

# The Auxiliary Pulse

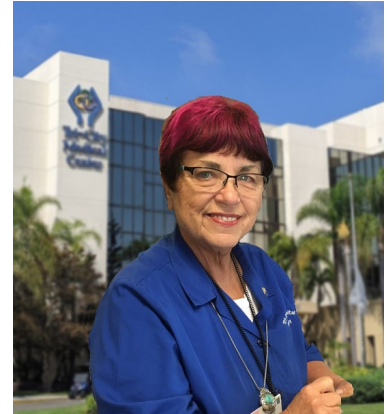
## Winter - 2024



### President's Message - Bunny McElliott

“Just when you think it is safe to go back in the water.....dunt...dunt!” That famous line from “JAWS” sure described the last two months of 2023 at TCMC. At the end of October, CEO Dr. Ma shared a decision made by our Hospital Board of Directors affiliating Tri-City Medical Center with UC San Diego Health, as a positive step forward for TCMC.

As the excitement was beginning to set in, news broke that our hospital found unauthorized activity on our computer network. Quick action took the hospital systems offline and specialists in and outside of the hospital spent intense time investigating and working to restore our system, taking steps to prevent any similar events in the future. Seeing the work being done to halt this intrusion, the professionalism and diligence of all the staff crushing this conflict, was inspirational. They worked around the clock moving TCMC through this event.



And our volunteers shined, affirmed, kept, and shared a positive hope to all through our ever-present assistance to staff or visitors. I'm proud of us as well! Thank you for your service, Auxiliary!

2023 had many highlights. Here are just a few!

- Our quarterly *Pulse* continued its wonderful communication; isn't it great?
- We recognized 38 Volunteers of the Quarter from our departments.
- Our Non-Profit status was updated and confirmed, which involved much work.
- COVID mandates relaxed allowing staff, patients, visitors, and volunteers to feel a palpable sense of hope and gratitude in the building.
- Departments that had been closed reopened. Unfortunately, one closed - Mother and Child. Hopefully it will return in a few months.
- Steve Dietlin our CEO retired and Dr. Ma moved into that position. Both of these leaders are big supporters of our Auxiliary.
- Thanks to generous donors, we gave 73 Scholarships to college nursing students.
- Recruitment of Volunteers has been slow, but our numbers have increased. Hopefully our new Recruitment Raffle will bring new blood to our Auxiliary.
- A new Auxiliary Board of Directors was installed at our Annual Meeting, plus we celebrated thousands of hours of giving by our volunteers. Although we have a new President, we are fortunate that former president, Linda Wolff, is still very active in Auxiliary.
- We celebrated Dick Robertson as our North County Philanthropy Volunteer of the Year.
- Thanks to Gift Shop sales we made a \$40,000 donation to TCMC.

All in all, I think “it is safe to go back in the water.” Our Auxiliary is strong and wonderful because of the immeasurable gift of time and service you all give here at TCMC! Now, on to another incredible year. Happy New Year!

Bunny



## Department Spotlight

### Patient Escort - Kathey Cramm, Chair

With 22 active members, our Patient Escort team operates two shifts daily Monday through Friday. Each team member assists patients, family members, and visitors throughout the hospital. When individuals come to the hospital for a procedure, the Registration staff completes the initial paperwork, an Escort leads the patient to the designated TCMC service area. As we walk through the hospital we try to be friendly and talk with them, letting them know we care.



At the destination, we transfer the patient to hospital staff along with the necessary paperwork. Throughout our shift we also locate vacant wheelchairs and bring them to the Registration waiting area and the front entrance. When requested, we provide wheelchair service for patients and family members. We assist any visitor who stops us in the hallways and asks for help.

As with all Auxiliary departments, we dealt with the fallout from the recent cyber-attack. Additionally, recruiting and retention of volunteers remains our biggest challenge. During 2023 we haven't been able to fill all the shifts any given month. Thankfully, our dedicated members have stepped up to help.

