

The Pulse

Yavapai
Regional
Medical
Center

Volunteer Services Newsletter

Sep/Oct/Nov 2008

**Open
Aug. 18**



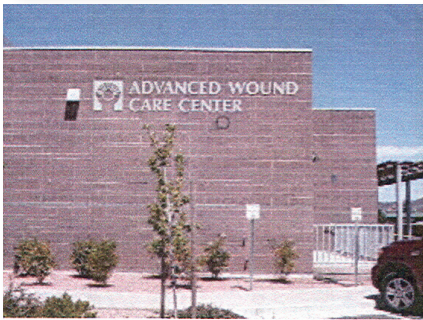
A Healing Place YRMC Advanced Wound Care Center

Yavapai Regional Medical Center announces the opening on Monday, August 18, of its new and expanded YRMC Advanced Wound Care Center on the campus of YRMC West in Prescott ... for wound care with a healing touch. It is located on the south side of the Prescott Outpatient Surgery Center.



People of all ages with wounds that refuse to properly heal, or other types of wounds, will find the quality care and the specialized treatment their needs require. Our mission is to improve patients' lives by quickly and completely healing their wounds.

For most people, wounds heal naturally as the body works to heal itself. Yet for many, the healing process is delayed or complicated by such factors as age, weight, nutritional status and immune system problems. In these and other cases, the wounds can refuse to heal and become a medical problem that requires special treatment and care.



When conventional wound care treatment doesn't work, the YRMC Advanced Wound Care Center will. We specialize in caring for patients with a wide range of wounds and conditions that are not responding to standard treatments. These include: **Diabetic wounds, Non-healing surgical wounds, Skin ulcers, Crush injuries, Gangrene, Bone infection, Spider or animal bites, Traumatic wounds, Infected wounds, Burns and radiation burns, and Lymphedema.**

A Different Kind of Treatment

When conventional wound care treatment doesn't work for you, the YRMC Advanced Wound Care Center will.

For Problem Wounds

YRMC's team of wound care specialists features physicians, nurses, therapists and support personnel who use a variety of therapies to provide individualized, cost-effective wound care. The result is the best possible outcomes.

For More Information

For more information on the YRMC Advanced Wound Care Center, please contact us at (928) 771-4788. Beginning August 18, we are open Monday through Friday and welcome every opportunity to assist you, your family members or loved ones.

...no matter how big government gets, and no matter how many services it provides, it can never take the place of volunteers.

Ronald Reagan

“The Pulse”

is a bi-monthly publication of Volunteer Services of Yavapai Regional Medical Center 1003 Willow Creek Road Prescott Arizona 86301

Permission to use material from this newsletter is granted for non-commercial uses provided you credit the source

Lynnel Walters

Director Volunteer Services West Campus - 771-5678

Nancy Thomes

Volunteer Services Manager West Campus

Sue Baty

Volunteer Services Coordinator West Campus

Ann Monroe

Volunteer Services Manager East Campus

Luana Mangold

Music Program Coordinator

Ginger Carlson

Design/Layout/Editor

Credit is given to the author of various articles that are reprinted, when the original author is known. Any omission of credit to an author is purely unintentional and should not be construed as plagiarism or literary theft.

MVV Winners. . .

The MVV Award (Mission, Vision, Values) has been instituted to recognize volunteers who demonstrate a special understanding of how the Mission, Vision and Values apply to the daily volunteer routines. Selection of the winners is made by the all volunteer Advisory Committee.



Fred Poppe (l) and Roger Weaver (r) with CEO Tim Barnett receiving the very first MVV awards in 1996.



Roger Weaver (l) and Fred Poppe (r) with CEO Tim Barnett, receiving their 3 time MVV awards.

Fred Poppe was born in Wisconsin, (which explains the cheese head hat!) and moved to Phoenix when he was 8 years old. Fred lived in Phoenix for 48 years, working for Allied Signal for 34 of those years. Fred retired in 1993, and moved to Prescott in 1994. He has a daughter and grandson living in Minnesota. Fred joined YRMC as a volunteer in 1995, beginning as a courtesy cart driver and then adding Ambassador duties later that year. In 1996 the Resource Desk, as it was called, was opened in the area now serving as Human Resources reception. The people at that desk served many functions for departments all along that hallway, but their main job was to assist the Endoscopy Department. Fred was selected as the first Chairperson for the Resource Desk. 12 years later he still serves in that capacity, with a few breaks in between through the years. In 2006 the Endoscopy department moved to its current location on the main floor and Fred went with it. He says, “I have the best group of volunteers in the hospital working with me so they make my job as chairman easy. The staff in Endoscopy are great to work with – they treat us like part of the staff.”

“In 2006 Fred began working at the Information Desk in the main lobby, too, which he enjoys, and he says the person he works with is great. He enjoys volunteering at YRMC, enjoys helping people and giving back to his community.

“Fred has contributed nearly 4400 hours to YRMC in his career here. He and Roger (see below) were coincidentally our very first two MVV way back when the award began in 1996. We thought it would be fun to re-run that original photo along with the new one taken as they received their awards from CEO Tim Barnett! Fred is one of the very few three time MVV winners, and was both Volunteer of the Year and the very

MVV Winners continued. . .

first winner of the Sandy Zinn-Martin Award in 2001. He is obviously a very special man and valued volunteer, and we offer our most sincere thanks and congratulations to Fred!

Roger Weaver was born and raised in an Iowa farmhouse, spent three years in the Air Force, married Maryann and earned his bachelors degree in liberal arts. They moved to Arizona after spending a few years in other places, including 3 years in Germany. Roger went to work for a company known by various names through the years; Garrett AiResearch, Allied Signal, Honey-well; and retired after 37 years in 1992. Roger began volunteering at YRMC in 1996 serving at Resource Desk and as an Escort, where he was also a Co-chairman for several years. Roger lost Maryann in 2000, but as sometimes happens here at YRMC, he met and married a fellow volunteer, Maggie, who volunteers at the lobby Information Desk. Roger's is the smiling friendly face that many people first see when they come into the West Campus facility, and he has served well in that role at numerous special events of all kinds through the years. He continues to escort people all over the West Campus and makes them always feel welcome at YRMC.

