

Director's Message

A Tribute to all of California Pacific Medical Center Volunteers

□ Do your little bit of good where you are;
it □ s those little bits of good put together that overwhelm the world. □

Archbishop Desmond Tutu



What an amazing group of volunteers. The following is a list of contributions of every volunteer at California Pacific Medical Center's four campuses and Coming Home Hospice.

We salute you and celebrate your generosity. You enhance the experience of our patients and staff through all that you do. Thank you, thank you, thank you!

- o 1092 volunteers contributed 104,000 hours of volunteer service. This is an average of 505 active volunteers a month.
- o St. Luke's 218 volunteers contributed 20,728 hours (this number is included in the summary report above).
- o St. Luke's Auxiliary contributed \$40,000 to the hospital. They raised \$45,000 at their fall event that they will donate to the St. Luke's campus at their 2007 annual meeting. The Auxiliary also supports a layette program that brings in over \$12,000 in new clothing for our infants in need.
- o The holiday boutique committee of St. Luke's raised over \$4,000 from holiday decoration sales held at three campuses. The committee donated the funds to the Auxiliary and it will be included in their annual gift.
- o The Guild of California Pacific and the recycling of toner cartridge helped finance the Woodywoof knitting project. 404 blankets were donated to the pediatric and NICU patients. These blankets represent over 8,000 hours of knitting by this dedicated group of knitters.
- o The Guild contributed \$100,000 to the regional Aquatic Park at Davies Campus and \$5,000 to fund a reading program at the Bayview Pediatric Clinic.
- o 100 daily papers delivered to patients and an additional 2,500 papers were delivered upon special request.
- o The volunteer department staff oriented, interviewed and placed over 500 new volunteers. In addition to the general orientations, specialized trainings for Emergency Department and Hospice volunteers were conducted quarterly.
- o Approximately one-third, or 2,900 of the volunteer hours, were devoted to assisting departments with large mailings. Outsourced expenses would be over \$64,000! The largest beneficiaries of these services are: Human Resources, Women and Children's Services, Marketing, CPMC Foundation, GI Lab, Ambulatory Surgery Services, Medical Staff Services, Psychiatry, Sutter Pacific Heart Centers and IHH.

The volunteer department's top priorities are to enhance the experience of our patients through thoughtful service and assist the staff to enable them to have additional time for patient care and safety. We assess each volunteer request and new volunteer position to be consistent with the Medical Center's culture of excellence of service and work environment. (Continued on Page 3)

Guild Corner

Spring finds the Guild under new leadership with Barbara Horton, President; Valerie Mayer, Vice President and Operations Liaison Chair; and Louise Thanos, Secretary. Dione Bowers and Helene Ettelson continue as Treasurer and Membership Chair respectively, and I am pleased to be the Publicity Chair. Also new to the Board this year are Eleanor Kochuba and Dorothy Harkavy as Members at Large. This group of dedicated members has committed to growing our membership and to planning activities that will appeal to all the members.

The Victorian House
2033 Fillmore Street
San Francisco, CA 94115



On May 8th, we will have the first of these activities with a tea at The Towers. Mark your calendar; invitations will be in the mail soon. Guests are always welcome at our social events, and invitations are available in the Volunteer Offices or by calling 415-775-0109. Although no date has been set as yet, the dedication of the new Terrain Park at the Davies Campus will also take place this Spring. The Guild was a major contributor to this project, and we look forward to the long-anticipated ribbon cutting and opening of this innovative rehabilitation facility.

Our Victorian House Thrift Shop is in dire need of saleable donations and of volunteers to help staff it. Even a commitment of a few hours a month would be welcome. Can you help us to keep our wonderful shop going by contributing time or donations, or both?