In 2023 we celebrated four team members as Volunteer of the Quarter. Thank you, Kathy Ahlfors, Sheila Gross, John Haddock, and Peter Fusselman. We all look forward to 2024 and the exciting changes brought about by the partnership with UCSD Health.



### Gift Shop - Carole Vance, 2023 Chair



To many hospital employees the Gift Shop is called the "Happy Place." Here they can relax, read some books, and visit with the volunteers. One main purpose of the shop is to provide extra funds to the hospital. Each June the Auxiliary donates the Gift Shop profits to the hospital at the Auxiliary Annual Meeting.

Before COVID we had 62 volunteers and were open every day for a total of 58 hours a week. Since we returned we are open 32 hours with about 20 volunteers. We try to have two volunteers per shift and the shifts are 9:30am to 1:30pm and 12:45pm to 4:45pm. The volunteers' main responsibility is to be helpful to customers, keep the shop clean, restock merchandise and candy.

We now create our own floral arrangements. This positive change has meant better arrangements and lower prices for customers. To date we have tripled our profits on the floral arrangements since making this change. We have two volunteer bookkeepers but, as with many departments, we need quite a few new volunteers.

This will be my final report as Dee Coleman became our Gift Shop Manager as of January 1<sup>st</sup>. We wish her much success.



## 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!

### January

Trisha Barta  
Andrea Cardoso  
Krishaly Carvajal  
Samantha Cedillo  
Mary Gonzales  
Suzanne Heller  
Cynthia Jerromes  
Debra Johnson  
Marcia Lee  
Wendy Owens  
Caroline Talebi  
Carl Toft

### February

Karen Arrieta  
Kathleen D'Avanzo  
Elliot Ellis  
Paula Foster  
Robert Goldstein  
Suzanne Knauf  
Jay Lawler  
Justin McCalpin  
Gabriela Morales Martinez  
Craig Stewart  
Carolyn Wysong

### March

RoseMarie Castellano  
Jorgina Cram-Walters  
Kimberly Gonzalez  
Joyce Grube  
Susan Knapp  
Sandra Maskiewicz  
Pamela McCormick  
Vickie Moskowitz  
Eric Pascual  
Elizabeth Ponec  
David Quesenberry  
Charles Shinnfield  
Chris Wellenstein  
Linda Wolff



## Chair's Corner

By Kathey Cramm, Second Vice President

Another year has passed, and we look forward to the changes 2024 will bring.

Soon we will be scheduling Annual Refresher Training, a required meeting intended to keep everyone up on the latest requirements. Keep a look out for more information in your email boxes soon.

Recruitment of new members and retention of current members is a top priority. Many of our Departments are looking for more volunteers. Be sure to read the member recruitment article on Page 11 of this edition of *Pulse*. Given the high priority of this effort, we are sponsoring a Recruitment Raffle with two opportunities to win each quarter. Join the fun and help us grow.

This year we would like to improve our Auxiliary Website ([tricityhospitalauxiliary.org](http://tricityhospitalauxiliary.org)). If you have ideas or suggestions send them to me at [katheyc@outlook.com](mailto:katheyc@outlook.com). If you see things that are outdated or incorrect send that information too.

We have much to be thankful for and excited about as members of this wonderful organization as we enter 2024 . Thank you to each and every one of you for all you gave to the Auxiliary in 2023.





## 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 First Quarter of 2024.

### Courtesy Shuttle - Kathy Purcell



Kathy has been a member of the Courtesy Shuttle team for some time now. She is always punctual when performing her driving shifts and I've been told that she is very courteous and caring with her passengers. Kathy is very prompt in reporting any issues that she feels are important to pass on to the Shuttle Chair.

Dave McCarthy, Department Chair

### Gift Shop – Carolyn Wysong

Carolyn Wysong is a very dedicated and supportive member of the Gift Shop team. Carolyn volunteers every Wednesday and is always very willing to help out with extra shifts when needed. Carolyn takes very good care of our shoppers.