*"Roger has contributed over 4,800 hours since he came to YRMC, and is **ALSO** one of those most rare three time winners of the MVV Award! He is one of those people with "sparkle" who help us put our best foot forward by greeting those who enter our doors and helping them get where they need to go. He also always has a friendly smile and cheerful word for staff and fellow volunteers, which is why everyone is so appreciative that Roger is a YRMC volunteer. Thank you, Roger!"◆*

"Everything is always OK in the end, if it is not, then it is not the end."

Anon

What is an MVV

Most people don't really have a guess, and those who do think it stands for Most Valuable Volunteer. . . but it really stands for Mission, Vision and Values, and is what we call the highest award a YRMC volunteer can receive. The Mission, Vision and Values Award for volunteers was instituted to recognize volunteers who demonstrate a special understanding of how the YRMC Mission, Vision and Values apply to the daily volunteer routines.

The MVV Award differs from the T.E.A.M. awards in that it is only for volunteers, while the T.E.A.M. award is for any staff member, physician, department or volunteer.

Selection of the monthly MVV winner is made by the all Volunteer Advisory Committee, and it is from the 12 monthly winners that the annual Volunteer of the Year is chosen. The Volunteer of the Year was begun in 1999, and the winners represent the best and brightest of our YRMC volunteers. The MVV winners are awarded a special pin by CEO Tim Barnett, and have their photo and a biography printed in The Pulse, the volunteer newsletter which comes out roughly every 2-3 months.

In addition to understanding what the MVV award is, we'd like everyone to know that anyone can nominate a special volunteer for the award. Often it is the staff working side by side with the volunteer who is in the best position to see how much that volunteer contributes. Therefore it is the staff who might be most likely to see performance that is above and beyond. Nominate a volunteer! MVV Award nomination forms are in the top bin on the wall outside the volunteer office, or you can pick up one at the lobby Information Desk. Fill one (or more!) out and drop it off, or send it to the volunteer office through the inter-hospital mail. Thanks!

T.E.A.M. Awards — Special Recognition

T.E.A.M. Awards go to volunteers and others who do something special that makes a difference at YRMC. Special recognition goes to the following volunteers!

Gail Absher (from staff)

Gail was so helpful in getting a new volunteer trained. Her willingness to train made the experience so much nicer for the new volunteer!

Marlene Beasley (from staff)

Marlene has recently joined the Gift Shop volunteers. She is working 2 shifts and is willing to sub when we need her. She recently worked our **Paula's Bags Sale** and the **\$6.00 Jewelry Sale** in addition to other Gift Shop shifts. Thank you so much, Marlene!

Bobbie Bigus (from staff)

She recognized that a patient really wanted an opportunity to pray with her pastor before her Cath procedure and made a special effort to be sure it happened! She says, "Our routine was not nearly as important as that patient's spiritual needs." Thanks, Bobbie for the reminder and the teamwork.

Dorothy Braxton (from staff)

Dorothy is new to the Gift Shop and fills in extra when we need her. She recently worked our special events, **Paula's Bags Sale** and the **\$6.00 Jewelry Sale**, in addition to her regular shift. We appreciate the extra effort!

Arlene Bright (from staff)

Arlene co-chairs the volunteers in ER. She is constantly needing to change the schedule to accommodate our needs. She helps in the office keeping us current with the frequent changes. We really appreciate her!

Nancy Brown (from staff)

Nancy is always filling in for people on vacation or when they are ill. She is an invaluable person in the Gift

Shop. Thank you for helping with the **Book Fair** and the **Bath and Beauty Sale**. What would we do without Nancy? She subs at least once and sometimes twice a week!

Freddie Davis (from staff)

Freddie always gives competent, friendly service — not just to patients but to staff needing help as well. She is a wonderful asset to our volunteer department!

Jean Dennison (from staff)

Jean co-chairs the volunteers in ER. She's always willing to train new volunteers. We have had so many changes and she continues to provide our volunteers and the hospital with excellent service!

Seymour Dicker (from staff)

Seymour has filled in many times, often called at the last minute to give prompt attention to people needing a physician referral. He is very conscientious, helpful and always pleasant.

Judy Dicker (from staff)

Judy comes in any time she is needed to keep the work caught up for Care Management. She often works extra shifts to help out.

Jean Elhard (from staff)

When we had our **Paula's Bag Sale** Jean came in early to help set up in the cafeteria as we were bumped from the Thumb Butte Room. She also helped out during the **Book Fair**. She is always so willing to come in when we need extra help in addition to her Thursday shift. Jean has been with the Gift Shop many years and we appreciate all she does.

Jeanne Fredericksen (from staff)

Jeanne has always been one of those volunteers who will go the extra mile for you. She will willingly sub when someone needs her. Recently she worked 2 shifts for our **\$6.00 Jewelry Sale**.

Yvonne Gerber (volunteer/patient)

Last year I had a routine screening at YRMC's Imaging Services department, and Yvonne was the friendly and caring volunteer who helped me through the process. I was delighted to see her again today — a year later — when I came back for the same screening procedure. Her outgoing yet calm manner is the perfect combination to help patients feel more relaxed. She's a genuine asset to YRMC. Thank you, Yvonne!

Gift Shop Personal (from staff)

I appreciate that the gift Shop has such regular hours every day. I was at a facility in Phoenix and the Gift Shop wasn't open for 3 days. So thank you for your dedication and service!

Will Gordon (from staff)

A patient wanted a newspaper and Will volunteered to go outside the facility and get the patient a newspaper. Thanks, Will!

Vivian Hines (from staff)

It's not only that she works very hard and is always willing to substitute, and is very caring for volunteers who are not feeling well. She gives clear directions to people entering the hospital and makes sure they get to the right place.

Pat Johns (from staff)

Pat recently worked an extra shift at the **\$6.00 Jewelry Sale**. Pat works

T.E.A.M. Awards continued. . .

hard on Thursday afternoons checking in and putting out our candy. We appreciate having her in the Gift Shop.

