

# The Auxiliary Pulse

## Summer - 2023



### President's Message - Bunny McElliott

It's a new year for our Auxiliary! With it comes some changes. As always, it's exciting to hear what has occurred to bring us to this new year.

Our recent Installation and Awards Banquet was beautiful and so heartwarming as we were able to gather IN PERSON in the Assembly Rooms for the first big event of our Auxiliary since prior to Covid. Wonderful food was prepared by our TCMC Food and Nutrition Services. Our Auxiliary Past Presidents outdid themselves, preparing and presenting this wondrous occasion. Their installation was clever, fun, and so on point! Thanks Donna, Connie, and Beth for your hard work!



A sweet PowerPoint shared photos of memorable Auxiliary people and moments of the past year. Well done, Historian!

The presentation of Awards pins revealed the amount of time our AWESOME volunteers have given to the TCMC. There were thousands of volunteer hours recognized and awards given. It was so impressive. Our 2023-2024 Auxiliary officers for the year were installed. The president's gavel was passed from Linda Wolff to me - Bunny McElliott - new President. Officers Liz Brayton - 1st Vice President, Kathey Cramm - 2nd Vice President, Valerie Barros - Secretary, and Rosalind Bussey - Treasurer were installed. Our new Board of Directors for 2023-2024 was introduced.

Linda Wolff was thanked and appreciated for all she has done to bring our Auxiliary back from the most unusual events of 2021. The list of remarkable accomplishments our Auxiliary achieved because of her leadership and hard work is beyond measure. We are so fortunate that she will still be very involved in our Auxiliary. Thank you, Linda!

Our TCMC new CEO, Dr. Gene Ma was introduced (HUGE CONGRATULATIONS - Read more on Page 7.) as well as the new chairperson of the Tri City Hospital Healthcare Board of Directors, Tracy Younger. They both shared their genuine appreciation and value for our presence and the work we contribute to the hospital. We make a difference!

It was a thrilling moment when our Auxiliary was able to present a check for \$40,000 to TCMC. That in itself is a remarkable sum given from the proceeds of the Gift Shop. Making the Gift Shop successful once again has been because of the diligence and hard work of Carole Vance and her dedicated Volunteers. Many thanks for your perseverance!

We have much to be thankful and excited for as we enter this next year as members of this wonderful organization. I'm so proud to be part of the Auxiliary team. Thank you to each and every one of you!



## Department Spotlight

### Pet Therapy

Our friendly pooches continue to bring smiles and joy to patients, staff, and Auxilians at Tri-City Medical Center. Regularly included in our visits are the visitor lobby areas, the orthopedic areas, and some patient floors. We love the smiles on patients and staff.

Unfortunately, our numbers are down, limiting the use of the Pet Therapy card to record which patients would like a visit. We continue to look for pet therapy teams to grow our department and hope to increase the number of days and visits we can make in the not-too-distant future.



All our teams look forward to seeing you and all our TCMC friends and partners soon.



### Advocacy



After a three-year absence, Advocates returned in January with ten volunteers currently providing five days of service per week, Monday through Friday. Each volunteer serves one shift per day.

Advocates visit patients after their first full day at Tri-City Medical Center offering a caring word, a listening ear, simple comforts or helping with concerns. They provide patients with booklets about the hospital, puzzle packets, and reading glasses. We also provide blankets and pillows and show how to use equipment like phones, TV, call buttons.

When appropriate, Advocates arrange for Pet Therapy or Chaplain visits and help patients fill out positive employee comments cards asking patients to rate their care on a scale of one through five with five as outstanding. Advocates advise nurses of patient concerns and their praise for the care they receive. After each shift, Advocates record each patient visit on the computer, allowing hospital leadership to quickly hear patient satisfaction or concerns.

Coming back has been a challenge that we are meeting and we are glad to be back providing comfort, care and companionship for Tri-City patients. It is so rewarding to have Tri-City staff tell us that they are so glad that we are back!



## Chair's Corner

By Kathey Cramm, Second Vice President

I am pleased to introduce myself as your new Second Vice President. I will do my best to fill the big shoes left to me by Bunny McElliott. It will be my pleasure to work with all our dedicated Department Chairs and provide this regular report.

Summer is here and we are all looking forward to all the activities that go a long with it. It also brings with it the challenge of volunteer summer vacations. Please communicate with your Department Chair giving as much lead time as possible. When possible, find a substitute as it really helps with scheduling. If we all work together, we can keep things running smoothly all summer long.

