

# The Auxiliary Pulse

Spring - 2024



## President's Message - Bunny McElliott

### Volunteer Appreciation!

April is *Volunteer Appreciation Month*! How do I begin? The work that we hospital Volunteers do is mighty, yet some may not even see the volume of work, kindness, and care that this AWESOME Auxiliary does. Just think of all you do! **Don** works at least 3 shifts a week. \* **Kathy** puts in about two miles in steps each time she is an Escort. \* **Pat and Bill** volunteer as a couple. \* **Kitty** cleans hundreds of charts. \* **Melanie, Donna, Dick, Chris, Don, & Beth** each have over 20 years of Volunteering here. \* **Roz** has worked in more than 6 areas of the hospital. \* **Justin, Regan, Jelinme,** and **Trisha** have over 150 volunteer hours each as well as attending college. \* **Nancy** works 2 shifts a week, as does **Lynn** who also often subs for others. \* **Peter** published more than 14 newsletters, so far, how do you count those hours? \* **Dave** drives 4 hours non-stop each shift. \* **Nancy** has more than 10 years in Gift Shop. \* **Linda** is a generational volunteer-in the steps of her parents. \* **Fran** is new and visits up to 30 patients a day when she is here. \* **Zuni** brings her Pet-mom and makes staff and patients happy with a quick snuggle. \* **Ricardo** has helped train computer use. \* **Liz** was a TCMC employee, and now a volunteer. \* **Barbara** is a new whiz at keeping VOLTRAK running. \* **Michael** orients everyone. \* **RoseMarie** brings joy with beautiful flowers weekly. \* You don't even see **Kimberly** and **Shirley** do hours of bookkeeping in a private corner of an office. \* **Susan** and her sweet Golden Retriever still visit Behavior Health groups and help reduce tension. \* **Carol, Mary,** and **Dorothy** are healing at home, biting at the bit to get back to volunteering.



Bunny McElliott  
President

This is only the tip of the iceberg of the wonderful and professional work our volunteers do. For every name mentioned above, there are at least ten more people doing the same thing and more.

I look at the past and am in AWE of how our Auxiliary selflessly has given to the TCMC community. At the present, I still am amazed at the kindness and generosity that is freely poured out from all of you! I look to the future, and say, "Wow! UCSD has a jewel of an Auxiliary to adorn their coming partnership with TCMC. TCMC knows it! I can't wait for UCSD to experience it."

Thank you for being the exceptional hospital volunteer you are at TCMC. Your dedication, professionalism, and comforting presence have touched the lives of many. I appreciate your selflessness and the difference you've made!

Be sure you see the article on Volunteer Appreciation Month on page 3 and be sure to see the TCMC tribute to the Auxiliary on our website.

Bunny



## Registration Department



Chris Sheets, Chair  
Registration Department

When individuals enter TCMC for a procedure, Security provides a Visitor sticker and sends them to the Registration Department. Since both MRI and Cardiology Departments have their own computers, Security will direct individuals to either department rather than to the Registration area.

At the Registration Desk the Auxiliary volunteer will ask the patient to fill out a simple form with their name, date of birth, the type of procedure they will be having (i.e. Lab Radiology, etc.), and the appointment time, if any. If the individual is here for surgery, their information may already be in the computer in Registration. The person is asked to take a seat and wait to be called into the Registration office.

Their form is given to Registration staff and a TCMC employee will pull up the patient's information and the doctor's orders. The patient is invited back to a desk where their information is verified, and their driver's license and insurance card are copied. Any co-pay is collected, and the patient will sign various consent forms. Then the patient will be handed off to an Escort Volunteer to be taken to the department where their procedure will be done.



## Clerical Department

Like many departments, the clerical staff is in need of new volunteers and we regret the current limited office hours. Most of our work requires us to be familiar with the VOLTRAK attendance system as it is used for much of our data entry. Computer skills are also necessary for Word and Excel programs.

We keep volunteer time records and hours worked, as well as the registration of new Auxilians, and information on each of our members. We also check VOLTRAK for anyone who does not sign out at the end of their shift. If a volunteer has not signed out, they may not be able to sign in at the beginning of their next shift.