Evelyn Koepke (from staff)

Evelyn is always willing to take on extra work and cover when we are short handed. She is exceptional in her generosity and care of others.

Fred Linn (from a volunteer)

I bought my youngest daughter a present for her birthday in the gift shop. It was a doll which Fred beautifully wrapped. He went the extra mile and I appreciated it so much.

Marty Mecca (from the ER staff)

You are awesome. You go above and beyond your duties and we love you for it. . .Especially washing the stretchers! Thank you, we appreciate your work.

Gail Montierth (from staff)

Gail recently came in and worked the \$6.00 Jewelry Sale. Gail has such a wonderful attitude and is very kind and gracious with all of our customers.

JoAn Oberg (from staff)

JoAn came in to help with our Book Fair early in the morning, but there had been a mix up so she went back home and came back that afternoon. We appreciate her flexibility and dedication.

Barbara Ockenfels (from staff)

Barbara is wonderful. She gives her time to help patients find their way in the hospital and is always willing to help out.

Emma Paradise (from staff)

Emma came in early to help out with our **Medical Apparel Special Sale** and also the **Bath & Beauty Sale**. When we need her in a pinch, she

always helps us out. She is a hard worker. We appreciate her work for and dedication to the gift shop!

John Range (from staff)

John has filled in many times to keep the snack cart running. He has also stepped up to take chairperson position and encouraged the volunteers to get the food handler certification. He is always willing to train new people, often coming in additional days.

Marcie Raney (from staff)

Marcie recently coordinated our very successful **\$6.00 Jewelry Sale**. For 2 days she came in early and stayed 'till closing. Marcie does many extra things for the Gift Shop to make it run smoothly.

Peg Rhodes (from staff)

Peg came in and worked an extra shift at our recent **\$6.00 Jewelry Sale**. If we need her as our trainer for new Gift Shop volunteers, she's there. We appreciate her hard work.

Beverly Shuck (from staff)

Beverly came in to help with a special project: working with paper files. Her help saved us a lot of time and expedited our tracking in the system.

Shirley Smith (from staff)

Shirley is a returning volunteer to the Gift Shop and we're all happy to have her back. She worked her regular Wednesday shift and then came back in on Thursday to help with the **\$6.00 Jewelry Sale**.

Sue Steger (from staff)

Sue has done a fantastic job of keeping our library organized. She also uses her organizational skills dealing with award presentations. We're so thankful to have her.

Wava Stoll (from staff)

Wava signed up for the early morning shift to help out with our Bath & Beauty Sale. She often subs in the Gift Shop in addition to her regular shift each week as Ambassador.

Phyllis Sylvester (from staff)

Phyllis is such a special volunteer. She continues to train one person after another trying to fill the vacancies in mail delivery and she came in to train a new volunteer several times when she wasn't scheduled. She is wonderful!

Shredder Guys (from staff)

On Thursday, 6/28/08, hundreds of pre-posted, unused envelopes were found in the shred bins. They were brought to the attention of the Materials Department who contacted the Post Office. The end result was a refund to the hospital of over \$300 in postage!

Marge Tisch (from staff)

Marge is always helping us out when we need her. She recently came in and helped us with our **Book Fair** and our special **Bath & Beauty Sale**. We appreciate her dedication to the Gift Shop.

Jamen Trask (from staff)

Jamen, besides working her regular shift, is always willing to help any time we need her. Recently she helped with our **\$6.00 Jewelry Sale**. We are fortunate to have her and her positive attitude!

Phyllis Troutt (from staff)

Phyllis works many more hours than her regular volunteer shift. She recently came in at 6:00 a.m. to help with our **\$6.00 Jewelry Sale**.

Gloria Toft (from staff)

Gloria has been with the Gift Shop a long time and is always ready to help us when we need her.

Some Very Special Occasions. . .

Recently some of our volunteers have celebrated some milestones that we'd like to share.



Frances and Waldo Bennier celebrate her 90th!



Certificate from Architect of the Capitol

Longtime YRMC volunteer Frances Bennier celebrated her 90th birthday with a gathering of friends on Cinco de Mayo. Among other gifts, Frances was presented with a flag and a certificate which reads:

"This is to certify that the accompanying

flag was flown over the United States Capitol. At the request of the Honorable John McCain, United States Senator, in honor of her 90th birthday on May 5th, 2008."

Signed, Stephen T. Ayers, The Architect of the Capitol"

Frances, along with her husband, Waldo (our current Volunteer of the Year!) has been a YRMC volunteer since 1995. She has been a beloved member of Volunteer Services all these years, always coming in for special projects and helping whenever we ask. Our congratulations and best wishes went to her on this most special birthday!



Also recently celebrating her 90th birthday was Betty Newell, who reached that milestone on June 14th. We learned about it when the department in which she volunteers, the

Hospitalists office, had a very special tea party for her. Betty had been a military wife in England for several years, so the girls in the Hospitalists office thought an English Tea Party would be a very nice surprise. They served homemade scones with devon cream, raspberry jam and

lemon curd. They served real English tea using the finest English teapot complete with fine china cups, saucers and plates. During the party, Betty entertained them all with stories of her childhood growing up in Tombstone, AZ. They said, "This lovely sophisticated lady surprised us with her recollections of how adventurous she was growing up in the real wild, wild west of those days. And as she put it, she was 'rough around the edges' (that is so hard to believe!) She was a pre-med student but found the laboratory sciences much more to her liking. She attended Stanford University in California. As years passed she married Ed, a military navigator, and lived in Panama, going to work in the hospital laboratory as well as raising her three children."

The girls continue, "We are so lucky to have the pleasure of working with Betty week after week. We love her and wish her a *Very Happy Birthday* – Love from the girls in the Hospitalists Office, Karen, Sandy, Heidi and Debbie." *We add our best wishes to lovely Betty!*



Jackie Miller and her husband, Vard.

