORENO

A well deserved honor – Michael Moreno is July's Volunteer of the Month! Michael joined Methodist Hospital in November 2010 and has accumulated over 380 service hours. He has an extensive computer background which has

proved useful in the Medical Staff office. He has also assisted the Wound Care Center. Michael is admired and respected by the staff and volunteers. "Michael is a great asset to the department. He is hard working, motivated, responsible and extremely organized, said Jill Parker, Medical Staff Coordinator. "He is consistently impressing me with his work ethic."

A native of the San Gabriel Valley, Michael and his wife Maricela have two children, Alexandra and Joaquin. His spare times include cheering his children during cross country and swimming meets as well as taking road trips. Michael also served for the United States Marine Corp from 1982 – 1988.

Michael, you have our appreciation and gratitude for your time and talents!

August Volunteer of the Month



Lael Blocker

In the spotlight is Lael Blocker, August Volunteer of the Month!

Lael's history with Methodist Hospital dates back to 1959 as a "candy striper" volunteer in the Coffee Shop. *She still remembers making sandwiches!* Lael was also the chairman for the Harvest Ball of the Junior Methodist Hospital Auxiliary.

Returning in February 2010, she now volunteers in the surgery waiting room where she assists family members while their loved ones are in surgery. Her responsibilities also include communicating with surgeons and staff. She is a caring and compassionate person which makes her exceptional for this position.

"I really like the energy of the hospital environment, all the interesting employees, friendship with the fellow volunteers and being able to make the often long wait in the surgery waiting room a little less frightening and stressful for the families and friend", said Lael.

Born in Seattle, Washington Lael graduated from Arcadia High School and Pasadena City College. She works part time at the Santa Anita Park gift shop during the racing season. Lael is married to Tom, has three children and two grandchildren, Erin and Steven. In her free time, she enjoys the antics of 8 pet birds.

We truly appreciate Lael for her time, and dedication she has so graciously shared with our staff and fellow volunteers. Thank you!

Volunteer Opportunities

We are looking for volunteers to fill the following positions. Contact Noemi Cota in the Volunteer office at (626) 574-3746, for further information or a service description.

"HELP WANTED"

Patient Relations
Hospital/Coffee Cart
Clerical/filing positions
Gift Shop
Errand and Escort
Hosts for Critical Care Units

"HELP WANTED"

WHATEVER YOU DO, DO IT WITH ALL YOUR MIGHT. WORK AT IT, EARLY AND LATE, IN SEASON AND OUT OF SEASON, NOT LEAVING A STONE UNTURNED, AND NEVER DEFERRING FOR A SINGLE HOUR THAT WHICH CAN BE DONE JUST AS WELL NOW.

--P. T. BARNUM



*Alpha Auxiliary/Auxiliary of
Methodist Hospital Reunion
May 11, 2011*



HAMBURGERS

Although considered typically American, the hamburger gets its name from Hamburg, Germany. Shredded raw meat known as steak tartare was introduced to the people of Hamburg by their allies in the Russian Baltic provinces. Learning to appreciate the taste of ground meat was easy for the Americans who were the first to serve it in a bun.

While sandwiches of hamburger are quite popular, there are many other ways to prepare this type of meat. One of these is the Salisbury steak named for J.H. Salisbury, a doctor who believed ground steak was a remedy for many ailments including asthma, rheumatism and tuberculosis.



Stuff you didn't know you didn't know!

1. Men can read smaller print than women can; women can hear better.
2. Coca-Cola was originally green
3. The percentage of Africa that is wilderness: 28% (now get this...)
4. The percentage of North America that is wilderness: 38%
5. Each king in a deck of playing cards represents a great king from history:
Spades – King David
Hearts – Charlemagne
Clubs – Alexander, the Great
Diamonds – Julius Caesar
6. $111,111,111 \times 111,111,111 = 12,345,678,987,654,321$
7. Half of all Americans live within 50 miles of what? Their birthplace
8. If you were to spell out numbers, how far would you have to go until you would find the letter "A"? One thousand

9. What do bulletproof vests, fire escapes, windshield wipers and laser printers have in common? All were invented by women
10. What is the only food that doesn't spoil?
Honey

Gently used adult volunteer uniforms on sale--Polo shirts and Jackets \$10.00 each



Discovery

Our Uncle Joe was a Unitarian minister and a daylily hybridizer. We visited him every summer at his farm in Alna, Maine. When Edward was two and Charlotte was new, we planned our usual visit. Joe was in his late 70s. Charlotte was sleeping in the car when we pulled in. We left her in her car seat and walked down to the Sheepscot River.