Carole Vance, Department Chair (2023)



### Information Desk – Bunny McElliott



Bunny works endless hours at the Information Desk plus being Auxiliary President and serving in many other ways. During the recent cyber-attack she kept everyone informed of patient placements all while maintaining privacy. Bunny has volunteered at the Information Desk since 2021. She is friendly, helpful, proficient, funny, and honest as the day is long. It is my pleasure to have her as a friend and our Volunteer of the Quarter.

Donna McConnell, Department Chair

### Patient Escort Department – Bill Moore

Bill has been a volunteer since 2013 with over 900 hours of service. He has worked in the Patient Escort Department for his entire tenure and covers at least two shifts a month. Bill is a steady, reliable force that can be counted on year after year. He is thoughtful and kind. Everyone loves working with him. He is always helpful, and he is relied on to get the job done.

Kathey Cramm, Department Chair



### Registration Department – Narciso (Jing) Abalos



Narciso, or Jing as he is more commonly known, has been with registration since 2012. Over this time he has worked over 1,920 hours. He is dedicated, friendly and always willing to help covering his two four-hour shifts each month reliably. Jing was also active in the 2020 COVID vaccine clinic.

Chris Sheets – Department Chair



### Pet Therapy Department - Tara Razi

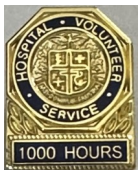
Tara has been a Pet Therapy volunteer for seven years, first visiting with her Golden Retriever Molly. She typically visits the rehab unit, the telemetry units, and, until recently, labor and delivery. When Molly passed away in January of 2023, Tara continued visiting with Nala, a two-year-old Golden Retriever. Tara teaches high school and shares her pet with students and staff. Her favorite part about pet therapy is seeing the smiles on patients, visitors, and staff.

Beth Hulsart, Department Chair



### It's Good to be Recognized

Many of us wear pins on our ID badge or uniform, most recognizing our Auxiliary efforts. Here are three important pins worth recognizing.



**Volunteer Hours**  
Awarded for total hours worked.



**Vaccine Clinic**  
2020-21 Vaccine Clinic Volunteer

**Volunteer of the Quarter**



### Aaron Byzak Farewell



Change seems to be in the air at Tri-City Medical Center. As of January 1<sup>st</sup> Tri-City Medical Center Chief Strategy Officer Aaron Byzak bid TCMC farewell to pursue expansion of his existing consulting practice.

Aaron was a good friend and supporter of the Auxiliary. For those of you who have visited our website ([www.tricityhospitalauxiliary.org](http://www.tricityhospitalauxiliary.org)), many of the wonderful photos were made available thanks to Aaron. The Auxiliary has also been regularly featured in many Facebook posts as well.

Among his many responsibilities was being the public face for Tri-City Medical Center. In this role he graciously included our Auxiliary in local events, publications, and other activities. Last Fourth of July your Auxiliary President, Linda Wolff, rode beside Medical Center CEO Dr. Gene Ma in the Oceanside parade. We also had numerous opportunities to spread the word and encourage new members thanks to being included in street fairs in Carlsbad, Vista, and Oceanside. We can also thank Aaron for the beautiful photos hung in many public spaces throughout the hospital.

Aaron has always held a very positive vision for the hospital's future, even during difficult times. His bright and cheery attitude brought smiles everywhere. We wish him all the best as he brings his many talents to his current and future clients.



## December Board & Chair Breakfast Welcomes Dr. Ma



As this very eventful year came to a close, the Auxiliary leadership, Directors and Department Chairs, met jointly for a wonderful breakfast buffet thanks to TCMC Director of Food and Nutrition, Pamela Lambert.

Dr. Gene Ma, TCMC CEO, took time to address our Auxiliary leadership at this meeting and, as is his practice, he thanked each and every Auxilian for their amazing service to patients and the community. As the transition to being a UCSD Health System hospital moves forward, he encouraged our continued involvement. President Bunny McElliott even presented him a tee shirt to let everyone know that, "Our volunteers are better than yours."



To help put the upcoming change in perspective, Dr. Ma shared information on just how we got to this point. Community hospitals, like TCMC, have been slowly disappearing across the country. Changes in how health care is delivered and how services are paid for have been the major factors contributing to this change.