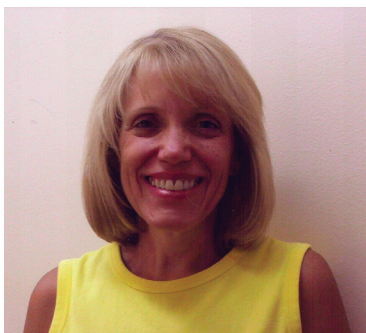
Also, in late May, our former Director of Volunteers, Jackie Miller, and her husband, Vard, a Lions Club shredding volunteer, celebrated their 50th wedding anniversary with a gathering of family and friends at the Windmill House in Chino Valley. It was a delightful event and photos of the beautiful day adorned the lobby compliments of Pat Ware. Congratulations, too, to Jackie and Vard! ♦

"You may be only one person in the world, but you may also be the world to one person!"

Anon

Welcome Nancy Thomes!

We are so pleased to welcome Nancy Thomes as our new West Campus Volunteer Manager. She has an extensive background in Volunteer Management, and holds a Bachelor of Arts in Communication with double minors in Human Relations and Political Science from St. Cloud State University in St. Cloud, MN.



Nancy Thomes, WC Volunteer Manager

Nancy has over 10 years experience in volunteer management as a Director of Volunteer Services, with a background in long-term care and most recently, with the Alzheimer's Association. She also was a trainer for the Minnesota Association of Volunteer Administrators training individuals who were new to volunteer management. In addition to managing the two-state volunteer program, she coordinated their speakers' bureau and managed the Board of Directors. Her Board experience includes involvement with service learning initiatives and volunteer administration.

Nancy moved to Prescott in late November and left Minnesota just hours before the first major snowfall of the season. She has two grown sons and many friends and family who were jealous of her escape from the bitter winter. She is an avid hiker who enjoys the beautiful trails in the area. Since moving to Prescott she is a new clogger and a member of Toastmasters, and has served as a volunteer herself at the Veterans Administration.

Nancy has heard many positive comments in the community about our successful volunteer program. She is looking forward to working among the many talented and committed volunteers who enhance YRMC's mission with each hour given. Please stop in to say hello. Nancy is in the Volunteer Office Monday through Friday. ♦

Welcome New West Campus Volunteers! . .

A warm welcome to all of you who have joined our YRMC volunteer family!

- Rose Ann Baker
- Deborah Bean
- Carrie Beadnell
- Calvin Bizek
- Dottie Blackman
- JoAnn Clay
- Christine Dombois
- Troy Getz
- Danielle Dutton
- Catherine Keith
- Kristina Edmondson
- Carolyn Ehrlich
- Steve Gianelli
- Dustin Hagadone
- Carol Hampton
- Nancy Herrero
- Matthew Herbert
- Lynette Hungerford
- Ron Hyra
- Jill Kearney
- Brady Lilley
- Melissa Lupo
- RoJean Madsen
- Sharon Molinari
- Frank Munoz
- Torrey OBrien
- Marsha Oliva
- Hiren Patel
- Elaine Power
- Kelly Rietz
- Laura Rogalcheck
- Jack Rusing
- Kirby Schnell
- Carleen Scissons
- Victoria Shendock
- Frances Smielewski
- Patricia Stamp
- Bryan Stamp
- Jacqueline Stirling
- Leah Thowson
- Roberta Tyler
- Anita Wander
- Ashley Wiens
- Amy Wilson

Thank you all!

Turkey Talk!



It's not the right time of year, but John and Grace Stadnik shared this photo of who shares their patio at home with them! This turkey, in full feathered glory in this shot, spends much of his time on their patio and will even gobble gobble at them when they talk to him. Who knows where he came from or why, but he's obviously found a comfortable and happy place to be, so he's staying! Isn't this a wonderful place to live? Thanks to John (snack cart) and Grace for sharing this photo and story with us!

Calendar:

- Sept 09 - Advisory Committee Meeting
4 pm - Pronghorn Room
East Campus
- Sep 15 - New volunteer orientation-WC
Spruce Room - 8:45 am
- Sep 22 - Welcome Autumn! 
- Oct 07 - Reorientation - YRMC - WC
Spruce Room - self paced, Come
Anytime between 10 and 2
- Oct 13 - Happy Columbus Day! 
- Oct 20 - New volunteer orientation - WC
Spruce Room - 8:45 am
- Oct 31 - Happy Halloween! 
- Nov 11 - Advisory Committee Meeting
4 pm - Spruce Room - WC
- Nov 11 - Veteran's Day -
Thank you veterans! 
- Nov 17 - New volunteer orientation - WC
Spruce Room - 8:45 am
- Nov 27 - Happy Thanksgiving! 

**East & West Campus
Gift Shops**

COUPON

**10% OFF
any single non-sale item**

Valid through November 30, 2008
One coupon per person, please

**Remember, there is no sales
tax on gift shop items!**

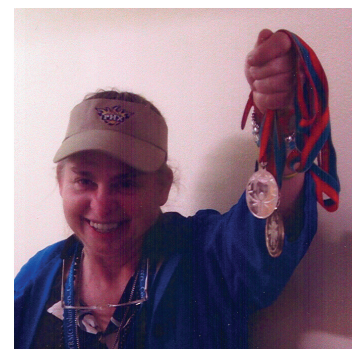
Special Congratulations!

Recently two volunteers participated in Special Olympics and won awards. Ken McLoughlin participated in the 4 man relay, shot put and 200 meter dash, bringing home a silver and a bronze medal, and placing 4th in the relay. Congratulations to Ken, who has been a YRMC volunteer since May of 1995. Ken has served in numerous departments including Development and Community Relations, the Volunteer Department and Nutrition Services in his 13 years at YRMC, and he is known for his bright smile and cheerful, friendly nature. We're so proud of you, Ken!



Ken McLoughlin with his medals.

Also participating in Equine Special Olympics recently was Susan Taylor, who won a gold medal in Fellowship, and a silver in Trail Caution. She was riding a beautiful horse named "Popcorn" and had a wonderful time. We are so proud of Susan's accomplishments! She is also a long time YRMC volunteer, working in Dietary for over 16 years!