We currently have 11 departments open and running smoothly thanks to the outstanding leadership of their dedicated Chairs. Thank you so much. To keep the Auxiliary growing we need more members. We hope that everyone will participate in the Recruitment Raffle we announce here and help us grow.



## Welcome New Members

We are very happy to welcome the latest new Auxiliary members who joined during the last three months. Each new member makes us stronger and of even greater service to TCMC and our community. Welcome all!

### Advocacy

Nancy Bentivegna  
Lindsey Fleckenstein  
Caroline Talebi

### Clerical

Patricia Graves  
Julie Walley

### Courtesy Shuttle

Madeline Gibson

### Escort

Kimberly Gonzalez

### Gift Shop

Shirley Daffer

### Information Desk

Cristina Gaspar  
Shaira Gerente

### Registration

Gabriella Morales Martinez  
Johanna Omark

### Surgery

Trisha Barta  
Jelinmei Domingo  
Monique Ellis  
Jasmine Gatica  
Anna Goodway  
Susan Knapp  
Jay Lawler  
Marcia Lee  
Sandra Maskiewicz



## TCH Auxiliary Volunteers Join Our Recruitment Raffle!!!!

### Chance 1:

Encourage a friend or family member to sign up and ATTEND a full orientation and your name will go into the **Chance 1** raffle box. Every quarter, we will draw a name from the **Chance 1** raffle box and that lucky volunteer will win a \$25 gift card!

### Chance 2:

If your recommended friend or family member actually signs up, attends an orientation, AND follows through by **joining our Auxiliary**, your name will go into the **Chance 2** raffle box. Quarterly, a name will be pulled from the **Chance 2** raffle box, and the lucky winner will receive a \$25 gift certificate!

Tickets are in the Auxiliary Office. You or your referral may fill out a ticket and then the completed tickets should be turned in to the Clerical Office. Let's have some fun!

Help us build our membership!

**Make a difference!**



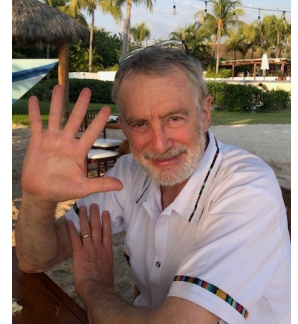
## TCHA Volunteer of the Quarter

In recognition of their service, Tri-City Hospital Auxiliary is pleased to announce the **Department Volunteer of the Quarter** recipients for the Third Quarter of 2023.

### Advocacy - Elliot Ellis

Elliot is a valued and devoted part of our Advocacy team. He always tries to make a real, positive connection with each of the patients he visits, hoping that his visit makes a patient feel recognized and cared for while at Tri-City Medical Center. He is a real team player, making himself available to substitute for other Advocates very often.

Carol Saunders, Department Chair



### Clerical Department – Valerie Barros

Valerie has recently become Assistant Chairperson of our Department. Our clerical unit has needed some real housekeeping since the COVID days and Valerie has created some very useful tools and has helped make our office neat and efficient. She is always able to see what needs to be done and proceed to get it done. Her leadership skills are great and previous office skills are very valuable to us all.

Sharon Hambly, Department Chair

### Courtesy Shuttle - Ben Novak

Ben has been a long-time member of the Courtesy Shuttle team having served over 1400 hours. He is always on time and very reliable for his driving shifts. Ben has been recognized by visitors using the shuttle for his courteous nature. Ben is also very conscientious about the maintenance of the shuttles, being very prompt in reporting any issues that he feels are important to pass on to the shuttle chairman.

Dave McCarthy, Department Chair



### Gift Shop – Cathy Regan

As a valued volunteer in our Gift Shop, Cathy takes on important tasks. She processes all the new clothing before it goes to the shop. Cathy also prices and steams all items to make them as attractive as possible. Along with her regular work partner Chris Wellenstein, Cathy always take great care of all our customers.

Carole Vance, Department Chair



**Information Desk – Dee Coleman**

Having been a long-time Vista resident Dee enjoys giving her time to Tri-City Medical Center. Dee has been a loyal volunteer for 15 years and is a very versatile individual who is able to work in many different volunteer positions. Dee not only works at the Information Desk she also volunteers in the Gift Shop. Dee can always be counted on to fill in at the Information Desk when a substitute is needed.

