

The Auxiliary Pulse

Summer - 2024



President's Message - Bunny McElliott

What a year! I loved seeing so many of you at our Annual Meeting, Appreciation and Gift to the Hospital gathering on June 19th. Just walking into the room and seeing the sea of BLUE was tingling. The room was electric with excitement. Thanks to past president Linda Wolff and team for organizing the event. The food was tasty and beautifully displayed, the tables adorned with sweet flowers (from RoseMarie Castellano of Mellano & Co.) and blue gift bags (thanks to Linda Wolff).

The chitter-chatter at each table group was precious. TO BE TOGETHER in one place at one time was certainly enjoyed! We had eight members of the TCMC Administration join us to celebrate the day and witness all the goodness in our Auxiliary.

This year we presented TCMC Administration a check for \$45,000. The money was hard-earned from the work of the Auxiliary Gift Shop personnel. Administration was beyond pleased with this generous gift.

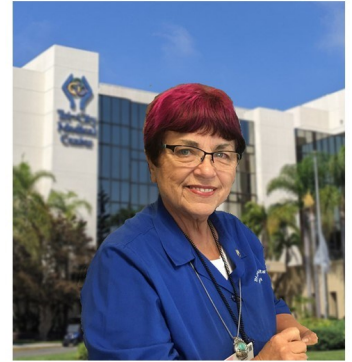
Dr. Ma, who was unfortunately unable to attend, said, "I heard about how great this event was and our team members shared with me how lucky we are to have such an incredible Auxiliary. Our appreciation for you all is boundless and I am really glad to hear that how we all feel about the work you do does come through. Thank you for all you have done and continue to do. We are truly lucky to have the Auxiliary as part of this family. Thank you for the generous gift."

Another administrator said, "You and the Auxiliary team make it really easy to provide the support needed to assure we deliver excellent care. It was sooo fun and uplifting today. Let me know anytime you need anything." One other said, "It was the first time I attended an Auxiliary event and it was so lovely and uplifting! What you and your wonderful volunteers do is simply amazing! We are so blessed to have so many caring and dedicated people. Keep up the fantastic job you are doing!"

I think our guests were very touched by what they saw, heard and felt from this special day. I hope you also saw, heard and felt how special each and every one of you is to TCMC. I know I see it every time I am at our hospital.

With our crew, how can the coming year be anything but terrific, even with all the changes that are bound to take place. I'm looking forward to how our presence will always make huge footprints on the hearts of those we serve. As Eleanor Roosevelt said, "Yesterday is history. Tomorrow is mystery, Today is a gift. That's why it's called the present."

Thanks for being the "gift" by your daily presence here!



Bunny McElliott
President

Bunny



Workshop Department

Department
Spotlight

In February 1958 the Auxiliary was formed by eight doctor's wives from Oceanside Hospital. Just over three years later Tri-City Hospital opened in July 1961 and the Pink Ladies were officially on duty. Departments were formed in 1965. The first one was called "Our Hospital Services." The Pink Ladies helped write letters, read to patients and washed their hair. In 1966, the name of our department was changed to The Workshop.

The Pink Ladies met twice a month. They made Santa puppets for the children in the Emergency Department, cuddle blankets and 50 red Christmas stockings for the babies. For Obstetrics, they made 20 tablecloths, dinner tray cards, corsages for the Maternity Teas and for several years, 100 carnations for the Strawberry Festival.



The Workshop was moved to five different locations from 1991 to 2000 and was finally moved into a room in the basement where we still are today.

Fast Forward... Pre-COVID we had 6-8 members working on the above projects and a blanket and hat set for the first baby born in the New Year, sewing toys, Lovie dolls and the puddle pads.

Post COVID we now have 3 members working on the same projects and still enjoy what we are doing. After the NICU/Obstetrics closure, we now make tray cards and sew toys. But despite these closures, we do look forward to a positive future for NICU, Obstetrics and the Workshop.

Peggy Anstey
Department Chair



Follow on Facebook

Want to keep up on what is happening around Tri-City Medical Center? If you are on Facebook we might have an idea for you. The Tri-City Hospital Foundation Facebook page has regular updates with interesting information about what is happening around the hospital. You can "follow" them and never miss a thing, Here is how to add them to your Facebook.

