



California Pacific  
Medical Center

A Sutter Health Affiliate

# VOLUNTEER NEWS

Winter/Spring 2008

## 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

The volunteers at California Pacific Medical center seek to benefit patients, families and visitors by providing excellent service and supporting the staff in their mission.



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## Agnes Cassidy -What's In An Age?

St. Luke's Eucharistic minister Agnes Cassidy says she sometimes shocks patients when visiting them on her Monday rounds at St. Luke's. "I might be talking to a patient who says that they are in their 70's or 80's and can't do this or that anymore," she says with a hint of a County Sligo brogue. "I ask them how old they think I am, and many of them are very shocked to hear that I am 100 years old. Then they ask me if I'm still walking even though they saw me come in on my own two feet."

Agnes is great medicine for our patients sharing her abundant kindness and playful wit with everyone she encounters. She visits approximately 50 patients each Monday offering Holy Communion to Catholic patients, and visits anyone else who would like to talk with someone.

"It's very rewarding to visit the patients at St. Luke's. When you come in the room, the patients just light up. People appreciate the handshakes and the hugs and ask me to come back."

Agnes had never volunteered until she came to St. Luke's over 10 years ago through a neighbor who was also a Eucharistic Minister. After raising three children, Agnes went to work "temporarily" at the Emporium and ended up staying there for 22 years. She says she has not been back to see the transformation there.

## Volunteer Spotlight



Agnes Cassidy



\*\*\*\*\**SAVE THE DATE*\*\*\*\*\*

A celebration of volunteers and a big thank you for all that you contribute to the medical center. If you have volunteered at least 100 hours or more than 1 year you will receive an invitation to our recognition luncheon, please plan to attend.

**April 10th Cathedral Hill Hotel  
11:30 – 2:00**

*"The best thing about giving of ourselves is that what we get is always better than what we give"*

—Orison Swett Marden

## Director's Message

### Volunteers: A Priceless Treasure

*"There is in each of us so much goodness that if we could see its glow, it would light the world".* Sam Friend

The above quote is from a little book called *The Heart of a Volunteer*, a compilation of short verses that celebrate volunteerism and reminds us that despite the pressures and pace of everyday life, thousands of men and women are taking the time to reach out to others.



To bring it closer to home, you, the volunteers of CPMC bring your gifts, your concern, your compassion, your generosity to benefit the patients of California Pacific Medical Center and to support the staff in their mission of providing excellent health care.

The achievements of this past year are too numerous to convey; but again, we have a sampling of the impact of the volunteers at California Pacific Medical Center.

- o Over 1128 in-service volunteers contributed 96,277 hours of volunteer time
- o 44 knitters contributed 325 blankets to the pediatrics and NICU patients. The knitting of these blankets totals over 10,000 hours of time
- o Volunteer Community knitters in the Bay Area, Scotland and England donated 1000 knitted baby caps to the nursery at St. Luke's
- o About \$10,000 worth of baby layette items donated by members from the Episcopal Church were distributed at the St. Luke's campus
- o St. Luke's Auxiliary held their annual Musee fundraiser with proceeds being donated to the Emergency Department at St Luke's campus
- o The Holiday Boutique committee held craft sales at 3 campuses and 1 Van Ness. The proceeds, of approximately \$3800, will be used to purchase one or two Pulse oximeters.
- o The Guild donated \$60,000 for the fountain in the Terrain Park at the Davies Campus. The Fountain is named in honor of Dr. Forcade and his wife who left a generous gift to the Guild.

Volunteers provide support to over 50 departments in the medical center. Last year we decided to measure the volunteer impact in a few of the patient areas, below is one result from each area studied.\*

#### **Pacific Campus information desk and Cal Campus Surgical waiting room**

The Information Desk and the California Campus Surgical waiting room averaged approximately 2.44 contacts with family members of each surgery patient.

#### **Cardiac Catherization Lab – Pacific Campus**

Volunteers averaged 2.3 contacts per patient. (either directly with the patient or their family member)

During the period studied, the patient satisfaction scores of the CCL were 90.9% and 92.7%. The manager of the CCL felt that the increase in patient satisfaction could be correlated to the increase of volunteer participation.

#### **Baby Cuddler Program – STL**

Cuddlers visited with 91 % of all potential patients admitted within the study period.

These numbers represent only part of the story of the CPMC volunteers; you are a mighty force and an inspirational testament to generosity and goodness that brings light to the lives of others.