Donna McConnell, Department Chair

**Patient Escort Department – John Haddock**

John has been an Auxiliary volunteer since 2012 with over 1200 hours of service. He has worked in the Patient Escort Department for his entire tenure and covers three or more shifts a month. John is a devoted supporter of the Auxiliary. He is known for being thoughtful and kind with everyone...patients and staff alike. Everyone loves working with him. He is always helpful to new volunteers and Registration department staff. Without him we couldn't get the job done.

Kathy Cramm, Department Chair



**Pet Therapy Department – Mary Gleisberg**

A retired elementary school principal, Mary brought her leadership skills to Tri-City Hospital Auxiliary and subsequently became our president. She has served as TCMC's Pet Therapy chairperson for years. It is thanks to her efforts that Pet Therapy volunteers are back in the hospital making their important contributions. She and Prince were always eagerly anticipated by visitors, patients, and staff alike.

Beth Hulsart, Department Chair

**Registration Department – Carol Kope**

Carol has contributed over 2500 hours as one of our volunteers. Although presently working in Registration, Carol has worked in numerous departments for our Auxiliary including Women's Diagnostic Center, the Vaccination Clinic, and Surgery. She has always been very affirming and welcoming to our visitors and patients, helpful, and thorough. She is a big supporter of students in healthcare and contributes to our Auxiliary Scholarships.

Chris Sheets, Department Chair



**Surgery Department – Rosalind Bussey**

The surgery department can be a very challenging area for volunteers, but Roz always makes it look easy. In addition to her regular work, Roz is always willing to assist in training new volunteers and directing them to needed duties, all done with a big smile and cheery attitude. Her contribution to our department exceeds all expectations and I am happy to have a part of our team.

Jane Palmiotti, Department Chair



## Awards Presented

Auxiliary volunteers may not work for pay, but we are recognized for the number of hours we give to Tri-City Medical Center. As part of this recognition, Auxilians are awarded lapel pins noting the number of hours donated since joining. Pins recognizing 100 hours of service are given as earned by Department Chairs.

Members receiving pins for 500 or more hours are honored at the annual Installation and Awards Luncheon recently held. We are pleased to recognize and thank the many Auxilians receiving pins this year. Topping the list for most hours given were Donna McConnell with 12,000 hours and Donald DuPuis with 8,500 hours. Hour awards this year totaled nearly 88,000 hours. We thank all Auxilians for their generous support and hope you will take the time to look over the list of awards.

### 100 Hour Pins Awarded

- |                  |                 |                          |                 |
|------------------|-----------------|--------------------------|-----------------|
| Guadalupe Bagley | Kimberly Gross  | Diana Onofre-Bolanos     | Carl Toft       |
| Mason Benitz     | Justin McCalpin | Kathleen Purcell         | Elmer Vanaselja |
| Bonnie Biggs     | Kyra Miller     | Tara Razi                | Cheryl Wieland  |
| Allyson Bihag    | Eloise Nicosia  | Kaylien Santiago-Badillo | Kamiyah Wing    |
| Kimberly Eskes   | Misty Oleson    | Thomas Streeter          |                 |

### 500+ Hour Pins

#### 500 Hours

- Valerie Barros
- Timothy Burke
- Francis Crowley
- Marilyn Ferri
- Elizabeth Galati
- Kathleen Koss
- David McCarthy
- Pamela McCormick
- Saxon Rawlings
- Judith Wangerin