Sharon Hambly, Chair  
Clerical Department

We also keep records of TB tests, flu shots and dues records. This allows us to print out the necessary reports as needed. Volunteer personnel folders are kept locked when the office is closed. These are just a couple of reasons that not just anyone is able to have access to the office.

We send out birthday cards and any other correspondence as needed. We also help the Chairs with volunteer unit transfers, volunteer resignations, volunteer hour reports, and any other forms that may be needed.

The clerical position can change daily. When we open the office for the day, we never know what is going to take place.



## Chair's Corner

It's spring already! We started it out with a bang - - - and our annual refresher training. It was great to see all of you gathered the way we used to do for a couple of Saturdays in March. There were many new faces, as well as the many familiar faces that keep giving their time year after year. I am grateful for all that you do to make the hospital a better place by your service.

Our refresher training was a great success. We had excellent attendance! Thank you all for sparing the time and a big "thank you" to all the department chairs for the great job they did bringing each department up-to-date on all the changes in the past year. Kudos to the Chairs!

We went over HIPAA, wheelchair protocol, dress codes, safety, emergency codes, communication within and outside our Auxiliary, infection prevention, and professional behavior. You all had great questions, which I hope you got answered. Best of all it was an opportunity to meet volunteers outside our assigned departments. I hope you made some new friends.

Our next opportunity to gather as group will be the Annual Auxiliary Awards Meeting the afternoon of Wednesday, June 19<sup>th</sup> tentatively set to run from 2:00pm to 4:00pm. Please mark your calendars. This is always a fun event and an opportunity meet new Auxiliary friends.



Kathey Cramm  
Second Vice President

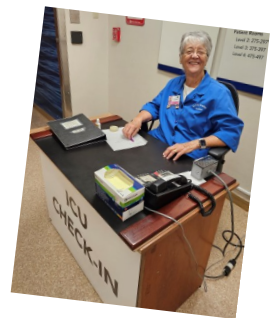


## Volunteer Appreciation Month

Attention Auxilians! April is Volunteer Appreciation Month and let it be known, YOU ARE APPRECIATED! The hours and effort given by Auxiliary Members are what helps make Tri-City Medical Center a real part of our community.

In recognition of your work, TCMC included a wonderful piece on our volunteer effort in their regular internal newsletter. We posted a copy of this wonderful article on our website and encourage everyone to read it and know that ALL Auxilians are truly appreciated. To view this, visit our website at

<https://tricityhospitalauxiliary.org/press-releases/>.





## Getting To Know You

By Kathi Hampton

As Auxilians, we work with many different people. We thought it might be fun to learn a little about the people we work side by side with. Toward that end, we are pleased to initiate this new article, "Getting to Know You." We hope you find it interesting and will consider being the subject of a future article.

Our first "Getting to Know You" guest is Rosalind Bussey. Roz, as she is best known to many of us, has been a volunteer at TCMC since 2013. Over the past 11 years Roz has worked in many departments and been part of our leadership team. Currently Roz can be found at the Information Desk on Monday mornings and is often their other days as a substitute. When she sees patients and visitors come to the Desk with fear on their faces, she loves to get a smile or a laugh from them because she wants to alleviate any anxiety they might have. She says, "It makes me feel so happy inside when I can get them to smile or laugh." Roz is currently working in Surgery, and has worked in Patient Advocacy.



Rosalind got the "bug" for volunteering from her neighbor who happens to drive the Courtesy Shuttle at TCMC and suggested she join the Auxiliary. She jumped at the chance and began volunteering as an Advocate and loved it until COVID forced our shutdown. During the COVID Vaccine Clinic Roz worked an amazing 183 hours. After our return, she began volunteering in Surgery doing whatever she was asked to do by the nurses. In 2016 Roz joined the Board of Directors as Treasurer and continues to hold that position. She will soon turn these duties over to Mary Foy with a huge "Thank You" from her fellow Board members. For many years prior to the COVID shutdown Roz was a key player in making our annual Cookie Extravaganza a big success.

Before to coming to North County, Rosalind lived with her husband in Washington State. When her husband became ill, he wanted to move back to California where he originally lived. Sadly, he passed away in September of 2024.

Roz loves riding her bicycle and walking. She also works with troubled women. She refers to herself as The Energizer Bunny because she is willing to do whatever needs to be done to make things run smoothly. As anyone who knows her would say, the Auxiliary wouldn't be the same without her.