Susan with her medals.



Susan riding "Popcorn" at the Special Olympics

Congratulations to both of these most special and appreciated loyal YRMC volunteers. You are both awesome! ♦

"Volunteers are the glue that binds community."

Jerry Jackson

Musical Notes . . .

Visitors, staff, volunteers and even patients who were able to be in the cafeteria areas of both east and west campuses have been treated to performances by our musical volunteers in the spring and again recently. Luana Mangold, Music Program Coordinator, has said she expects to try to arrange these mini concerts four times a year in “tune” with the seasons.



Tracie Cripps with her guitar - WC



Nancy Rogers on flute with Liz Briggs on piano - EC

We have had a fairly good complement of musicians playing on the East Campus for a while now, owing in large part to the piano on that campus. Having a piano seems to open up horizons even for those who play other instruments – they like being accompanied, possibly! In addition to the instruments, we have vocalists there who sing along with the piano, harp etc.



Luana Mangold warming up the piano for pianist Maxine Carr - EC

Recently we were able to obtain a beautiful piano for the West Campus (once **again** due to the generosity of some very special volunteers!) and already it is making a HUGE difference in the potential musicians we will be enjoying there. Again, the piano seems to draw out other musicians in some mysterious way, so we have flautists and guitarists in addition to pianists joining our program. “Music hath charms to soothe the savage breast, to soften rocks or bend a knotted oak”, so goes the Wm Congreve quote, and we have seen that to be true with our Music Program. It is very special what music can add to the healing process, and we’re so glad to be able to provide that extra bit of caring at YRMC! Many thanks to Luana and all our other musical volunteers! ♦



Luana Mangold plays harp for vocalist Alicia Bauer - EC

Volunteer’s Creed

Though my troubles and my worries are sometimes all I can see, still I always must remember life’s not only about me.

Other souls are also hurting and I know that it’s God’s plan to reach out and help another, to extend to them my hand.

With this purpose as my focus, to be a comfort to a friend, all my troubles and my worries seem to fade out in the end.

It is one of God’s true lessons how my walk is meant to be. True happiness I find, life’s not only about me.

Tom Krause

Comment from a recent TEAM training that all new employees attend. Please be sure to pass it on:

“This organization cherishes the value of volunteers more than any organization I’ve ever worked for.”

Thanks to Ellen Benson, Training Director, for sharing this with us.

Annual Volunteer Luncheon. . . .

In early May 460 volunteers and guests gathered at the Prescott Resort for our annual volunteer recognition luncheon for one of the best awards events in our history. The food, service and especially, the company was top notch, and everyone seemed to really enjoy the program. This is our yearly opportunity to share the accomplishments and events of the previous year in Volunteer Services. **This year we were pleased to honor the following volunteers for their years of service to YRMC:**

- Bette Schmidt - 15 years
- Margo Urgitus - 22 years
- Al Bentley - 23 years
- Dorothy Kalabus - 28 YEARS OF SERVICE!

Achieving Hours of Service milestones were:

- Audrey Monson - 5,436
- Vivian Hines - 5,713
- Phyllis Troutt - 5,959
- Bette Schmidt - 5,997
- Carol Stimple - 6,158
- Marlene Beasley - 6,887
- Bettie Herbert - 9,219

HOURS OF SERVICE!

(hours of service tabulated through 12/31/07)

Volunteer of the Year honors were presented to three very special people; VOY West Campus, VOY East Campus, and VOY Hospice. Information about what makes these three people so remarkable follows:

Waldo Bennier has had a long career serving various organizations as a volunteer, including his church, the Elks, and some 25 years at a VA hospital in Long Beach, CA. Waldo began at YRMC in 1995, serving in medical records but finding his niche in transportation, driving the courtesy carts in the parking lots. Waldo calls himself a

“wood butcher” but in fact he retired from a career as a woodworker/cabinetmaker, only to continue his work in wood as a volunteer. He built the counter tops and shelves in the volunteer office, remodeled the gift shop display units when the shop moved into its current location, and then built the kneelers for the chapels at both campuses. Only last year he built the beautiful wooden cart that Luana, our music program coordinator, uses to transport her harp throughout the facilities.

Special Recognitions:



Waldo with the kneeler he built for East Campus.

Waldo is best known, though, for his constant availability for whatever needs might arise as part of his duties as Courtesy Transportation Chair, a role he filled since 1996 until recently. Waldo was a cart specialist, changing tires, adding oil, washing, repairing damage; whatever it took to keep the cart fleet running, in addition to training over 130 men and women through the years to be cart drivers. Waldo is a two-time winner of our Mission, Vision and Values Award, first in 1997 and again in 2007. He also served on the Hospice Advisory Committee for several years and always signed up for extra projects and events with his lovely wife, Frances. Waldo says, “Volunteering is a way of giving back for the good years we have

had.” We are honored to recognize Waldo Bennier as our WC 2007 Volunteer of the Year.

Karl Russell is the 2007 East Campus Volunteer of the Year. Born in Pittsburgh and raised in PA, he attended Robert Morris University before entering the army. After the service, he started a career in the financial sector that spanned 33 years as Vice President of Finance with a large international firm in several states. He and his wife, Jean, also a YRMC East volunteer, have been married 53 years and have made their home in Prescott Valley for four years. They have 2 sons and one grandchild.

Volunteer activities are nothing new to Karl. In addition to his two years with YRMC, he served 7 years as Treasurer for the Hospice of the Lake Havasu City, and 12 years as Treasurer of the Havasu Senior Center and Meals on Wheels. Locally he is Treasurer and Secretary for the Town of Prescott Valley Municipal Corporation Board of Directors, Treasurer of the Yavapai Symphony Guild, and works with the Stoneridge Neighbor to Neighbor program. Still he finds time for golf and is an avid reader of military history.

At YRMC East, he “built” the Admitting Greeting process and now continues to serve as an Admitting Greeter, ensuring people coming in the door are cheerfully met and shown to where they need to be.

We are lucky indeed to have him in our “family” and congratulate him for this well deserved recognition.

Luncheon continued. . .