When we returned 10 minutes later, we saw Joe holding Charlotte in the palm of his huge hands. She was looking up at him, just cooing. He said that she had been crying and he picked her up to soothe her. We said she had been in a fussy stage for weeks and it was challenging for us. Then, in his perfect wisdom, Joe said, "Life is a series of stages. The more you make of them, the longer they last.

It was like he hit us in the face with an "Aha!" moment. Joe has been dead for many years, but his words have stayed with us ever since. What a life lesson to discover that life really is a series of stages and that it is our choice what to make of them. And what a way to keep Joe alive.

---Anonymous

Pre-Test Questions
Education/Health and Safety 2011 Questionnaire

Our September/October issue of the Volunteer Bridge will be a review of the types of questions asked on the Education/Health and Safety questionnaire. Even though you should be able to answer the questions without peeking, you will find the answers elsewhere in the newsletter.

1. To report an emergency dial _____
2. When you discover a fire, you need to activate _____
3. Define R _____ A _____ C _____ E _____
4. What is a Code Pink? _____
5. What is Code Gray? _____
6. We communicate in many ways and can give different messages by:
 - a. Tone of voice
 - b. Facial expression
 - c. Eye contact/movement
 - d. Silence
 - e. All of the above
7. Batteries for example AA, AAA, 9 volt, can be disposed of in any wastebasket? True/False
8. When Code Triage is called, it signifies a serious internal or external emergency situation? True/False
9. When lifting anything off the floor-bend from the waist, keep your knees straight, and lift keeping the object as far away from your body as possible? True/False
10. Hand hygiene-washing your hands with anti-microbial soap or using alcohol hand gel- are the best way to prevent the spread of infections. True/False
11. The hospital has a strict non-retaliation policy to protect employees who report issues or concerns in good faith? True/False
12. "Code Purple" designates a missing child? True/False
13. Material Safety Data Sheets (MSDS) provide valuable information about chemicals. If a chemical spills and you don't know how to handle it, you may click the MSDS icon on your department computer and or contact our supervisor? True/False
14. Being professional and mindful of our non-verbal behaviors, facial expressions, vocabulary and humor are examples of sensitive behavior necessary in caring for our morbidly obese patients? True/False
15. Employees and volunteers may report issues anonymously via the Hot line? True/False



(answers on page 11)

Answers to Pre-Test Questions

1. 5555
2. The fire alarm by pulling down on the handle. The central alarm system is activated by pulling the alarm lever sounds a bell throughout the building alerting people in all areas that there is a fire/smoke danger.
3. R- Remove A-Alarm C-Contain E-Extinguish
4. Infant Abduction – A Code Pink is initiated when a infant is missing or is known to have been kidnapped or when the automated alarms have been triggered.
5. Combative Person – A Code Gray is initiated if patients, visitors or staff are at risk of being confronted by a combative person exhibiting assaultive behavior or psychological emergency.
6. All of the above
7. False – The Distribution department has special containers for used batteries.
8. True
9. False – Get a firm footing. Spread your feet to shoulder width apart for a wide base of support and to improve balance. Bend your knees to allow the stronger leg muscles to participate in lifting, more than the weaker back muscles. Do not bend at the waist. Keep the load close to your body. This improves balance and requires less muscle force for the lift. It also decreases the stress to your spine. Never twist and lift. Turn with your feet first, rather than with your back. By twisting the spine, you place an enormous stress on your lower back.
10. True
11. True
12. True
13. True
14. True
15. True-The Corporate Compliance hotline (1-877-276-1931) is a resource for you to discuss (anonymously) any concerns you may have regarding ethical or legal compliance issues at the hospital.

The Tradition continues at Methodist Hospital.....

As we prepare for another change on our campus and the opening of the new Tower, it's fun to look back at the many additions, changes and new landscape to the property at 300 E. Huntington Drive, Arcadia since the Hospital doors opened in 1957 -

The first 25 years.....