The Tri-City Medical Center financial situation had been deteriorating for quite a while driven heavily by unfunded mandates from both state and federal governments. Low Medicare and Medi-Cal reimbursements have also contributed to the financial difficulties. The hospital has no ability to negotiate these rates as they are predetermined by the government agencies responsible for these programs.

# UC San Diego HEALTH SYSTEM

As has been widely reported, the solution is an agreement to transfer the assets and operational control of TCMC to University of California San Diego Health. This change not only resolves the financial problem, it also creates wonderful new opportunities.

One exciting part of this change will be the return and strengthening of our Labor and Delivery and Neonatal Care Unit. Currently the UCSD maternity unit is often full, with many patients from the North County area. Once fully operating, the TCMC campus will host numerous vibrant maternity services. Additionally, there are plans to make the TCMC campus a major NCI Cancer Center, the only such facility in San Diego County.

This exciting future makes 2024 a pivotal year. For the next few months UCSD and TCMC will be finalizing the agreements with turnover expected sometime this coming spring. This is a very exciting time, and our Auxiliary will continue as we have, making a difference in our community.



## Assistant Treasurer Named

The Auxiliary recently added the new position of Assistant Treasurer to be filled by Mary Foy. Roz Bussey has been doing amazing work as our Treasurer and deserves the help.

Mary became a TCHA volunteer after being hospitalized with painful back problems and experienced the uplifting care of the nursing staff as well as the Auxiliary volunteers who visited her. This was the catalyst that gave Mary the desire to become part of the TCMC Auxiliary.

Mary had been the bookkeeper in the Gift Shop for about three years. Since she likes being around people, she transferred to the Information Desk in August of 2023. Mary truly enjoys meeting, helping, and directing the visitors who come into TCMC.

During the COVID pandemic, Mary pitched in as part of the Vaccination Clinic crew by answering phone calls from people looking for information on the COVID clinic and making appointments for them.



Aside from volunteering, Mary plays pickleball and works with Meals on Wheels and Instacart for the homebound. She is also an avid 49er's fan.



## Be Safe Not Sorry

As we come and go to Tri-City Medical Center it is always a good idea to be aware of our surroundings, our safety, and our personal property. Here are a few thoughts on making your experience as an Auxiliary volunteer more relaxing and enjoyable.

- ◆ **Park Close** – One benefit of volunteering at TCMC are the Reserved parking places along the side and in the front of the hospital. Be sure your display your Auxiliary parking badge.
- ◆ **Be Safe** – It is very easy to be thinking about seeing friends, but remember to always lock your car. If your car has an alarm, be sure it is set as well.



- ◆ **Valuables Out of Sight** – Don't leave valuables like packages, cell phones, or purses in view. If you must leave items in your parked car, put them in a locked trunk.
- ◆ **Report Problems** – If you see anything suspicious **DON'T** take action yourself. Contact hospital security and report what you see.



## Christmas Came to Tri-City Medical Center



No sooner had the boxes of Christmas decorations arrived from storage than the Auxiliary volunteers began decorating the hospital lobby. There were bows that needed to be “unwrinkled” and shaped into bows again and be attached to the ledge below the names of all the generous donors. Next came pots of beautiful red poinsettias that were placed on the floor against the wall under the bows. Practically every table or flat surface got the special attention of our holiday decorating volunteers.

The Lobby Christmas tree, courtesy of the Tri-City Hospital Foundation, was brought up and assembled. Thank goodness all of the tree parts were numbered! The tree came with lights already on it, so no untangling of wires and checking for faulty bulbs was necessary. The silver Christmas balls had their hooks in place and were ready to be hung on the tree. If you looked closely to the silver balls you saw the names of donors to the Foundation. A gorgeous thick silver and gold ribbon was put all around the tree as garland.



Across from the Information Desk was a ladder with cute little elves climbing up both sides generating smiles from children and adults alike throughout the holiday season.



