



California Pacific
Medical Center

A Sutter Health Affiliate

VOLUNTEER NEWS

Special Edition 2007

CALIFORNIA PACIFIC MISSION

Our mission is to serve our community by providing high quality, cost-effective healthcare services in a compassionate and respectful environment, which is supported and stimulated by education and research.

VOLUNTEER VISION

We lift people's spirits through our goodwill and by providing compassionate, high quality service to patients, visitors, staff and each other.



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Fumi Sakauye "How One Volunteer Makes an Impact"

We are very fortunate to have volunteers that are willing to serve the needs of the Medical Center. For many reasons Fumi Sakauye is such a gift. Her desire to help wherever and whenever she can, takes her to the California and Davies Campuses to assist with a myriad of critical projects and programs. Not always one-time projects, but ongoing projects as well. Fumi helps to organize and enter into databases many different types of information that the Medical Center generates in order to provide accurate, up-to-date information for essential data analysis.

Since beginning in 1996, she has contributed 2500 volunteer hours and continues to devote more of her time to CPMC doing various projects.

Volunteer Spotlight



Document review and assessment for improved patient safety process and documentation.

Cathy Camenga (Quality Programs) acknowledges Fumi's efforts in handling a priority project: "Fumi helped to spearhead a project for the Quality Improvement Department that involved many weeks of laborious detail – she was tasked with counting thousands of pages of forms and keeping an accurate count of these forms, by patient, by nursing unit, by doctor to determine the success of a key patient safety program. This project involved her coordinating with multiple members of the volunteer staff. She is such a gracious, hard working person, and she accepted the complexity of this assignment fully and without flinching! And she delivered an expert "Quality" report. This information has helped us to improve our process for medication safety for patients at the Medical Center!"

Bi-weekly, time is spent at the Davies campus to **help with organizing and processing up-to-date entries of over 600 volunteer required TB/MMR clearances.** Occupational Health nurse, Jacki Nakai, and Fumi, share a great relationship. "Fumi is a very special person. She has been volunteering in Employee Health for the past 11 years, through the mergers of Pacific, California, Davies and St. Luke's campuses. Fumi helps our department,

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"Faith is taking the first step even when you don't see the whole staircase."

—Martin Luther King

Director's Message

Surprise!

Surprise! These words can bring a chill to the soul of a person in a life and death situation or they can bring great delight when someone invites a moment of joy. Surprises are unbidden, unplanned bits of pleasure that come our way when we least expect them. It's the little surprises in life that often make us sit upright, pay attention, stop our routine for a moment—and simply say, *thank you*.



The small surprises that help make the Volunteer Department the positive place that it is contributes to the greatness of the Medical Center. These surprises come from you when we least expect it. Here are some of the ways that we've recently been amazed:

- o A volunteer automatically called another volunteer to cover a shift.
- o A volunteer, whose mother owns a Thai restaurant, brought in a complete warm lunch for the Volunteer Coordinator.
- o One of our Emergency Department volunteers got into nursing school and he baked cookies for everyone.
- o A volunteer in the Subacute unit is helping a quadriplegic patient learn to use his voice activated computer. Since they don't have wireless capability for patients, she took it to a café a block away to do the registration required to get the wireless up and running.
- o A volunteer makes small bouquets and brings them to the parking garage attendant who is in the small booth rain or shine, hot or cold.
- o A staff member made a special point to let us know that the service of the volunteers in their department helped their patient satisfaction scores.
- o A family has been so touched by the fantastic care they received that they want to announce their great experience in the local newspaper.
- o A husband whose wife was visited by a volunteer was so grateful that he called the volunteer office to let us know that both he and his wife's hope had been restored by the visit.
- o A volunteer brings fresh flowers to the residents of Coming Home Hospice each time she visits.
- o An employee whose child volunteered at California Pacific wanted to share her gratitude for the mentoring that was provided by the Volunteer Coordinator and that her daughter is going to UC Berkeley in the Fall.
- o A reflective note from a teenager who has been touched by his assignment in the Alzheimer's Residence.
- o A daughter wanting to "give back" for 45 minutes by reading to patients every Thursday while her mother undergoes dialysis treatment.
- o Clerical volunteers coming in at 3pm on a Friday afternoon to help on an urgent mail project.
- o Volunteers who are leaving bringing in their old uniforms cleaned, pressed and folded.

Volunteers, you bring us surprises daily and we are filled with gratitude. Your generous spirit, your acts of kindness, the warmth, compassion and respect you bring into the Medical Center makes us all better people.

Anja Koot
Director

Congratulations on Your Dreams Coming True!!