Go to your Facebook page and find the search box. It is probably in the upper left corner or might be a circle with a magnifying glass symbol. Click the box and type, "Tri-City Hospital Foundation." Now click the words for Try-City Hospital Foundation and you should go to their page. Find the "follow" button and click it. Now every time they post something it will show up in your feed.





Chair's Corner

We are well on our way through summer. Thanks to our recruitment efforts we have added many new faces to the Auxiliary team. We are gradually starting to grow our membership, giving us with the ability to provide even better coverage for the departments we support. Check out our Recruitment Raffle winners on Page 11.

Kudos go to the Department Chairs for the time and energy they are putting into training new volunteers. I am grateful for all that you do to make the hospital a better place by your service.

Our Annual Auxiliary Awards Meeting on June 19th was a fun event with great food, beautiful tables and great attendance. We recognized your contributions of time with the Hours-of-Service award pins. You are all awesome and contribute so much -THANK YOU!! Hope you all took the opportunity to make new acquaintances within our volunteer family.

You are all valued members of the TCMC family. The hospital appreciates your service and your smiles, which make visitors to TCMC feel welcome and at ease. Keep up the great work!



Kathey Cramm
Second Vice President



Passings

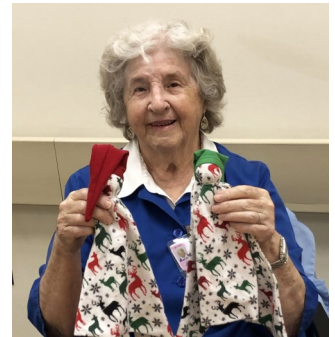


Judy Howard-Jones

Qualifying as a Life Member due to her length of service, Judy joined the Auxiliary in 1987. By the time she retired at the time of the COVID shutdown in 2020, Judy had accumulated an astounding 15,000 hours of service. In recognition of her dedication, Judy was named Tri-City Hospital Auxiliary Volunteer of the Year for 2018, the first such award by the Auxiliary under the auspices of the North County Philanthropy Council. During her tenure Judy was a Greeter and Chaired the Registration and Patient Escort Departments as a combined department.

Mary "Monica" Gervais

Joining the Auxiliary in 2012, Monica was an active and productive member of our Workshop Department. A dedicated volunteer, she accrued over 3,700 hours in just eight years.



Marjorie Mitchell

Always a smiling face at the Information Desk, Marjorie joined the Auxiliary in 2003. She worked initially as a Greeter, transitioning to the Information Desk. By the time she left the Auxiliary in 2021, Marjorie had volunteered 3,000 hours of service.





President's Year In Review

June 19, 2024



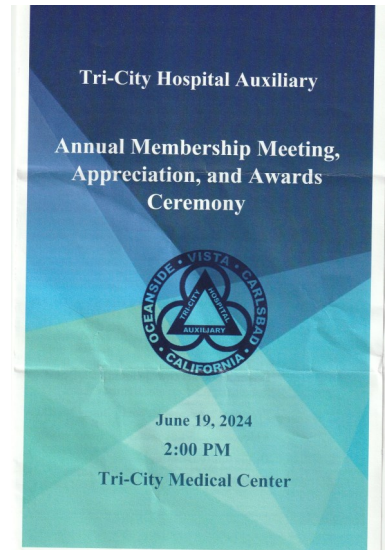
Standing here today seeing all of you, our incredible volunteers and remembering all that has transpired this year is so fulfilling, heartwarming and gratifying it makes me so proud to be part of our Tri-City Hospital Auxiliary.

Let me share some of our statistics for this year..

We presently have 172 active volunteers and, as of June 1st, have served **20,765** hours. To put this into perspective, this represents **\$415,000** in pay and **519 work weeks of 40 hours**. Of our volunteers, 6% have served more than 20 years, 6% are brand new, 30% have 4,000 or more hours with one volunteer alone having served 12,950 hours! Full time college students represent 17% of our group with half of those students giving over 100 hours.



We are active in 13 departments and hope to open more this coming year as our ranks grow. Of the thousands of visitors and patients we have encountered this year, we did our best to make sure we delivered the Tri-City Experience, including a genuine welcome and a warm family feeling. Being the best ambassadors for this hospital as we can is always our goal.



Each department does many tasks that make all hospital employees' work a little smoother and hopefully easier. For example, our **Patient Advocacy** volunteers rounded on 879 patients since November, assuring them that the hospital wants them to feel valued and cared for like family. They gave out pens, puzzles, reading glasses and more to make each patients' visit a little more comfortable. More importantly, Advocates listened carefully to patients comments, made computer notes for each of those patients and passed that information on to the hospital Patient Experience team.