EC VOY Karl Russell (r) with EC Volunteer Mgr Ann Monroe

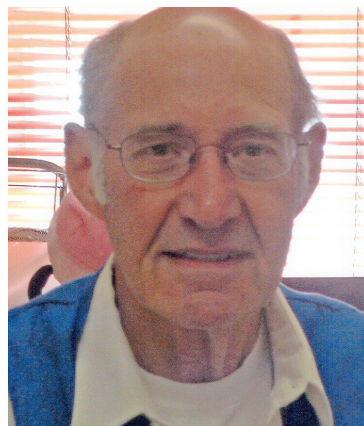
Sally Ohanesian is the 2007 Volunteer of the Year for YRMC Hospice. She has a background in nursing, and has been a hospice volunteer for over three years. Two to three times a week Sally provides socialization visits for hospice patients and respite visits for families and caregivers. Sally is also a YRMC Hospice Vigil volunteer, which requires that she is on call 7 days a week, 24 hours a day. In her role as a vigil volunteer, Sally travels to the patient's home, care home, or to the hospital, to sit vigil with the patient and to provide support to the patient's caregivers and family. Depending on the situation, Sally may hold the patient's hand, play music, or she may simply just be present in order to create a calm and sacred space during the final hours of the patient's life. In addition to providing vigil, Sally is also the contact person for arranging vigil volunteers after 5 pm and on weekends. She is contacted by the hospice on call nurse when a vigil is needed, and then Sally goes to work contacting the other vigil volunteers to get the vigil started. Quite often this happens late at night. Sally is passionate about her work and is obviously a tremendous support to YRMC Hospice patients, caregivers and families.



Hospice VOY Sally Ohanesian (r) with Hospice Director Sue Robinson (l) and Volunteer Coordinator Dawn Cagan.

Sandy Zinn-Martin Award

Sandy Zinn-Martin Award Winner for 2007 is **Seymour Dicker**. This award was created in memory of a very special volunteer lost to us through a tragic auto accident on her way home from one of her many volunteer jobs at YRMC, after stopping to take lunch to another volunteer recovering from surgery. Sandy was a standout volunteer because she always had other people's needs foremost in her mind. Seymour is another just like Sandy, and



Sandy Zinn-Martin Award winner Seymour Dicker

we're pleased to recognize his "Above and Beyond" service to YRMC. Seymour and Sandy have much in common, both being transplanted New Yorkers and both serving at the Physi-

cian's Referral Line. Seymour has exemplified what volunteers aspire to be, always trying to find a better way to serve others, always concerned with the well-being of others, and always determined to provide the best help he can. Seymour never fails to come in at a moment's notice whenever we call for help, ensuring peoples' calls to the Physicians Referral Line are answered and returned as quickly as possible. He also has taken the initiative to try to find ways to find doctors able to take on new patients in the face of the local physician shortage.

Seymour and his wife, Judy, also a YRMC volunteer, came to Prescott from NYC after Seymour's 35 year career as an attorney specializing in the areas of personal injury and medical malpractice defense law and insurance liability. His degrees include a Bachelor of Arts from New York University and a Juris Doctor from Brooklyn Law School. He serves as an Arbitrator for the Yavapai County Superior Court and serves on the Foster Care Review Board's Removal Review program for the Arizona Superior Court. His leisure interests include opera, classical music, travel, reading and pistol target shooting. Seymour became a YRMC volunteer after having surgery here and being so impressed with the care he received. He is the perfect choice for our 2007 Sandy Zinn-Martin Award! ♦

"The best way to succeed in life is to act on the advice we give others."

The East Campus Pages

East Campus Update

by Ann Monroe

One of my past lives was working in city government in Rochester, NY. For most of the time, my workplace was off-site and not at City Hall. The staff and I often felt excluded from information, events and rumors. It was a sore point when, because of impending bad weather, administration would send employees home early but neglect to let us, who didn't work at City Hall know.

We often refer to the "family" of YRMC Volunteers but usually focus on those who work on West and East Campus. A sizeable number of people volunteer off-site. While all deserve attention, we'd like to highlight volunteers who help staff the Del E. Webb facility.

DEW volunteers do similar tasks that are done at our hospitals. They assist people who enter the building in need of services and help with tasks that free up staff to do other things. Unlike those who are assigned at West or East Campus, however, the DEW volunteers usually work alone. It is a special person who is willing to give one's time but forgo the social aspects that come along with volunteering in most other situations. Happily, having a cafeteria here on East Campus has resulted in some DEW volunteers stopping by for lunch and mingling with other volunteers, thereby reducing some of the isolation. One of our goals will be to get more of them over here so people can get to know each other.

While many DEW volunteers have come and gone, there is a core group that has been a steady presence. To them – and to the newer volunteers, YRMC Volunteer Services acknowledges your contribution. Thank you.

What Goes On In The Del E. Webb Building?

YRMC opened the Del E. Webb Outpatient Center on August, 1997 as a first step in expanding YRMC services into the Prescott Valley community. The unimposing building is home to a variety of services and programs. The **Information Desk** is located in the lobby of the building. Volunteers in that position also staff the small kiosk stocked with sundries and small gifts that are available for sale to staff and visitors. On the First Floor is a state of the art **Laboratory** and **Imaging Services**. **Office Space for Physicians** is available so Prescott

doctors can see patients in a more convenient location for PV residents. The second floor includes the home base for **YRMC Hospice** and **Home Health**, rooms for **Speech, Physical and Occupational Therapies, Employee Health and Wellness**, and the **Pendleton Center**, a fitness center equipped with a full line of exercise equipment with space for **Pulmonary Rehab** and **Diabetes Education**.

The YRMC DEW Outpatient Center was built as a stand-alone building. Several years later, Yavapai County Health Department received a grant which required collaboration with another agency to build the addition allowing them to offer community services. Even though the two facilities share a common wall, they are actually separate and distinct in their purpose and their "ownership." ♦

Welcome New East Campus Volunteers! . .