Jeffrey Low, Out-Patient PT volunteer, for getting into Harvard University; **Andrew Loftholm**, Cardiac Catheterization Lab volunteer, for being admitted to Oglethorpe University; **Jessica Zabalza**, Cardiac Catheterization Lab volunteer, for getting into USF Clinical Nursing Masters Program; **Nolan Yip**, Radiology volunteer, for getting into City College of SF's Radiation Oncology Program; **Hishen Deng**, Cardiac Catheterization Lab volunteer, for being accepted into the Peace Corps for a 2-year health care service in Africa; **Avni Patel**, Nuclear Medicine volunteer, for being admitted into Nuclear Medical Technologist program in New Jersey; **Rick Pan**, Soothing Sounds and Nuclear Medicine volunteer, for getting into Dental School.

Guild Corner

We are very pleased that the Guild will be funding yet another project on the Davies' Campus. Our gift of \$50,000 will cover the purchase and installation of a fountain in the Rehabilitation Terrain Park. Although the fountain was in the initial plan, budget constraints had eliminated it from the revised plan. However, it was still strongly felt that the fountain and the presence of water in the park would enhance the experience for all patients and that it should be included if funding could be found. In the form of a circular shallow pool backed by a mosaic glass wall on which water will flow like a sheet, the fountain will be the focal point for the entire park.



You may recall that this contribution and the previous three — \$750,000 to the Terrain Park, \$100,000 to the Aquatic Park Rehabilitation facility, and \$100,000 for a CT Scanner on the Davies Campus — were made possible by the generosity of Dr. W. Porter Forcade through a legacy to the Davies Auxiliary which joined the Guild when the hospitals merged.

In recognition of Dr. Forcade, the fountain will be dedicated to him. As Mary Lanier, Chief Administrative Officer of the Davies Campus, stated in her request to the Guild: “We hope that this dedication will create a visible and permanent legacy for this generous Davies supporter.”

M’Lou Coppinger
Publicity Chair

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compiling data and completing the volunteer health clearances as well as tracking, documenting and reporting the annual TB skin testing for the entire volunteer staff. She is a very dedicated, kind and helpful volunteer. Always smiling and happy, she is a joy to work with. Thank you, Fumi, for all of your dedicated time, hard work and friendship. I really appreciate all you do for us!”

Another call from Infection Control’s Karen Anderson gloriously declares: “For the last year-and-a-half Fumi has been an asset to the Infection Control Dept. She is always willing to take on new projects and learn new data entry programs. She helps us to keep track of our patients that are on ventilators (a tube which helps them to breathe). With her help we are able to determine if we are following all the current recommendations that prevent these patients from getting pneumonia. She also keeps track of the rate that healthcare workers wash their hands before and after patient care. We share this information with the different hospital departments and they can realize how they compare to other departments, and if they are doing the best job possible to use only clean hands for patient contact. We would not be as successful as it is today without her. She is a joy to work with and we wish to sincerely thank her for all her hard work!”

Fumi comes regularly on Mondays and even most Saturdays to keep up with the projects above. She also does **data entry for the Customer Service Department** measuring customer service improvement programs and identifying problematic areas that can guide efforts for planning quality improvements for patient and customer services.

You are marvelous! Thank you Fumi!!

In Memorium

Ivy Ryckman Brown (nee Strong) passed away April 7th at the age of 81.

Ivy provided 1400 hours of volunteer service at the Pacific Campus gift shop. Ivy, a native of Canada followed her heart to San Francisco where she became a successful insurance broker. After retiring from her job as an insurance broker Ivy took up a new job in the gift shop at the Medical Center. Her daughter writes: “Ivy loved her ‘job’ as she referred to it, in the CPMC gift shop. She felt it kept her connected to her neighborhood and found it the high point of her week. Many thanks to all who made her times with you a joy.

St. Luke's Campus Opens Doors for Youth - by Grace D'Anca

St. Luke's Campus was the host site for a career exploration program with Jewish Vocational Services Youth Programs. "Jewish Vocational Services has a healthcare career track for adults and programs to support youth with special needs that are totally separate. We decided it might be a good idea to see how we could build a bridge between the two programs" said Derrick Williams, JVS Youth Specialist.

Derrick and other JVS staff selected youth clients who were interested in healthcare as a possible career or because of personal experience with the healthcare system. The youth participated in a series of activities at St. Luke's. First they attended a panel discussion by St. Luke's staff that included a physician, nurse, radiology technician, respiratory therapist, and a social worker. The panel shared their own particular career paths and the youth had the opportunity to ask pertinent questions such as queries about study requirements and starting salaries in different fields.



Duane Chapmann
never gave up on me".



Dominique Crutchfield

After a tour of the hospital, the youth began to do internships in their area of interest. Over the next few months they learned the importance of being punctual and reliable and learned interpersonal skills as well as basic job skills. They had the opportunity to see first hand how a multi-disciplinary team provides care for patients.