- **1953** City of Arcadia determines a need for a community hospital and elects Methodist Hospital in Los Angeles to build and operate the facility
- **1955** - Ground breaking on the 22 acre site leased to the hospital for \$1.00 for 99 years
- **1957** - hospital opens with 138 bed; first acute general hospital built in California to include a psychiatric unit
- **1958** - Kathy Kredel Nursery School opens for employees children
- **1960** Heliport established on hospital grounds
- **1961** - New Psychiatric Unit, Institute of Living, opens with 39 beds
- **1967** - West Wing opens, adding 116 beds
- **1971** - Continuing Care (CCU) opens, increasing hospital capacity to 345 beds
- **1974** - North Wing opens to include Outpatient Recovery, Surgical Intensive Care (ICU. Radiation Therapy, Human Resources, and Accounting and Acute Rehabilitation Unit is refurbished
- **1978** - Oncology Unit opens
- **1979** - Certificate of Need approved for 3-phase expansion and remodeling project
- **1980** - Ground Breaking for Phase I; 374 space employee parking structure (now called North parking structure)
- **1981** - Phase I completed. Ground breaking for Phase 2; 62,000 sq. main building.
- **1982** - Happy 25th Anniversary!

Watch for the next 25 + years in the next issue.....

Nancy Donahue, Archives

From the Archives:

HELP!! Does anyone have a copy of the ticket or program from the 1956 or 1957 Holiday Homes Tour? We are trying to have a complete record of all the Holiday Homes Tour's from 1955 to 2009. We only have copies of tickets from the following years and would like to find a program: for 1958, 1959, 1960, 1962 and 1963. Please contact the Volunteer Office or Nancy Donahue.

REMINDER

The April - September 2011 Out of Hospital Hours Card is due by September 30, 2011.

The Out of Hospital Hours Card is only for volunteer service outside of the hospital. This may include baking, crafts, pet therapy hospital events, knitting, etc...

Extra cards are available in the volunteer office.



September 2011 Volunteer Birthdays

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1 Alice Bernthal	2 Carm Piscitelli	3
4 Maryanne Truong	5 LABOR DAY	6 Thee Aye Lois Lambert Brandon Pan	7	8 Natalie Urbietta	9	10 Connie Chen Joyce Liu Lauren Park Issac Wang
11 Jeri Beck Derek Jou	12 Katherine Leek	13 Dorothy Clark	14 Bridget Ahad	15 Alexandra Tran	16 Swetha Rajkumar	17 Vera Delgatto Ramona Garrison
18 Evelyne Glaser Janice Holcomb	19	20 Bud Holcomb	21	22 Cher Tsay	23 Delora Brown Natasha Hamilton	24 Bethany Clark
25 Betty Ristow	26 Calvin Chan Jacqueline Lee Joseph Tang	27	28	29 Marjorie Norton	30 Judy Walker	

October 2011 Volunteer Birthdays

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1 Larry Lutzow
2 Sue Wang	3	4	5	6 Tiffany Failing Bryan Kwan	7 Marilyn Perkins	8 Barbara Cline Jason Lai
9 Wilson Tan	10	11	12 Michele Hung	13	14	15 Sara Rupp
16 Eden Faure Mitzi Moore	17 Diane Branson	18 Shreya Udani	19 June Takata Li Wang	20	21 Harriet Shroads Ann Tung	22 Stephan Mu Benny Wong
23 Joseph Chow Irmgard Frey Julia Ho	24 Pauline Hsieh Karen Jimenez Jim Riley	25 Mirna Andrez Jamey Baysa Tanya Jilkevor Janisse Mercado John Walker	26 Samantha Cheng	27 Glen Liang Jonathan Tan Kayla Wong	28	29 Clint Whitten

General Information/Important Dates

- Labor Day, Monday, September 5, 2011 (Volunteer Office Closed)
- Pet Therapy Halloween Parade, Friday, October 28, 2011 at 9:00 am
- Pet Therapy Roundtable, Saturday, November 5, 2011 at 9:00 am, Board Conference Room

The Volunteer BRIDGE
September/October 2011

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

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