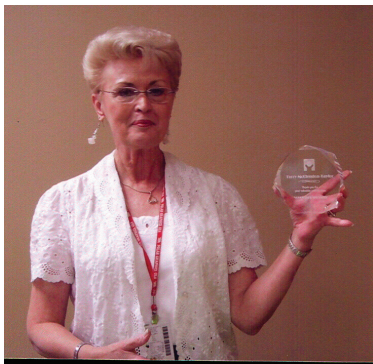
A warm welcome to all of you who have joined our YRMC volunteer family!

- Alicia Bauer
- Sammie Berry
- Carol Bielick
- Arlene Cardinal
- Sue Casey
- Meghan Curry
- Norma Edwards
- Ronald Everist
- Roebertha Everist
- Barbara Fast
- John Fast
- Stephen Flaherty
- Franja Fuller
- Marilyn Garman
- * Samuel Gil
- Maggie Goltra
- Margret Goslin
- William Goulet
- Charlene Granstedt
- Patricia Grissom
- Sylvia Hatheway
- Rose Marie Hickey
- Bob Hill
- Penny Hill
- Edward James
- Sharon Jewell
- Juanita Machek
- Sharon Parker
- Nadine Pierce
- William Pierce
- Karla Roberts
- Nancy Rogers
- Roy Row
- Warren Siegel
- Michele Siegel
- Patricia Smillie
- Kathleen Williams
- Sally Wilson

Thank you!

Many Changes at East Campus, too.

Recently we've had some staff changes at our East Campus. Many of you know Terry McClendon (now McClendon-Taylor) has been our gift shop manager at East Campus since we opened that facility 2 1/2 years ago.



Terry McClendon-Taylor

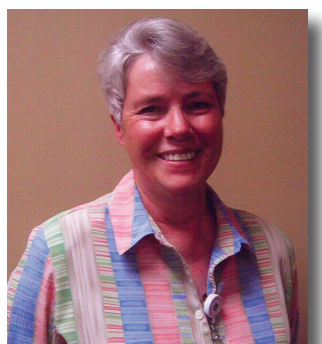
She had also been a volunteer in the West Campus gift shop for some years prior to that, helping Sue Irwin with all sorts of special sales, training manuals, "fix-it" skills and other special gifts she brought to us.

Terry recently married and her new husband came complete with an RV and the desire to hit the open road, so Terry made the decision to give up running the shop and do some traveling while she and husband Jerry are able. It was very tough for her, since she, along with her terrific shop volunteers, built the shop from simple drawings on paper into the lovely shop it is today. But Terry is already enjoying seeing the US and has promised to come back as a West Campus shop volunteer again, so we were able to let her go with our best wishes knowing she'll be coming back to us!

Ann Monroe put together a lovely farewell gathering for Terry, complete with cake saying appropriately, "Happy Trails", and Terry and Jerry are already back on the road traveling the Pacific Coast. Our deep thanks to Terry for the job she has done in providing a great shop foundation for us to build on in the future. Godspeed Terry!

Sandie Winans comes on board!

We are also very happy to welcome Sandie Winans as the new EC Gift Shop manager. Sandie comes to us most recently from the Heritage Park Zoo Sanctuary, where



Sandie Winans

she ran the gift shop along with her other duties. Sandie is a native of southern California, but her family relocated to northern California while she was in her teens. After high school she moved to the San Jose area where she continued her education, and met and married her husband of 35+ years. They relocated to Palmdale in 1974 and raised two children. Sandie also has three grandchildren. In 1981, Sandie says, "We experienced another life altering event – we opened our own retail hobby shop. I continued working full time as a business manager/controller for a manufacturing company while working part time at the shop. All went along reasonably well until, in 2004, we came to Prescott/Prescott Valley for a weekend jaunt. Long story short, we found our 'retirement' home. In about 6 months we sold our home of 30 years, our business of 23 years, left many friends and said 'hello' to many new ones." After spending 6 months putting the new house in order, Sandie began working for the Heritage Park Zoo. Several of her co-workers there were volunteering for YRMC, and kept talking about what a great place it was to work. As luck would have it, the EC shop manager position came open, and the rest is history.

Sandie says, "We were all sorry to see Terry leave, but were also pleased that she will be doing things she truly enjoys. And so that ends my story, or does it???? Please stop by and say hello!"

We are very happy to welcome Sandie to YRMC, and we also encourage you to stop by and meet her at the shop when you're at East Campus. She brings us some great skills and we're sure we'll be seeing some terrific new ideas as she gets settled in. Welcome Sandie! ◆

"Your care, your passion, your honesty; your openness, your dedication and your commitment all carry more weight than your experience and competence, important and obvious though those traits are in you and your work. Volunteers can form a bridge between an institution and its constituency, communicating the needs and aspirations of one to the other."

You are that bridge at YRMC.

T.E.A.M Awards – Special Recognition for East Campus. . .

Shirley Bloom (from staff)

Shirley signed up for an extra assignment to help with the volunteer blood draws. This meant being at the hospital before 7:00 a.m. Afterwards Shirley did her regular volunteer work.

Carol Bielick (from staff)

Carol came in late afternoon/early evening to help with the nurse's skills testing. The help she provided was terrific.

Don-Etta David (from staff)

After only two weeks of training as a volunteer, she took over the responsibilities of managing the Gift Shop. She also handled the Bag Sale in my absence! Thank you!

Mark Dyer (from staff)

Mark consistently provides coverage for the Info Desk when someone cannot come in or provide a sub. His sense of responsibility to ensure coverage is admirable and. . . much appreciated!

Maggie Goltra (from staff)

Maggie worked the entire 2nd day of the nurse's skills testing. The help she provided made the whole process move along smoothly!

Kathy Henke (from staff)

Kathy signed up for an extra assignment to help out with the volunteer blood draws. This meant being at the hospital before 7:00 a.m. Despite the icy roads, Kathy was here. . .and

smiling!

Pat Janiszewski (from staff)

Thank you, Pat for filling in for me while I was out of town! It was nice to come back to the Gift Shop in order and the envelopes completed. You are a terrific right and left hand to me! Also thank you, Pat, for the hard work you put into the Valentine's baskets and pre-sale on florals. It was all beautiful and well received by our employees and volunteers. I also appreciate your help in managing the Bag Sale! Thanks for all you did to keep us going.