#### 1,000 Hours

- Linda Donahue
- Susan Harris
- Joan Kluis
- David Quesenberry

#### 1,500 Hours

- Nancy Andersen
- Peter Fusselman

#### 2,500 Hours

- Carol Ann Kope

#### 3,000 Hours

- Janice Hart
- Linda Wolff

#### 3,500 Hours

- Dorothy Indieri
- Bernadette McElliott

#### 4,000 Hours

- Rosalind Bussey
- Diane Coleman
- Carol Saunders

#### 6,000 Hours

- Kathleen Ahlfors
- Michael Unverferth

#### 6,500 Hours

- Carole Vance

#### 7,500 Hours

- Lynn Paine

#### 8,500 Hours

- Donald DuPuis

#### 12,000 Hours

- Donna McConnell



Donna McConnell - 12,000 Hours



Don DuPuis - 8,000 Hours



## Changing of the Guard



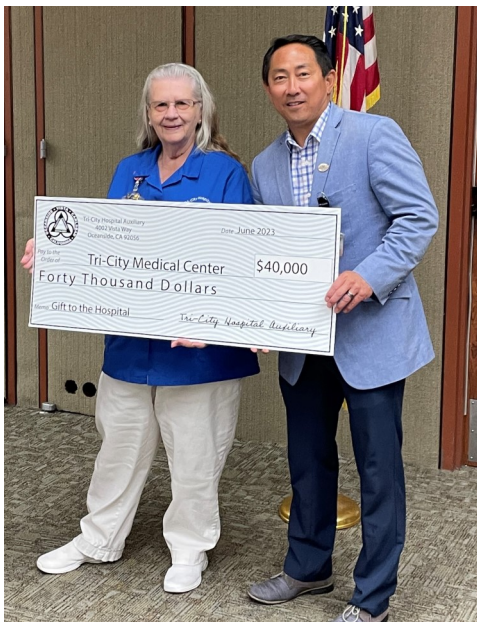
For the first time in four years, the Auxiliary celebrated its Installation of Officers and Awards Luncheon in the Assembly Rooms of Tri-City Medical Center. More than 80 members attended to view this change of leadership and recognition.

This event marked the close of Linda Wolff's term as President. Her final report to the membership is printed on page 11 of this *Pulse*. In a clever and meaningful installation ceremony, prepared by the Past Presidents, our new officers officially took the Auxiliary reigns .

Drawing on her Pet Therapy expertise, Beth Hulsart likened the attributes of some of our canine members to those needed to lead. Treasurer Rosalind Bussey, met Nala, a retriever who never misses a scent, or should we say cent. Secretary Valerie Barros learned about Zuni and her keen sight and hearing, important skills for the keeper of our records. Second Vice President Kathey Cramm learned of Lucy, a dog who leads with joy, a skill fitting the leader of our departments. Emily, a calm relaxed dog, encourages returning First Vice President, Liz Brayton to assist the President with calm and grace.



Prince, the graceful, intelligent poodle is a model for our new president, Bunny McElliott, as she leads our organization, welcoming all members with great enthusiasm for leadership and the challenges ahead.



Serving alongside our officers is an outstanding board of directors. In alphabetical order they are, Kate Brownie, Francis Crowley, Mary Foy, Sharon Hambly, Dave McCarthy, Jane Palimotti, Dick Robertson, Nancy Russian, Michael Unverferth, and Carole Vance.

Also presented was the Auxiliary's annual gift to the hospital. Funds for this come from our Gift Shop. This year we were able to provide a gift of \$40,000.

Gift Shop manager Carole Vance presented CEO Dr. Ma a with ceremonial check as part of our continued committeemen to Tri-City Medical Center.



# Annual Scholarship Night

April 18, 2023 was an important date for the Tri-City Hospital Auxiliary Scholarship Program. This marked the 50th year of this important program. The Committee reviewed many applications, ultimately awarding 68 scholarships with a total value of \$51,000, funded with gifts from generous Auxilians and local leaders. We gratefully thank our donors: (Auxiliary members in italics)

Byzak Family  
*Battista and RoseMarie Castellano*  
Senator William A. Craven Family  
Steven Dietlin  
Richard and Gay Ede  
James C. Esch, M.D. and Family  
Fairwinds-Ivey Ranch  
*Peter Fusselman*  
Gigi Gleason  
*David and Connie Jones*  
Orthopedic Specialists of No. County  
Kathleen Paveglio M.D. and  
Paul Sarkaria, M.D.

*Dick and Pat Robertson*  
*Carol Saunders*  
TCH Auxiliary Board of Directors  
TCH Auxiliary Surgery Volunteers  
(*Jane Palmiotti, Carol Kope*)  
TCMC Administration  
TCMC Medical Staff  
Tri-City Healthcare District  
Board of Directors  
*Melanie Van Horn*  
Laurie Weseloh  
*Linda Wolff*

Begun in 1973 with a \$100 scholarship to a deserving nurse, this program has presented thousands of scholarships to deserving students seeking a career in medicine. In fact, since its inception this program has given away over \$1.3 million.

Held in the Assembly Rooms at the hospital, the hospital provided a delicious light buffet for the awards ceremony. Invited were recipients, donors, Auxiliary members, Tri-City Healthcare District leadership, and the TCMC Executive team. This was a wonderful opportunity for donors to meet recipients and learn of their struggles and their goals.

Determining scholarship awards and coordinating this event each year is a major task that would not be possible without the hard work of our committee. We recognize and thank them for this effort.