"I had no idea it took all these different professions to take care of sick people. This really opened my eyes to how everything works" said Duane, a high school senior. "My supervisor was strict but she really taught me a lot about job responsibility. She

Student Reflections

Griffith Cannon, a student from Stuart Hall High School, wrote this reflection about his experience at the Alzheimer's Residence. Throughout the time I have spent at the Alzheimer's Unit I have become more and more aware of how serious a disease Alzheimer's is. However one day I had an experience that made me aware of just how important the Alzheimer's Unit is to the resident's lives. On this day one of the nurses at the Alzheimer's unit came to take one of the residents away who I had interacted with and seen everyday that I had visited the Alzheimer's Unit. The nurse told Kumi, the therapist, to say good-bye to the resident. At first Kumi did not understand and just said good-bye as if the resident was just going away for a short period of time. The nurse then whispered into Kumi's ear what must have been the message that the resident would not be coming back. Kumi then hugged the resident, said goodbye, and took a minute to go to the bathroom and cry. This experience made me completely aware of something I had only just known before: that the Alzheimer's Unit is where the residents spent their last years before they die. This experience made me realize how I must try to do my best to make the Unit a happy place while I am there because the residents are not going to be going anywhere else. It made me realize that although I have many things that I plan to do outside of the Alzheimer's Unit, and that I have plans for the rest of my life, that the residents do not. They spend all of their time in that same place, so I must be sure to try and always make my best effort to enjoy my time at the Alzheimer's unit so that the residents can enjoy themselves as well... Through my experience I realized that I cannot just be happy because things in my life are going fine, I must recognize that there are people who are suffering and that I should help them.

Trevor Chuan, an ACU volunteer, was accepted into UC Davis last Fall. He writes about his volunteer experience influenced his health career path.

My career goals after college are to be an environmentalist, scientist, or a doctor. Since, I was in Bio-Technology class I fell in love with Genetics, dealing with DNA, and solving mutation problems. Ever since then I always dreamed of being a doctor, to save people's lives, and finding a cure for cancer. Volunteering at California Pacific Medical Center gave me the opportunity to experience what nurses and doctors do to save people's lives. When I was volunteering at CPMC I was assigned to Ambulatory Care Unit (ACU). In ACU I was able to explore the medical field of how nurses treated patients and also had a chance to meet and talk to some of the doctors, nurses and patients. My volunteering experience from CPMC is extremely unique because it's not the same as a paying job environment. I volunteered because I wanted to help and become a better community member. I learned a great responsibility of understanding the world around me. CPMC helped me to make better decision for my future goals and dreams. I would like to thank everyone at ACU for making me feel welcome to volunteer every Wednesday. Last but not least I would like to thank the Volunteer Coordinator for the opportunity of letting me volunteer at CPMC and making my dream come true. I have always wanted to volunteer in a hospital environment and because of this volunteering success I have a strong feeling that the knowledge that I gain will help me move on to becoming a good doctor in the future. For now, I have a strong belief that life is an adventure and we never stop learning.

A Special Thank You to our Volunteers!



Congratulations to Our Volunteers Who Received Hour Awards

Volunteers who received hour awards this year. We give awards for 100, 250, 500, 750 and every 1000 hours.