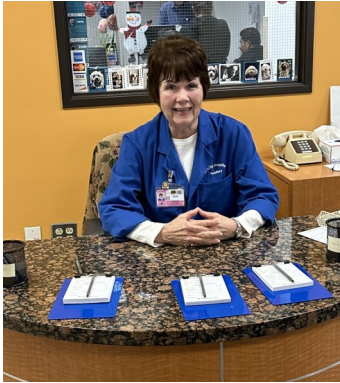
All our departments did so much for Tri-City Medical Center this year. **Shuttles** were the first contact with some patients and visitors. **Information Desk** handed out thousands of visitor badges, answered questions and took general phone calls. **Pet Therapy** brought unconditional love and delight to staff, visitors and patients. In **Surgery**, many charts were cleaned, beds made, bags stuffed and more.

Continued on Page 5





President's Year In Review (Continued)



Registration helped patients get signed in for procedures and **Escorts** walked miles directing patients to their departments or assisting those in wheel chairs. Back this year, **ICU** volunteers brought comfort and help as visitors navigate this stressful time. **Workshop** made hundreds of cards each month with an encouraging message that are placed on patient food trays, as well as little toys for children. **Gift Shop** worked hard to get this year's hospital gift by selling flowers, goodies, cards and gifts. Lastly, our own **Clerical, Orientation and Pulse** departments kept our Auxiliary in order, growing and well informed.

Kudos to everyone, especially our Department Chairpersons who make it happen.

Specific Highlights of the Year

October UCSD alliance was announced. We were happy to hear about this new partnership.

The November 9 cyber attack was an unforgettable time at TCMC. What stood out for us was witnessing the incredible 24/7 work and determination to overcome the cyber disturbance in the hospital. Seeing how Administration and staff came together in such intensive, strong teamwork was a powerful thing to witness. It gave us more reasons to be proud to be here and do our best to promote TCMC.



Dick Robertson
2023 Volunteer of the Year

In November we celebrated our Volunteer of the Year, Dick



Robertson, at the North County Philanthropy yearly event. Dick has over 30 years of service here in Emergency Department, Information Desk, as Master of Ceremony for many events, Scholarship Committee, Board of Directors and more. He well deserved the honor. That event and Dick's input is what helped us decide to create our own volunteer recognition program, the *Unsung Heroes*. We have so many. Limiting it to four was a challenge. This is our first of many Annual Unsung Hero Awards. Be sure to read the article on Page 8.

In **December**, with the help of Food and Nutrition, our Auxiliary Board of Directors and Chairpersons had a combined breakfast omelet buffet to celebrate us and to show support to Dr. Ma. Deep in due diligence with UCSD, he came to share updates with us. We reaffirmed our support and presented him with an important and coveted t-shirt to wear at those meetings. It said, "Our volunteers are better than yours..."

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President's Year In Review (Continued)

In January our Auxiliary past presidents met with us. We were glad to celebrate their wisdom and picked their brains for ideas for moving our Auxiliary forward.

In March we had our first total group Annual Refreshers in these Assembly Rooms. It was the first Refresher since before COVID and it was great to gather together. We went over HIPAA, wheelchair protocol, dress codes, safety, emergency codes, communication within and outside our Auxiliary, infection prevention and professional behavior. Best of all, it was an opportunity to meet volunteers outside our assigned areas.



April was our Annual Tri-City Hospital Auxiliary Scholarship Night. 65 college nursing students from three local colleges received scholarships amounting to a total of \$61,500 thanks to the generosity of 23 donors. The night was very special for donors and recipients. To our surprise, Palomar College presented us with an award and the honor of naming a Nursing Room on their campus after our Auxiliary in appreciation of the years of supporting their students through these scholarships. WOW! See page 11 for more on this event.

Today we celebrate THOUSANDS of hours of volunteer effort. How can you calculate the value of those hours? It can be done mathematically or financially and we are in awe of the number. BUT, it is immeasurable to know the value of what a brief moment of interaction our volunteers gives to visitors, patients and the hospital! Auxiliary. I hope you feel appreciated and valued. **YOU ARE PRICELESS!**

Thank you for all you give beyond measure! I look forward to the coming year and how our presence will again make a difference in this wonderful hospital.