Bunny McElliott, Chair  
Valerie Barros

RoseMarie Castellano  
Peter Fusselman  
Connie Jones

Jane Palmiotti  
Dick Robertson



Cal State San Marcos



MiraCosta College



Palomar College





## Remembering Birthdays

BIRTHDAYS! - Yes, we all have them and hopefully they are filled with lots of good cheer and fun times. Over the next few months a few of our fellow Auxilians have celebrated or will celebrate their festive day. Happy Birthday to all!

### July

Olivia Baca  
Guadalupe Bagley  
Paula Bassett  
Nancy Bentivegna  
Timothy Burke  
Francis Crowley  
Dorothy Indrieri  
Kathleen Koss  
Renee Massey  
David McCarthy  
Alondra Olvera  
Liane Preston  
Catherine Sarnecky  
Mary Severson  
Dorothy Wildonger

### August

Narciso Abalos  
Ricardo Alvarez-Malo  
Nancy Andersen  
Summer Benavides  
Allyson Bihag  
Dolores Dowdle  
Sheila Gross  
John Haddock  
Beth Hulsart  
Misty Oleson  
Johanna Omark  
Kathleen Purcell  
Van Tran  
G Michael Unverferth  
Melanie Van Horn  
Elmar Vanaselja  
Carole Vance  
Julie Walley  
Judith Wangerin

### September

Kathleen Cramm  
Jelinmei Domingo  
Peter Fusselman  
Kathi Hampton  
James Hurst  
Sherry Johnston  
Carol Ann Kope  
Patricia Lautenbach  
Mary Regan  
Barbara Roth  
Sherry Siegel



## Passings

We are deeply sorry to report that Auxiliary Past President Mildred Hill recently passed away. Joining in 1990, Mildred served more than 12,500 hours and was awarded Life Member status for her long service. She was president from July of 1993 through June of 1995. Following her term as president, Mildred served on the Board of Directors from 1995 to 1999.

As president, she headed the effort to gain tax exempt status, also known as 501(c)(3) tax status, for the Auxiliary. Past President Beth Hulsart remembered her noting, "Mildred was one of those members who helped us keep to the mission of the original Auxiliary members."





## Meet the New President and CEO Dr. Gene Ma



As Auxilians, we know Dr. Ma as a dedicated, smiling doctor and engaged leader. We thought it might be interesting to get to know more about the man. The son of a State Department Diplomat, Dr. Ma's early years were spent living abroad in Burma, Japan, and Hong Kong. From junior high school on, however, he lived in Arcadia giving him a love for Southern California.



He married his high school sweetheart 31 years ago and they have five daughters, one still living at home. Rounding out the family is a female Cavalier King Charles Spaniel. As he told us, being "Dad" is a big part of who he is at home. Dr. Ma also thinks of himself as a "hands on" do-it-yourself sort of guy and proved this fact by building his own Cobra racecar (the kind you actually drive) from a kit. Pretty cool.

A graduate of UCSF School of Medicine, Dr. Ma interned at Stanford and did his residency in Emergency Medicine at UC San Diego. He joined Tri-City Medical Center in 2000 noting that he was attracted to our sense of community and the down-to-earth people he would work with. He was Chief of Staff from 2015 to 2017, Chief Medical Officer from 2019 to 2023, and now serves as President and CEO of Tri-City Healthcare District.

From 2012 to 2022 he was CEO of WorkPartners, an occupational health and workers compensation practice in Oceanside. In this role Dr. Ma was able to reverse the company's financial difficulties and return it to a successful medical practice.

In his new role as TCHD President and CEO he sees opportunities as TCMC seeks new and innovative partnerships to



improve services and grow the confidence of the community. While the final decisions will be up to the Healthcare District Board of Directors, these partnerships will be diverse and could include individual departments, expanding outpatient services, or even grander partnerships.

We asked him about the role of the Auxiliary in the Tri-City future. His immediate response was that our absence during COVID highlighted our vital role. As he put it, "You truly don't know what you have till you lose it. Our staff delivers great medicine, but in many ways the Auxiliary is the heart and soul of the hospital."