All in all, it was great fun and a good time for everyone who helped to turn the Lobby into a wonderful Christmas atmosphere. Many thanks to Kate Brownie who chaired this event and all who had a hand in the Lobby decorating.



## Santa’s TCHA Workshop

We bet you didn’t know that the Tri-City Hospital Auxiliary has its own little “Santa’s Workshop.” It is actually our Workshop Department and they are busy year round creating things to make a stay in the hospital just a little nicer.



Most years, our Workshop volunteers focus on holiday items for the maternity department. With this unit temporarily closed, volunteers focused on items to make children’s visits a little less scary. Many thanks to our Auxiliary Elves Dorothy Indrieri, Judy Rice, and Peggy Anstey for making TCMC a little more friendly.







## Keeping the Holidays Bright and Furry



Our amazing Pet Therapy Team once again helped brighten the day for patients, visitors, staff, and Auxilians with their annual parades for both Halloween and Christmas.

Awaiting the arrival of goblins and ghosts, six of our best costumed pet therapy dogs visited on November 30.

Whether you like angels, tuxedo-clad gentlemen or a French maid, all were present. Even a friendly witch helped out.



A little later, our team was all decked out in red and green as the pet therapy team helped Santa bring more than a few smiles throughout the hospital. Thank you for all you do to lighten the day and bring happiness to TCMC.



## 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**

Daisy Flores

#### **Escort Service**

Sarah Lupisan

#### **ICU**

Eric Pascual

#### **Gift Shop**

Mary Badillo

Susannah Saldana

#### **Information Desk**

Nattasit Rungsiriratchai

#### **Surgery**

Jennifer Espejo

#### **Registration**

Rasha Al Salihi

Daniela Scholz

Evelyne Rivera



## Thank You Carole Vance

Our Auxiliary has many departments. Some departments focus on patient comfort, and some are more involved in serving community and family members. Our Gift Shop meets both these needs AND is the source of our significant financial annual gift to the hospital. The Auxiliary has annually presented a large gift to the hospital to help meet important unmet needs. With funding from the sale of merchandise in our Gift Shop, we have given over \$500,000 to the hospital over the past ten years.



Managing this sometimes-complicated department can be quite a challenge and for about half this period Carole Vance has fulfilled this role. During her time as Manger, we experienced more than our share of unexpected situations.

Reopening after the COVID closure, Carole dealt seamlessly with issues of staffing, merchandise, and equipment.

Shortly after our return, a new cash register was needed and again, Carole stepped in and solved the problem. Most recently she dealt with ramifications of the cyber-attack.



On January 1<sup>st</sup>, Carole passed the torch to Dee Coleman, another long time Auxiliary and Gift Shop Team member. Read more about Dee on page 11. We thank Carole for her service and look forward to continued success with Dee.



## New Assistant Editor for Pulse

We are very pleased to introduce Kathi Hampton as the Assistant Editor for our *Auxiliary Pulse*. Prior to returning to California, Kathi lived in Prescott, Arizona at a 5,500 feet elevation. Since Prescott can produce quite a bit of snow, she moved back to California to get away from those conditions and currently lives in Vista.



Kathi brings excellent experience with her having worked for 25 years as a legal secretary in Los Angeles and Modesto with proof-reading drafts of the attorneys' court pleadings among her duties. While living in Prescott, Kathi was a church secretary and newsletter editor. Prior to being in the legal field, she worked in a hospital in Santa Monica, California for a number of years and took an EMT class there.

Joining our Auxiliary as an Escort in 2022, she is currently helping out with Patient Registration. As she begins this new position Kathi says she is very much looking forward to learning more about the Auxiliary and its dedicated members.

When she isn't volunteering, Kathi enjoys puzzles, loves to travel, and is an avid reader. We welcome her to this new position.



## New Gift Shop Manager Named

After successfully leading the Gift Shop, despite COVID and a cyber-attack, Carole Vance recently passed the baton to Dee Coleman who assumed the job of Gift Shop Manager as of January 1<sup>st</sup>. With thanks to Carole, we are pleased to introduce our new Gift Shop leader.