35,000 Hours: Audrey Clock; **24,000 Hours:** Juliet Krasne; **14,000 Hours:** Ede Zollman; **10,000 Hours:** Bernice Pirro; **8,000 Hours:** Arthur McDonald, Jane McLeary; **7,000 Hours:** Louise Takeuchi; **6,000 Hours:** Janet Bollier; **5,000 Hours:** Elenore Broze; **4,000 Hours:** Joan Cahill, Wanda Grady, Barbara Horton, Don O'Brien, Isabel Santos; **3,000 Hours:** Ivy Lee, Vivian Wilder, Anthony Zolezzi, Guadalupe Kolenda; **2,000 Hours:** Agnes Cassidy, Reginald Dias, Betsy Feichtmei, Ellis Okano, Fumi Sakauye, Joan Sisser; **1000 Hours:** Clarita Basada, Jim Berg, Elizabeth Cox, Carol DeVincenzi, Dorothy Harkavy, Bernice Howard, Frankie Jackson, Yvonne Ko, Angelica Lucich, Bert Meier, Karen Ontis, Sharon Phillips, Nell Richmond, Gloria Rigazio, Carolyn Ross, Pearl Varon, Suzanne Yong; **750 Hours:** Evelyn Chung, Lilinda T. De La Cruz, Filomena Farrugia, Bridget Hennessy, Betty Hepler, Melby Lehoucq, Gladys Martinez, Ginny Pritchard, Soo Romberg, Kathleen L. Smith, Barrie Staeborg, Helen Tonnemacher, **500 hours:** Virginia Alcantara, Etta Blum, Bonnie Lawlor, Cheryl Price, Cris San Miguel, Jean Scardina, Ruth Sun, Karen Taylor, Robbie Trent, David Unruh; **250 hours:** Sara Angulo, Nancy Bryan, Sandra Dai, Charlie Dharmasukrit, Carol Engelbrecht, Benjamin Ferrer, Irene Fuerst, Esther Hou, Minhchau Nguyen, Julio Paiz, Marie Smith, Maria Solorzano, Emerald Wong, Wilson Wong, Chao Yang; **100 hours:** Alfredo Abarca, Juana Sofia Abarca, Yvette Adida, Emerita Alfaro, Aljurf Husam, Frances Anderson, Carlesia Azinheira, Tom Banzhof, Jessica Bobier, Marcy Cazare, Amy Chan, Vanessa Chan, Anissa Chen, Connie Chiu, Wendy Chiu, Debbie Chu, Ana Contreras, Maxine Cresci, Raymond Dammon, Elizabeth Dey, Susanne Floyd, Michael Gagarine, Tony Garibaldi, Leonor Gonzalez, Barnaby Hall, Michael Halloran, Lorne Harris, Maria Teresa Helena, Arisa Hiroi, Jenny Hoang, Leanne Koh, Heidi Larson, Michael Lennig, Victoria Mahoric, Treva Jo Marcus, Tanya Marino, Kay Morales, Ann Motonaga, Marcie Mouyard, Rick Pan, Claire Perez, Lucia Perez-Duarte Berra, Maria Vicente Puletti, Refugio Razo, Nancy E. Reno, Patricia Reynoso, Ikuko Roth, Kathryn Ryan, Connie Shao, Joseph Shoua, Margie Snape, Lee Anne Snedeker, Lois Sparling, Sylvia Star-Lack, Zhe (Bill) Su, Helen Suh, Elise Sunderland, Vuthy Tan, Shiori Tando, Ravy Thang, Barbara Trippon, Christiana Tweedie, Lawrence Wong, Marcus Wong, Arthur Yee, Grace Yee, Lolita Yee, Olly Yu, Jessica Zabalza, Cindy Zhou.

Welcome to the Pacific Campus Bike Shop - A Surprise Gift of 8 Bicycles!

Out of the blue, we received a phone call with an offer of eight bicycles for children. The call, from Team



Dynamics, a team building company out of Scottsdale AZ, was a most pleasant surprise! Mr. Pat Whelan the group facilitator wanted to know if we could use new bicycles that would be assembled as part of a team building exercise that would be happening the next day. Immediately, the Bayview Child Health Center came to mind. A few phone calls later, Carolyn Dyson and Dr. Shirley Lampkins offered to go to the Marriott to speak to the bike assembly teams about the Health Clinic. Later that afternoon, the colorful sparkling new bicycles were delivered to the volunteer office along with helmets and sweet notes for the lucky child who would receive the bike. In less than 24 hours we were the recipients of some incredible generosity and eight children now have the delight of a new bicycle.

We are updating our records: (Please fill out this form & return to Volunteer Office)

In about a month, we will be conducting a survey evaluating the Volunteer Department and your volunteer experience at CPMC. The survey requires that the majority of the responders have an email address because the results are tabulated on-line. (If you do not have email, we will send a survey to you.) We also need to update emergency contact information in our system.

Name: _____ Phone number: _____

Email: _____

Emergency contact: Name: _____

Relationship: _____

Phone: _____

Dates to Remember

Event	Date & Time	Campus & Room
Guild Board Meeting	Wednesday, May 23 10 AM - NOON	California Campus, Volunteer Office Meeting Room
New Volunteer Orientation	Wednesday, June 6 4:30-6:30 PM	St. Lukes Campus, Griffin Room
Emergency Room Training *	Monday, June 18 6:00 - 9:00 PM	Pacific Campus Stanford Conf. Room 309
New Volunteer Orientation	Wednesday, June 26 4:30 - 6:30 PM	Pacific Campus - Conference Center
Guild Board Meeting	Wednesday, June 27 10 AM - NOON	California Campus, Volunteer Office Meeting Room
New Volunteer Orientation	Monday, July 17 4:30 - 6:30 PM	St. Lukes Campus, Griffin Room
Guild Board Meeting	Wednesday, July 25 10 AM - NOON	California Campus, Volunteer Office Meeting Room
New Volunteer Orientation	Wednesday, August 8 4:30 - 6:30 PM	Pacific Campus - Conference Center
Guild Board Meeting	Wednesday, August 22 10 AM - NOON	California Campus, Volunteer Office Meeting Room

* Pre-registration Required



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