Board Chair Tracy Younger and Dr. Ma at TCHA Instillation

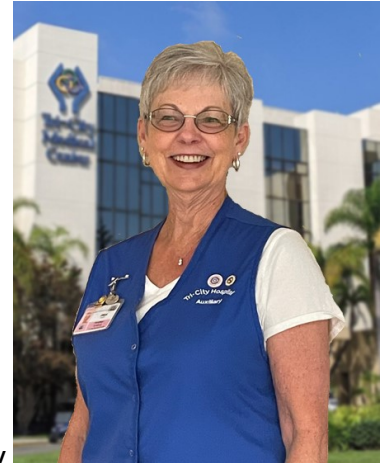
We welcome Dr. Ma to his new position and look forward to working with him.



## Past President's Remarks

It has truly been an honor to be Auxiliary President these past 2 years. We've weathered a pandemic and some changes. Through it all, the Auxiliary remains dedicated to serving the community and Tri-City Medical Center.

As of this report, we have approximately 165 active volunteers. These volunteers have put in over 21,000 hours of service during their shifts here at the hospital this year. We are active in 11 different departments and are hoping to add a couple more in the near future. We are constantly seeking to grow our numbers and have attended community events such as the Vista Strawberry Festival and Carlsbad Street Faire in hopes of recruiting new members.



In October, we celebrated Jane Palmiotti as our North County Philanthropic Council Volunteer of the Year at their annual event. It was a wonderful celebration and she truly deserves this recognition. Under the leadership of our 2nd Vice President, Bunny McElliott, we started Volunteer of the Quarter, recognizing a volunteer from each department four times this year. These volunteers proudly wear their pins and are published in our newsletter, The Pulse.

We celebrated our Past Presidents at Olive Garden in January this year. Now that we can once again utilize the rooms here at the hospital for events, we were able to have our Scholarship Night on campus in April. We awarded 68 Scholarships to medical students at Palomar College, MiraCosta College, and Cal State San Marcos for a total of \$51,000. This program remains a fantastic investment in the future of the medical field thanks to its donors and the hard work of the Scholarship committee.

Our clerical department has been very busy this year reorganizing paper and computer files to help us be more efficient. Their latest accomplishment is our new Membership Directory that is available for you today. Thanks to the hard work of Carole Vance and her department, we presented Tri-City Medical Center a check for \$40,000 from profits from our volunteer-run gift shop.

I want to thank you all for the opportunity to serve you as President these past 2 years. I want to thank all my Board members for their dedication and hard work this past year. None of what we do, however, would be possible without the support and dedication of all our volunteers. Thank you for all you do, on a daily basis, to serve Tri-City Medical Center, its staff, and the community. As I pass the gavel on to Bunny, I am confident that she will be a fantastic President and I wish her all the best!

~ Linda



## The Gift That Keeps on Giving

By Dick Robertson, Ways and Means Director



As Auxilians, we serve the hospital and patients in over 11 departments, providing thousands of hours of support in amazing and wonderful ways. This gift of time, talent, and caring concern makes the Auxiliary a valuable hospital asset.

Our shuttle service, often the first contact for people, is welcoming and friendly. We bring dogs to entertain patients and have conscientious Patient Advocates to comfort them. We greet and welcome visitors, serving their needs whether they are visiting a patient or here for a test or procedure. We stock shelves for the surgical teams and prepare gurneys.

Keeping our operation running smoothly, the Auxiliary Office assists Auxilians and coordinates activities. We staff the Gift Shop and generate funds for gifts to the hospital. Each year, our Scholarship Program provides thousands of dollars, all from generous local donors, to worthy local individuals seeking a career in medicine.

Even with all our volunteers, the Auxiliary still requires funds to keep our doors open and our members working. We pay for services like the VOLTRAK system, accounting and legal services, and our website. Awards and activities energize our members.

All our work and support can continue beyond our time on duty. Each of us can provide a living legacy to serve the Auxiliary, future volunteers, and scholarship recipients by remembering to include the Tri-City Hospital Auxiliary in our wills and trusts. These postmortem gifts can be named endowments or directed to a particular area of interest. As you look to the future, please consider a gift to the Auxiliary which, in life, you have served so well.



## Keeping it Light



Reader's Digest used to have a column called, *Humor is the Best Medicine*. We can't confirm that prescription, but thought our readers might like a smile.

- ◆ A man goes to the doctors and says, "Doctor, I think I'm going deaf!" The doctor says, "Can you describe the symptoms?" The man responds, "Yes, Homer is fat and Marge has blue hair."
- ◆ How does Thor's nurse treat him back to health? She Nurses him through the night.
- ◆ What did the nurse say to the tonsil? "You should get dressed. The doctor is going to take you out."

Keep Smiling and Have a Very Happy Day!

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