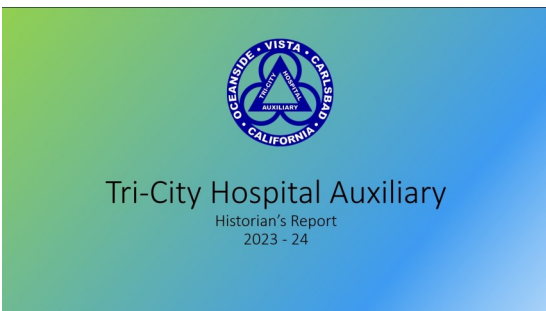


Bunny McElliott, President

Historian's Report

Unfortunately, technical problems disrupted our excellent Historian's Report presentation. You can see it on our website. Be sure to turn on the sound.

www.tricityhospitalauxiliary.org/press-releases-2/





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

Rebecca Pacanos
Stephen Shreeve

Escort

Daisy Sanchez
Moses David Vileta

Gift Shop

Sheila Manalo

ICU

Deborah Fineman

Information Desk

Danielle Galvin
Carol Wood

Registration

Laisha De La Torre

Surgery

Daniel Davalos
Ali Elfarrar
Sophia Jose
Jane Roach
Samantha Simpson
Megan Strange



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
Lupe Bagley
Paula Bassett
Timothy Burke
Francis Crowley
Mildred Hill
Dorothy Indrieri
Joy Jose
Kitty Koss
Mayra Leon
Renee Massey
Dave McCarthy
KP Perez
Liane Preston
Mary Severson
Christy Tyndall

August

Jing Abalos
Ricardo Alvarez-Malo
Nancy Andersen
Dolores Dowdle
Sheila Gross
John Haddock
Beth Hulsart
Misty Oleson
Johanna Omark
Kathleen Purcell
Van Tran
Michael Unverferth
Melanie Van Horn
Elmar Vanaselja
Carole Vance
Judy Wangerin

September

Kathleen Cramm
Jelinmei Domingo
Dianne Ellison
Deborah Fineman
Peter Fusselman
Kathi Hampton
Regan Huerta
Jim Hurst
Sherry Johnston
Carol Ann Kope
Patricia Lautenbach
Elizabeth Miller
Cathy Regan
Jane Roach
Barbara Roth
Sherry Siegel



OUR UNSUNG HEROES

Unsung Heroes are people who, without seeking praise, serve with compassion, perseverance, conviction and selflessness. These heroes do extraordinary things for others without seeking credit for it. These Auxilians were recognized for their dedication at the 2024 Annual Meeting.



Rosalind Bussey
Surgery & Information Desk



Lynn Paine
Information Desk



Michael Unverferth
Orientation



Don Dupuis
Escort Service

Rosalind Bussey

This person is quite visible and well known by all. If there is a need, she takes care of it, no questions asked. In her 11 years as a volunteer, the areas worked include Patient Advocacy, Surgery, Information Desk, COVID Vaccination Clinic, Cookie Extravaganza, The Foundation Gala, Auxiliary Board of Directors and as our Treasurer where she had to recreate years of transactions that were lost. Fondly known as the Energizer Bunny, you probably guessed this recipient. Please join us, Rosalind Bussey. Congratulations as our first Unsung Hero award recipient. Your desire to serve, offer a hearty smile, or word of encouragement is stellar. Presented by Bunny McElliott, President

Lynn Paine

This volunteer began her TCMC volunteer journey 20 years ago. Over that time, she has logged in almost 8,000 hours of service. She has been on the Board of Directors and was Junior Volunteer Coordinator. Several departments have had the privilege to call this volunteer their own including Gift Shop, Baby Caps, Customer Relations and Information Desk. Her positive attitude and willingness to serve when and where needed is appreciated by her fellow volunteers. It is my privilege to award the Unsung Hero Award to Lynn Paine. Presented by Linda Wolff, President Emeritus

Michael Unverferth

Although every one of us has interacted with this person at sometime during our “volunteer lifetime,” this “hero” is usually behind the scenes but absolutely vital to the Auxiliary’s growth and mission. With a professional background that has benefited all of us, this “hero” has served on the Auxiliary Board of Directors, worked tirelessly on the committee to revise our By-Laws and Policies and Procedures documents, has kept meticulous records on all Auxiliary applicants AND oversee our Orientation. It is my privilege to recognize Michael Unverferth as one of our Unsung Heroes. Presented by Liz Brayton, First Vice President