M'Lou Coppinger
Publicity Chair

(Continued from Page 2)

66% of all volunteers are involved in direct patient contact. Examples of volunteer positions that enhance patient and staff satisfaction:

- Emergency Department patient advocate and unit assistant
- Liver Transplant Escorts
- VIP (volunteers interacting with patients in SNF), activities therapy
- Stroke survivors peer-to-peer support
- Breast Cancer peer-to-peer support
- Invasive Cardiac Catherization lab volunteer (monitors patient progress, keep information flowing between patients, staff and family members)
- Coming Home Hospice patient visitors, kitchen assistants and receptionists
- Ambulatory Care – Recovery room volunteer
- Information Desks
- Nursing Units – Alzheimer Residence
- Surgery volunteers
- Surgical waiting room
- Patient menu consultants
- Gift shops and the Victorian House Thrift Store
- Patient manicurist
- Maternity coaches (Doula program at St. Luke's)
- Baby cuddler program (St. Luke's only).

Anja Koot
Director of Volunteer Services



Hospice and Palliative Care news

Happy 20th anniversary to Coming Home Hospice and all the staff and volunteers who make Coming Home such a caring and loving place.

Greg Taylor, Coming Home Hospice volunteer, says “The connections we make seem so unpredictable, so amazing, so deep, so surprising, we might as well go ahead and call it a miracle.”

Greg is right, for many of us working and volunteering at Coming Home, we receive a gift that is given to us by those who reside at Coming Home. The gift is to be able to share in the last season of their life, when pretenses begin to slip away and their priorities change making each day count. When this happens, staff and volunteers alike are given the chance to reach our patients/residents on a deeper more genuine level.

A special thank you goes out to all those who pass through our doors at Coming Home.

To all those interested in Hospice, Palliative Care or End of Life Issues, here are two venues that might interest you:

- o There is a new movie out, “Two Weeks”, starring Sally Field and Ben Chaplin based on a true story of one family’s struggle and acceptance in facing their mother’s terminal illness. This movie is heart warming and at time, quite humorous.
- o Friday April 27th, KQED will rebroadcast their segment on FAQ: End of Life. This program features interviews with California experts on palliative care, hospice and end of life issues.

St. Lukes Campus Musee - A Great Success

St. Luke’s Campus Auxiliary President Maria Vicente- Puletti says that 2006 was a wonderful year for the Auxiliary.

Our 55th annual Musee at the Palace Hotel was a great success. We will be donating \$45,000 to the hospital this year toward a supportive environment in the Emergency Department for children and families. It was our great pleasure to honor Doctors Nancy and Richard Bohannon who have served the hospital for so many years.

Maria said the Auxiliary is proud to announce that they will be honoring Dr. Edward Kersh, Director of Non-invasive Cardiac Care and the Cardiac Care Center at St. Luke’s at this year’s Musee on November 14, 2007. We’re hoping that everyone will save that date and contact us if they would like to help out on the day of the event or in any other way. Please contact St. Luke’s Volunteer Services office at (415) 641-6538 for more information.

A Special Thanks to Hall Middle School!!

The 6th graders at Hall Middle School in Larkspur, Corte Madera made valentines for the California campus patients in the skilled nursing units and Alzheimer’s Residence. The patients were so appreciative and happy to receive such cheerful, creative and sweet cards. Thank you to the 6th graders for the thoughtful wishes for the patients!



Dates to Remember

Event	Date & Time	Campus & Room
New Volunteer Orientation	Tuesday, March 20 4:30 - 6:30 PM	St. Lukes, Griffin Room
Guild Board Meeting	Wednesday, March 28 10 AM - 11:30	California, Volunteer Office
New Volunteer Orientation	Wednesday, April 11 4:30 - 6:30 PM	Pacific, Conference Center
Guild Board Meeting	Wednesday, April 25 10 AM - 11:30	California, Volunteer Office
New Volunteer Orientation	Tuesday, May 1 4:30 - 6:30 PM	Davies - Auditorium
New Volunteer Orientation	Wednesday, May 23	Pacific - Conference Center
Guild Board Meeting	Wednesday, May 23 10 AM - 11:30	California, Volunteer Office



*California Pacific
Medical Center*

A Sutter Health Affiliate

Department of Volunteer Services
California Pacific Medical Center
P. O. Box 7999
San Francisco, CA 94120-7999