Dee has lived in Oceanside for 36 years, raising four children and being active in the community. Having a strong belief in helping others, Dee joined the Auxiliary nearly 15 years ago and has accumulated 4,100 hours.



During her children's grade school years Dee volunteered at their school. As these opportunities passed, she became active in her husband's dental practice, eventually taking on the accounting and marketing activities. Prior to coming to Oceanside, she managed a Hallmark store in Orange County.



Dee began her Auxiliary career in the Clerical Department, moving to the Gift Shop and also serving in the Greeter position and at the Information Desk. When asked about a favorite volunteer experience Dee said, "My favorite thing is coming in every Monday morning to this wonderful hospital. I have gotten to know many employees and volunteers over the years."

As our new Gift Shop Manager Dee is looking forward to the upcoming association with UCSD Health and shares Dr. Ma's vision for a bright future at Tri-City Medical Center. While she recognizes challenges ahead, she is confident we can all succeed together.

When not volunteering at TCMC, Dee and her husband enjoy many different sports and spending time with their nine grandchildren.



## Recruiting Pays



Congratulations to Valerie Barros, winner of the second Auxiliary Member Recruitment Raffle. Because Valerie encouraged Mary Lynn Badillo to join our Auxiliary, her name was recently drawn, and she was awarded a \$25 gift card. You too can join in this fun and sometimes profitable Auxiliary effort.

Encourage a friend or relative to attend an Auxiliary Orientation and consider membership and you might win a \$25 gift card in the quarterly drawing. If your person actually joins, you get a chance at a second \$25 gift card.

Join the fun – grow the Auxiliary – win a prize.

### VOLUNTEER



To our TCH Auxiliary Volunteers

Encourage a friend or family member to sign up and ATTEND a full Orientation and your name will go into a raffle box. Every quarter, we will draw a name from that raffle box. If your name is pulled, you could win a \$25 gift card!

If your recommended friend or family member actually signs up, attends Orientation, AND follows through by joining our Auxiliary, your name will go into ANOTHER raffle box. Quarterly, a name will be pulled from this raffle box, also for a \$25 gift certificate!

Tickets are in the Auxiliary Office. It's up to you to fill them out and turn them in to Clerical.

Let's have some fun! Help us build our membership!

**Make a difference!**



## Hear Ye, Hear Ye



With all that has been happening around the hospital, there are a few announcements you need to know about.

**FLU  
2023-2024**

**Flu Shots** - The Employee Health department has asked that we remind all Auxilians that during the current flu season all volunteers must either have a flu shot or wear a mask at all times when working. Free flu shots are available at Employee Health; however, they are the standard shot, not the enhanced shot recommended for seniors.

If you get your flu shot elsewhere, you need to bring proof to Employee Health during their working hours, Monday through Friday from 7:30am to 4:00pm. They are closed for lunch from Noon to 1:00pm. A sticker is provided for your badge when you have completed this process.

**Dues are soon Due** - Operating our Auxiliary as an independent organization is not without cost. We have fees, supplies, and other expenses. Your annual dues help us stay active and engaged. Dues are currently \$20 and are billed in January so keep an eye on your mailbox as the notices will go out shortly.



Dues envelopes will also be available in the Auxiliary office. Please fill out your contact information on the inside of the dues envelope. This information helps us update our member database (VOLTRAK) and is used for our annual directory.

**Hours Awarded** - During the cyber-attack in November and December, volunteers received a minimum of four hours credit if they showed up, even if they were sent home for lack of work. As of January 1<sup>st</sup>, we have returned to our standard practice of recording actual hours worked. Until the VOLTRAK computer is up and running, please sign in and out using the Red Binder at the information desk. Thanks for all you do.



## 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.

- ◆ What did the senior nurse advise the young nurse about her first injection? "Just give your best shot."
- ◆ What is it called when a hospital runs out of maternity nurses? A mid-wife crisis!

Keep Smiling and Have a Very Happy Day!

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