## Keeping the Auxiliary Growing

Be sure to welcome all our new Auxiliary members listed in the article below. Keeping the Auxiliary growing is very important and you can play an important role in our success. You might even be a winner in our, "Make a Difference" raffle.

Your help at recruiting might make you eligible for two quarterly drawings with prizes of \$25 at each. If you encourage someone to check us out by attending one of the monthly Orientations, you become eligible for the first drawing. If they actually join, your name also goes into the Second Chance drawing.

Mary Foy was our most recent winner in the Second Chance drawing. She encouraged her husband Mike to join and won a \$25 Amazon gift card.



Mary Foy

Join the fun but be sure to fill out an entry form. They are found in the Auxiliary office.

Thank you Mary and let's all share the joy of volunteering at Tri-City Medical Center and help our organization grow at the same time.



## 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**

Fran Adamson

#### **Clerical**

Maria Riffin

#### **Escort Service**

Hailey Carter  
Michael Foy  
Moses David Vileta

#### **ICU**

Deborah Fineman  
Kelly Perez

#### **Gift Shop**

Marylynn Badillo  
Patricia Carlson  
Suzannah Saldana

#### **Registration**

Anthony Garcia-Sebastian  
Kimrut Kaur  
Silvia Morales

#### **Information Desk**

Michelle Dang  
Daniella Hartnett

#### **Surgery**

Ellen Liebert  
Jane Roach  
Amberlynn Urzi Tumino  
Darlene Urzi Tumino



## Improving Patient Experience



Dr. Gene Ma  
Chief Executive Officer

Everyone likes to feel comfortable, especially when they are in a hospital. Realizing that the public perception of TCMC didn't match the level of dedication and care delivered, a new and innovative program was recently begun.

Called the *Patient Experience Program*, this effort was initiated by Dr. Ma to both assess how patients feel about their TCMC care and to find ways to improve care delivery systems.

Chief Compliance Officer Roger Cortez, along with Maria Carapia, manage this program of 21 TCMC staff members in seven teams, each dealing with an aspect of the patient experience. What follows is a brief description of each team and their charge.

**Emergency Department Team** – The Emergency Department is often a patient's first experience with TCMC. The near-term goal of this group is to identify and resolve issues arising from the current construction. The longer view is to address general issues typically found in an Emergency Department setting.

**Hospital Beautification Team** – Patients react well when they are in a comfortable, attractive place. This team will seek out and correct damage or other issues dealing with the physical hospital campus, hallways, and other public areas. This includes things like a burned-out light, a missing sign, or an unsightly smudge on a wall.

**Rounding Team** – For many years, the Auxiliary has had an Advocacy Department that visited recently admitted patients. The Rounding Team takes this idea a few steps further. Every patient is assigned to a Rounding Team member who visits them every day that they are in the hospital. This opportunity for patient input not only resolves immediate issues but provides valuable information on what changes or training would be beneficial for the future. Receiving a visitor every day will also make patients feel cared for on a personal basis as well.

**Patient Advocacy Team (Service Recovery)** – Working in concert with the Rounding Team, this group responds when patients are having a specific negative experience. Their first step is to define and if possible, resolve issues. Examples of this might be moving a patient annoyed by a noisy roommate, fixing a poorly working TV, or explaining what might be perceived as a slow response from a nurse. The patient's inconvenience may sometimes be recognized with small gifts like eyeglasses, cookies, or a cafeteria voucher. Turning problems into opportunities to shine is their main goal.

**Culture Club** – We all have things we have always done a certain way. This is our personal "corporate culture." For large, well-established organizations like TCMC it is vital to have a culture that encourages a positive attitude from everyone on staff. By recognizing staff who contribute to this positive patient experience, TCMC is both a better place to work and to heal. Programs like Employee of the Month, Unit recognition, and employee bonuses help create a positive atmosphere for employees, volunteers, visitors, and most importantly patients.

(Continued on Page 7.)



## Improving Patient Experience

**Physician Communication Team** – As most of us know, many of the doctors serving patients at TCMC are not hospital employees but outside contractors. This fact makes it critical that information generated by other Patient Experience Teams be communicated to assure a uniform level of care and service.