Don Dupuis

Don has been a volunteer for over 30 years with over 9,000 hours. He is a retired Marine who makes other retired service members who come to the hospital for treatment feel at ease. He likes to brag that he has earned the privilege of a free meal from the cafeteria every shift for his service. He religiously works three afternoons a week every week all year long. Without Don the Patient Escort Department couldn’t function. Everyone in the hospital knows Don. Patients ask for Don when he’s not on shift. It is my privilege to recognize Don Dupuis as our Unsung Hero. Presented by Kathey Cramm, Second Vice President



Be Fire Safe – Know What to Do



Fire Alarm

Knowing what to do when the fire alarm sounds is very important for you and for the people around you. These are stressful situations and it is very important that all Auxiliary volunteers know what to do to be safe during a fire. Thanks to Gio Candray, Tri-City Medical Center Safety/EOC Program Manager, here are important things for us to know. Some of this may surprise you.

While our first thought is to leave the building, that might not always be the best thing to do and here is why. Hospitals are constructed uniquely for fire safety. In some circumstances people are better off if they shelter in place rather than evacuating outside. What makes this possible are the construction materials and the designs for hospitals.

The materials used to build hospitals are non-combustible. This means that if something like a waste basket or piece of furniture catches fire, the building itself won't catch fire unless exposed to very high heat. Also, your safety during a fire emergency is greatly improved due to compartmentalization and the role it plays to protect people and property.

So, what should you know? Each area of the hospital is divided into compartments by heavy double doors that automatically close when the fire alarm goes off. These doors offer a one-hour smoke barrier. If there is smoke or fire in your area, move to the adjacent compartment. Be aware of where these doors are and your best escape route to an adjacent compartment.

The fire department will quickly respond. If necessary, they will give directions should you need to move to a lower level or other part of the building. Remember, never use the elevators, only the stairs.

As a last resort, the fire department may direct you to leave the building. Always move safely to avoid falling or injuring others around you. Once outside, move away from the building and any firefighting equipment.



Hopefully, you will never need to deal with a hospital fire. However, knowing what to do can save your life and the lives of others around you. Stay safe.



TB Test Reminder

Yes, we know that taking a test is not high on our favorites list, but sometimes you just have to step up and do it. Time is slipping by to get your annual TB test. If you have not had a TB test this year you have until the end of August to get it done.

Make your appointment with Employee Health now by calling (760) 940-7270. It's free and easy.





Getting To Know You

By Kathi Hampton

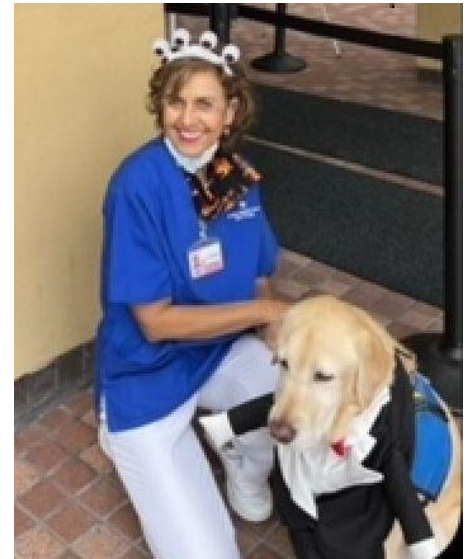
You may have seen Kathy Everhard, one of our Pet Therapy volunteers, in the hospital but we wanted you to know more about both her and Nash, her therapy partner. From a puppy, Nash was bred and trained to be a Canine Companion. Unfortunately, Nash did not like elevators and was not able to be assigned to a disabled person.

Kathy adopted Nash at 10 weeks old and felt he needed a “job”. So she and Nash began volunteering with the TCMC Pet Therapy Team. Due to Nash’s dislike of elevators, Kathy takes him to visit patients on One North, the Surgery Department waiting area and various other ground floor waiting areas like X-ray, Room 5, etc.

Kathy has lived in North County for 36 years and knows TCMC very well having worked in the Administration Department for eleven years before computers became the norm. At that time she used a notebook and tediously scheduled all Auxiliary meetings. Unfortunately she was laid off when the new hospital administrator came on board and wanted to use the staff he bought with him.