*\*If you would like the documentation for any of these studies, please contact Anja Koot at 415-600-3402 and she can send you a copy.*

Anja Koot  
Director

## Guild Corner

Exiting news! Mindful of the Guild's commitment to serving the community in addition to providing volunteer and financial support to the Medical Center, the Board recently voted **to fund ten internships** for Galileo High School students who will be participating in the school's summer Health Academy.

Health Academy students are enrolled in a two-year program while attending high school, and the paid summer internships offer students the opportunity to learn by experience while working alongside health care professionals on our various campuses. These students are highly motivated individuals from primarily low-income minority families who aspire to attending college upon graduation. The success of the program has been demonstrated by the last two years' graduates with 95% or more of the participants enrolled in college and over 40% planning to major in a healthcare field.



Don't forget to patronize our gift shops to help raise funds for this worthwhile project.

News of our May luncheon will be coming to you before long and we hope to see you there.

M'Lou Coppinger



*Jewel LaDay*

### St Lukes' Cuddler Program

The St. Luke's campus Baby Cuddler program was established over 10 years ago by Debbie Nocero, a volunteer and Auxiliary Board member, to recruit and train volunteers to take photos of newborns on the maternity unit. And, along the way, Cuddler volunteers are able to hold to hold newborns of course, and give moms and nurses a bit of a break.

Our Maternity nurses say that the Cuddlers are wonderful people who care about the babies and their families. They find the Cuddlers very helpful, particularly with infants withdrawing from maternal substance abuse. The nurses say that infants are typically less irritable and easier to feed after Cuddler sessions.

Last year, Cuddlers visited with over ninety percent of St. Luke's moms to offer assistance to check to see if they wanted baby photos taken. Cuddlers sat with dozens of babies needing companionship, and were delighted to bottle feed or diaper an infant if necessary.

Cuddlers also photographed over half of our babies, and included many family members in the process. Because they are always willing to pitch in, Cuddlers also make decorative crib cards, help keep the pediatric playroom organized, and make sure there is plenty of hand knit caps on hand for baby to wear home.

### Meet Our C.O.W.

"Callie," the Computer On Wheels (C.O.W.), is a wireless computer that operates on battery power. It is a new service intended to enable patients generally confined to bed to keep in touch with loved ones through email or personal web pages. It is also a tool to gather "beyond medicine" patient stories and to encourage the use of other CPMC services such as Care Pages which will launch in early spring. The pilot project will be implemented at the California Campus in Pediatrics and OB as the initial target areas. The C.O.W. will be supported by the California Campus Volunteer Office.



## Welcome Catherine Bildhauer and Maggie Meadows!!

**Catherine Bildhauer** is the new volunteer coordinator for CPMC Pacific Campus. She previously served as coordinator of volunteers at San Francisco General Hospital. Prior to these events she was both volunteer coordinator and art instructor for Creativity Explored, an arts program for adults with developmental disabilities. Catherine is a ceramic artist, creating both sculptural and functional work. She spends her weekends in the clay studio or hiking in the hills of California.



*Catherine Bildhauer*



*Maggie Meadows*

**Maggie Meadows** is one of the newest members of the Volunteer Services team and will be providing administrative support to the volunteer office at the CAL Campus. Some of you may already know Maggie as she worked at CPMC Foundation for over five years on both the development/fundraising and finance sides. With her extensive administrative support background she also worked for a social policy research organization and at Stanford University she will be helping us with the new volunteer database in addition to the variety of duties that come along the way. Maggie originally hails from Oklahoma but has lived in California most of her life, having graduated from Humboldt State University. She enjoys music, running and working out, movies, and has two cute but lazy cats. Maggie is looking forward to working with Akiko and getting to know all of our dedicated volunteers.

A fond farewell to **Alison Gause**, who worked in the Volunteer Department as administrative assistant at the Davies Campus and most recently, as volunteer coordinator at the Pacific Campus. Alison is now working in the Oncology Department at CPMC. Alison we wish you all the best!



### Pediatrics Celebrates Woodywoof Knitters

Recently, the California Campus Pediatric Department and Child Life Specialists hosted a light tea affair for the knitters who have faithfully knit blankets (and caps) for the unit since its inception in 2004. The pediatric team, Astrid Reichenbach and Kathleen Boggs, shared stories and the many fun ways they present the blankets and knitted caps to the patients and when need arises, even to their siblings. They see the joy of the patients when they

realize that the blankets are theirs to keep. The children have fun posing for the camera with all the fabulous knitted caps they receive. Because of their current health situation, choosing a blanket allows the children some control in a situation that is often not within their control. The knitters were also treated to a special tour of the colorful and cheerful unit.