**Surveys** – Many hospitals use outside firms to survey patients after they leave, asking about their care and outcomes. Typically, surveys go to 26% of patients upon discharge. These return directly to an outside firm who compiles the data and compares results and opinions across other area hospitals. This team reviews these results to help focus on where efforts are working and where to put additional efforts.



Roger Cortez, Chief Compliance Officer and Maria Carapia, Compliance & Privacy Manager

Seeing TCMC succeed is certainly everyone’s goal and we all appreciate Dr. Ma’s determination to make us the best we can be and thank Roger for his efforts to make the Patient Experience Teams succeed.



## 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!

### April

Bonnie Biggs  
Nancy Boston  
Bernadine Fendrick  
Janice Foster  
Donna McConnell  
Silvia Morales  
Lynn Paine  
Cheryl Wieland

### May

Marylynn Badillo  
Rosalind Bussey  
Hailey Carter  
Laurie Dare  
Donald Dupuis  
Monique Ellis  
Marilyn Ferri  
Michael Foy  
Anthony Garcia-Sebastian  
Jasmine Gatica  
Kimberly Gross  
William Lautenbach  
Ben Novak  
Sheila O'Leary  
Alexa Riley  
Richard Robertson

### June

Elizabeth Brayton  
Patricia Carlson  
Nathan Cobb  
Dee Coleman  
Bridget Doyle  
Margaret Eggers  
Daniella Hartnett  
Sarah Lupisan  
Erica Martinez  
Paul McKibben, Jr.



## TB TESTING

In case you missed the recent Volunteer Email, the annual TB Testing campaign has begun. ALL active volunteers who joined prior to January 1, 2024, must be compliant no later than August 30, 2024. Testing is done free of charge by TCMC Employee Health. Appointments are strongly recommended. Walk-ins will be accepted, however, there may be a wait until those with appointments are served.

To schedule your appointment, call TCMC Employee Health Services at (760) 940-7270. April through July appointments are available Monday through Friday between 7:30am and 3:30pm. A list of special days and times for TB testing is listed below.

### May Special Hours:

Monday, May 6<sup>th</sup> (6:00 am – 3:30 pm)  
Saturday, May 18<sup>th</sup> (6:00 am – 11:30 am)  
Monday, May 20<sup>th</sup> (6:00 am – 3:30 pm)

### June Special Hours:

Monday, June 3<sup>rd</sup> (6:00 am – 3:30 pm)  
Saturday, June 15<sup>th</sup> (6:00 am – 11:30 pm)  
Monday, June 17<sup>th</sup> (6:00 am – 3:30 pm)

### July Special Hours:

Monday, July 1<sup>st</sup> (6:00 am – 3:30 pm)  
Monday, July 15<sup>th</sup> (6:00 am – 3:30 pm)  
Monday, July 29<sup>th</sup> (6:00 am – 3:30 pm)

Feel free to contact the Auxiliary office if you have any questions.



### Annual Meeting

The Auxiliary Annual Meeting and Awards Ceremony will be held the afternoon of Wednesday, June 19, 2024. Invitations with details will be sent nearer the date.

Hours of Service pins will be presented as well. If you are near the point of your next award, consider taking an extra shift or two. Awards will be determined based on hours as of May 31.

### Donations Needed

You can help our Advocates make TCMC patients more comfortable with a donation of unused, inexpensive (Dollar Tree) reading glasses. Advocates give these to patients to make their stay a little less stressful.



Lens strengths of 1.75 to 3.25 are most needed. Please bring donations to the Clerical Office with a note that they are for Auxiliary Advocates.

Thanks for helping us help others.





## Active Shooter Training

Anyone watching the news over the last few years realizes that though the threat may be small, there is always the possibility of an active shooter situation. Realizing this potential, TCMC invited local police to inform hospital leadership and staff. Some of the Auxiliary leadership were included in this session.

Called “Code Silver,” an active shooter situation is something no one wants to encounter; however, we need to be prepared. Here are a few things you need to know.

There may or may not be a “Code Silver” announcement over the loudspeaker. If you hear something, or even think you hear something that leads you to believe that an active shooter event is happening take action immediately.

The actions you take will depend on the situation. If you can safely run, do so and always move away from the sounds of violence. Take as many people with you as possible and don’t stay behind for any reason. Your personal safety is most important. After you are in a safe location, call police and provide any information you can.