In the wee hours of the mornings, Kathy works online fulltime with Massachusetts General Hospital where she works closely with the doctors and nursing staff to be sure they are meeting all the accreditation and compliance requirements of the hospital.

Kathy feels that TCMC is her “home” away from home and loves being around other volunteers and patients. She and Nash can be seen visiting patients on One North and various waiting areas. She is always delighted seeing patients’ faces light up when Nash comes to visit.



HELP WANTED

Your Auxiliary is amazing. We serve our hospital and our community at large. We do amazing things every day. Now we need the world, or at least North County to know about our good works. This is where you can be a big help.

Your Leadership is looking for someone to handle Publicity for the Auxiliary. Spreading the word of our good work is very important and can be lots of fun. Activities include writing articles for the local newspapers, working on social media and staying in contact with the Pulse Editor and Historian. If this sounds like something you would like to do, contact Bunny McElliott by email at BAmcelliott@tcmc.com.



Help tell our story!



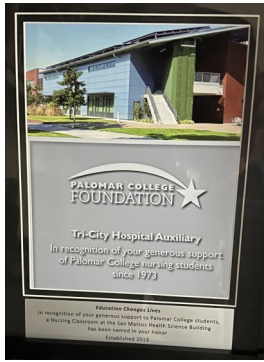
Scholarship Night



For just over 50 years the Tri-City Hospital Auxiliary has been supporting the future of healthcare in our region through scholarships to deserving students, primarily at three local colleges and universities. During this period over \$1.2 million has been awarded thanks in large part to the dedication of local donors.



Held on April 23, the 2024 awards ceremony was another huge success. Sixty-five (65) scholarships were awarded for a total of \$61,500. Recipients were from Palomar College, MiraCosta College and California State University San Marcos.



Provided by 23 local donors, these funds will help hardworking individuals as they prepare for what will certainly be a successful healthcare career. Included among the presenters were TCMC Chief Executive Officer Dr. Gene Ma and several other members of the executive staff.

In honor of our dedication to healthcare education the Palomar College Foundation presented a plaque thanking the Auxiliary for its longtime dedication and naming a nursing classroom in our honor. On your behalf, Auxiliary President Bunny McElliott thanked them for this honor.



Scholarship Recipients
Cal-State San Marcos



Scholarship Recipients
Palomar College



Scholarship Recipients
MiraCosta College



Recruitment Pays

We have two winners in our quarterly Volunteer Recruitment Raffle. Congratulations Susan Knapp, whose referral attended Orientation and Jane Palmiotti, whose referral joined. Each received a \$25 gift card.



Susan Knapp receives award
from Valerie Barros

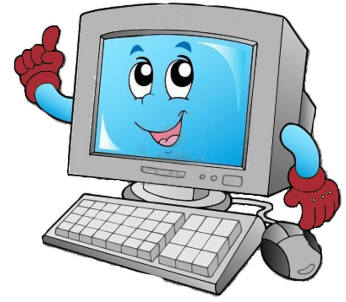


Jane Palmiotti receives award
from Maria Riffin



Clocking in IN and OUT

Clocking “in” and “out” on the VOLTRAK system while you are working at the hospital is very important. Beyond recording your hours for an award pin, this system confirms when you are covered by various hospital insurances and lets hospital and Auxiliary leadership know who is in the hospital at any given time. Additionally, if you fail or forget to clock out you are given only two (2) hours credit for your shift; as outlined in the Auxiliary Policy and Procedures Manual.



To access the VOLTRAK system visit the computer kiosk located at the Information Desk at the beginning and end of your shift. If you have any questions, please review computer instructions located at the computer or ask other Auxilians for help. If the system is down, the Information Desk volunteers have the Red Binder for manual clock-in or clock-out.

Please remember, you are only authorized to clock yourself “in” or “out”. Clocking “in” or “out” for others is not permitted.

Thanks for helping keep our records accurate and up to date.



Special Thank You Gift

Did you miss the Annual Appreciation event? As President Bunny said, it was wonderful. As a special *Thank You* for all you do, each member was given this lovely hot or cold beverage cup. It comes complete with a plastic top. If you missed the event, you can pick up your gift in the Auxiliary office until they run out.



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.

- ◆ The nurse seen smiling on a very busy day...is probably going off duty.
- ◆ Did you hear about the two podiatrists who left the practice? They became arch enemies.
- ◆ Acupuncture. What’s the point?

Keep Smiling and Have a Very Happy Day!

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