Kathy Kilduff (from staff)

Thank you, Kathy, for the beautiful job you created on our Valentine's baskets and floral pieces. They were all lovely. Thanks for subbing and helping us out in a pinch!

Lindy Knochel (from staff)

For only her second time as an escort, Lindy was asked to come to ICU to help as a receptionist. Her adaptability and willingness to help was much appreciated by all of us.

Shirley Koch (from staff)

Shirley volunteers twice a week, but she did not hesitate to sign up when a request was posted to sub for the Administrative Secretary. Her willingness to help was appreciated and commendable.

Natalie McCann (Del Webb staff)

She went above and beyond her Mammo volunteer duties, by taking a patient to East Campus to have an additional exam. The

patient was very upset. Natalie helped keep her calm and offered great support.

Allie Novesky (from staff)

Allie handles the marking and sorting of merchandise. She is always dependable and keeps us "organized". Thank you, Allie, for always being there for us and for putting in extra time to get the merchandise priced.

Sharon Parker (from staff)

Sharon signed in to sub for the Administrative Secretary. A few days before she was to come in, she lost her beloved dog. Despite her sadness and grief, Sharon honored her commitment and showed up for the assignment. She also helped with the nurse's skills testing! Thank you, Sharon!

Linda Richards (from staff)

Linda signed to sub for the Administrative Secretary. Later when she noticed no one had taken a Tuesday, she changed her personal plans to do a second day. We appreciate and commend her willingness to help!

Fran Snively (from staff)

Due to an urgent request from ICU for a receptionist, Fran was "pulled" from her assignment as an Escort to help. She was patient and adaptable. She truly demonstrated that we are all part of the YRMC family.

"We make a living by what we get, we make a life by what we give."

Sir Winston Churchill

In Memoriam

Recently one of the founding members of our PAWS "Pets Are Warm Support" Pet Visitation program passed over "The Rainbow Bridge". "Moon", along with his handler, Kathy Bryan, has been one of the pillars of our program, and his loss leaves a huge hole in the hearts of so many whose lives he touched.



"Moon"

Words cannot convey our sorrow over Moon's loss, and what he and Kathy have meant to our PAWS program at YRMC. Moon was an incredibly special dog, not only a champion setting standards for his breed, but he and Kathy have been "charter members" of the PAWS program, among the very first to join us when we began the program in early 2004. He has often served as our neutral dog, assisting us with evaluating potential new team members through the years. He and Kathy also have been very active in outreach for our PAWS, going to numerous dog fairs and events, speaking to groups, and otherwise spreading the word about the benefits animals can have in our lives. Kathy and Moon have been the best possible representatives of PAWS. We cannot count the number of lives of patients, visitors, family members, staff and volunteers that Moon touched in his time with us. You could not help but love the regal, yet warm and oh so smart dog that Moon was. He will be truly missed and we have been blessed to have known him. We are grateful for the time he spent with us.

We are planning a special "In Memoriam" issue honoring those volunteers we have lost.

Dear Dogs. . . .

* When I say to move, it means go someplace else, not switch positions with each other so there are still two of you in the way.

- The dishes with the paw prints are yours and contain your food. Please note, placing a paw print in my plate of food does not stake a claim for it becoming your food and dish.

- The stairway was not designed by NASCAR and is not a race-track. Beating me to the bottom is not the object.

- I cannot buy anything bigger than a king size bed. I also know that sticking tails straight out and having tongues hanging out the other end to maximize space used is nothing but sarcasm.

- The proper order is kissing me, THEN go smell the other dogs. I can not stress this enough!

Anon

Rainbow Bridge

Just this side of heaven is a place called Rainbow Bridge. When an animal dies that has been especially close to someone here, that pet goes to Rainbow Bridge. There are meadows and hills for all of our special friends so they can run and play together. There is plenty of food, water and sunshine, and our friends are warm and comfortable.

All the animals who had been ill and old are restored to health and vigor; those who were hurt or maimed are made whole and strong again, just as we remember them in our dreams of days and times gone by. The animals are happy and content, except for one small thing; they each miss someone very special to them, who had to be left behind.

They all run and play together, but the day comes when one suddenly stops and looks into the distance. His bright eyes are intent; His eager body quivers. Suddenly he begins to run from the group, flying over the green grass, his legs carrying him faster and faster.

You have been spotted, and when you and your special friend finally meet, you cling together in joyous reunion, never to be parted again. The happy kisses rain upon your face; your hands again caress the beloved head, and you look once more into the trusting eyes of your pet, so long gone from your life but never absent from your heart. Then you cross Rainbow Bridge together....

Author unknown



Volunteer Services
Yavapai Regional
Medical Center
1003 Willow Creek Rd.
Prescott AZ 86301

NON-PROFIT ORG.
U. S. Postage
PAID
Prescott, Arizona
Permit No 317

Recently YRMC was recognized in the Arizona Healthcare and Hospital Association newsletter- here is their report. . . .

Three Arizona Hospitals Recognized for Patient Safety

HealthGrades has released its fifth annual Patient Safety in American Hospitals Study which cites three Arizona hospitals as Distinguished Hospitals for Patient Safety. Those recognized are:



- Mayo Clinic Hospital, Phoenix
- **Yavapai Regional Medical Center**
- Yuma Regional Medical Cennter

To identify these hospitals, HealthGrades researchers analyzed approximately 41 million Medicare patient records from nearly 5000 hospitals. Facilities earning the Distinguished Hospitals for Patient Safety designation demonstrated patient safety records among the top 5 percent in the nation across 13 patient safety indicators. On average, these hospitals were found to have a 43 percent lower chance of experiencing one or more medical errors, compared to those hospitals which demonstrated the lowest ranking patient safety records. HealthGrades, Inc. is a healthcare ratings organization, (not an accrediting organization) providing ratings and profiles of hospitals, nursing homes and physicians.