If you can’t run, quickly hide. Lock doors and if possible and create a barricade. Once in your hiding place, remain as quiet and calm as possible. Silence your cell phone. Stay away from windows and be as low to the ground as possible. If someone comes to your locked door and identifies himself as the police, DO NOT OPEN THE DOOR. You should only come out when you hear the “Code Silver All Clear” announced over the hospital public address system.

The last resort in these situations is to fight as best you can. Only consider this if you are unable to escape and have no other choice. Find something to use as a weapon. Hard or sharp items are good. Attack the most sensitive areas of the body, such as eyes, nose, throat, and groin.

When help arrives police will move toward the threat. Neutralizing the threat is their top priority. They won’t stop to help injured individuals or give you information. If you see uniformed police, keep your hands visible and don’t move quickly. Follow their directions and provide any information they ask for, such as what you saw or what you heard.

Once the threat has been eliminated efforts will begin to triage the wounded and survivors will be taken to a secure location. Again, keep your hands visible and follow instructions.

The key to success is being prepared. As you move about the hospital, be observant of situations around you. From time to time, ask yourself where you might go if there was a problem. In short, trust your instincts, stay calm, and have a plan. We never want to be in a dangerous situation, but if it happens, give yourself the best chance of success.





# MEMORY LANE

The Pink Ladies



Our Volunteers of the Year



Connie Jones  
2019



Dick Robertson  
2023



Donna McConnell  
2020

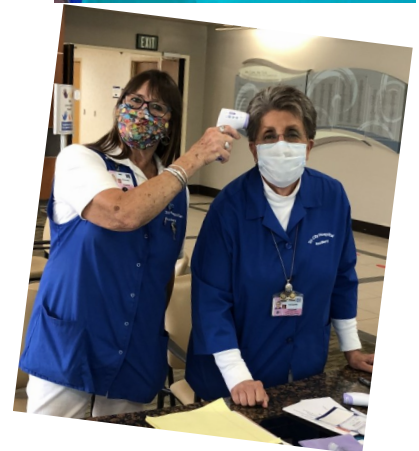


Bunny McElliott  
2021



Jane Palmiotti  
2022

## COVID Vaccine Clinic 2021





# Our Volunteers in Action



Hope this little trip down Memory Lane brought you smiles and maybe a few memories.





## Protecting Patient Information

As volunteers, we often learn a little about the various patients that come into TCMC. In conversation we might learn their favorite color or how many grandchildren they have. We might also learn information that we must safeguard and not reveal to anyone else. This responsibility is sufficiently important that there is a federal law governing this subject.

Called HIPPPAA, this law covers all healthcare organizations and requires that this information, called Protected Health Information, or PHI, must be safeguarded. PHI is generally defined as medical records that identify an individual. Examples of PHI might include a doctor's order for an Xray or blood test with the patient's name and personal information. It could be the wrist band worn by patients.

As part of the TCMC team, we volunteers must do everything we can to follow these rules. Here are a few things to remember when dealing with patient information:

- ◆ Shred paper with ANY patient information. Don't just toss it in a trash can. Departments like Registration have special shred boxes.
- ◆ Don't take photos where patient information might be in the background. The best way to avoid this problem is just don't take photos around the Medical Center.
- ◆ Use a low voice when talking with patients. You might be overheard so is your conversation must include protected information, speak softly.
- ◆ Don't post on social media about your experiences. Telling the world that you saw Joe at the hospital Xray department is a bad idea.

The best idea is to keep your conversations friendly, avoid private subjects if possible, and destroy any printed material that identifies people and medical information. It isn't that we are keeping secrets, we are respecting privacy.



## 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.

- ◆ Why does the infectious disease ward at the hospital have the fastest Wi-Fi? Because it has all the hot spots.
- ◆ Why nurses are always so calm? Because of patients.
- ◆ My younger brother made so many rash decisions he decided to become a dermatologist.

Keep Smiling and Have a Very Happy Day!

TRI-CITY HOSPITAL AUXILIARY

4002 Vista Way Oceanside CA, 92056

T: 760-940-3125 E: auxiliary@tcmc.com www.tricityhospitalauxiliary.org