**Thank you knitters!**

If you would like to knit a blanket or know someone who would like to participate in this wonderful project, please contact the volunteer office.



## *Congratulations!*

Congratulations to Jacqueline Matzen on completing coursework and receiving a certificate in bereavement counseling. Jacqueline is the volunteer coordinator for both the Davies Campus and Coming Home Hospice.



The volunteer department was the recipient of a grant from the CPMC Foundation grants and disbursement committee to develop two volunteers programs to support palliative and end of life care at California Pacific. The first program is a bereavement program where volunteers call family members of patients who have died every few months following the death. The calls are to offer support. The second program, NODA (No One Dies Alone) is an extension of our palliative care volunteer program. This program will train volunteers to support patients who might not have family members or friends to be with them at the end of their life. Jacqueline will work with the hospital palliative care team to make these two volunteer programs a reality. Jacqueline is very dedicated to providing comfort and compassion to patients who need end-of-life care, therefore, initiating the Bereavement and Palliative Care programs are close to Jacqueline's heart. She feels fortunate that CPMC recognizes and supports the value of these programs.

As our population ages, the importance of services surrounding end of life care escalates. As always, the volunteer department attempts to anticipate the needs of our patients while aligning with the goals of the medical center.

## **In Memorium**

**Audrey Clock** - Audrey Clock and the Victorian House Thrift shop go hand in hand. Audrey was the good will ambassador, the merchandisers and the heart of the Victorian House Thrift Store. Well into her 90's, Audrey worked tirelessly, welcoming all that came, sorting through endless merchandise, and offering a listening ear to those who needed support. Audrey contributed almost 36,000 hour volunteering, she is sorely missed.

**Ann Greyson** - She had been a faithful CPMC volunteer for over 20 years who volunteered several days per week. Over the years she provided support to numerous departments: information desk, surgical waiting room, radiation oncology, pre-admit testing, The Foundation and she was especially devoted to helping the Diabetes Center since 1990!

**Marie Skjaret** - Marie worked in the Pacific Campus gift shop for 40 years and gave almost 12,000 hours. Marie was gentle, welcoming and gracious. At 93, Marie came in each week with a clean, laundered uniform and set about her work with a smile.

**Pete Eastridge** - A longtime volunteer at Davies Hospital (now CPMC Davies Campus) and an employee of the volunteer department for 7 years. After a short, but uncompromising illness, Pete passed away in August. We all had little time to process the nature of his illness and our loss. He was always ready with a smile and to offer a helping hand at the Pacific Campus Information Desk and in the California Campus volunteer office. We miss him dearly.

**Jane Samuel** - Jane began her volunteer work at Children's hospital in 1955 and continued her volunteer work through 2004. Jane had a great sense of humor and fun. She was a mainstay at our information desk for many years. She has been missed these past years and our sympathy is extended to her family.

**Rob Roy Rhudy** - Since 1999, Brother Rob was a faithful volunteer at Coming Home Hospice greeting visitors as they walked in the door and providing comfort to our hospice residents. He is greatly missed.

**Rob Reichert** - Began volunteering at Davies campus in 1992 with our HIV/Aids patients. Caring for HIV/Aids patients was Rob's passion.



## Dates to Remember

Event	Date & Time	Campus & Room
<b>Guild Board Meeting</b>	<b>Wednesday, March 26</b> 10 AM - NOON	<b>California Campus, Volunteer Office Meeting Room</b>
<b>New Volunteer Orientation</b>	<b>Tuesday, April 8</b> 4:30 - 6:30 PM	<b>Pacific Campus - Enright Room</b>
<b>Volunteer Recognition Luncheon</b>	<b>Thursday, April 10</b> 11:30 AM - 2:00 PM	<b>Cathedral Hill Hotel</b>
<b>Emergency Room Training *</b>	<b>Thursday, April 17</b> 6:00 - 9:00 PM	<b>Pacific Campus Stanford Conf. Room 309</b>
<b>Guild Board Meeting</b>	<b>Wednesday, April 23</b> 10 AM - NOON	<b>California Campus, Volunteer Office Meeting Room</b>
<b>New Volunteer Orientation</b> <b>*Students only*</b>	<b>Wednesday, May 7</b> 4:30 - 6:30 PM	<b>Davies Campus, Auditorium</b>
<b>New Volunteer Orientation</b>	<b>Wednesday, May 19</b> 4:30 - 6:30 PM	<b>Pacific Campus - Conference Center</b>
<b>Guild Board Meeting</b>	<b>Wednesday, May 28</b> 10 AM - NOON	<b>California Campus, Volunteer Office Meeting Room</b>



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