



# Volunteer Services Update

*a quarterly publication for all Scripps Health volunteers*

## System-wide Volunteer Newsletter Winter 2017

### Volunteer Recognition Event

**NEW!** Our system-wide event is being held this year on one of our growing campuses this year giving you more opportunity to mix and mingle and make new friends!

**Thursday, April 27, 2017 • 1:30 – 3:30 p.m.**

**Scripps Memorial Hospital La Jolla, Prebys Center, Great Hall, 9888 Genesee Ave., La Jolla**

You are cordially invited to join us for an afternoon of fun and appreciation as we celebrate the time and talents of our wonderful Scripps Health volunteers during National Volunteer Week 2017. We are gathering volunteers throughout the Scripps system and recognizing you at a very special afternoon mixer. This is your chance to enjoy refreshments and music and learn more about our programs across the system. Scripps Health President and CEO Chris Van Gorder will join us to provide an update on the Scripps vision and the direction our organization is heading, and to thank you for all your wonderful contributions of time and talent. Watch for your personal invitation with details coming from your site manager soon.

### HAPPY “HOWLIDAYS!” from our Canine Therapy Volunteers



Our Canine Therapy Party in December was a hit and over 30 teams from across the system attended to celebrate together. Staff and visitors were welcome to see our four legged elves and join in the festivities! A free hot dog lunch was provided

to all volunteers, and we held the very popular "Blessing of the Pets" by our Hospital Chaplain, Reverend John Whitacre. Many staff members stopped by for a hug and lick!



**Watch for your invite to our 2017 National Volunteer Week Canine party in April!**

### 2017 Scripps Canine Therapy Calendar

*Letitia Olais, Administrative Coordinator, Volunteer Services, Canine Therapy Program Coordinator*

This will be our second year of creating a system-wide Canine Therapy calendar starring Scripps beloved therapy dogs! You can purchase your calendar for \$20.00 in your hospital gift shop.

## Adorable Handmade Dog Scarf



Look at this adorable canine therapy scarf Cody (pictured with owner Nancy Treadway) is wearing! We learned that one of our Scripps staff members makes them. The dog scarves come in small, medium or large with the dog's name and a choice of design and fabric. Generic scarves which will say "Pet Me Please", "Best Friend", "I'm a Rescue" or "Throw Me a bone" .

Please contact Jeanie Braheme at [jeaniebraheme@gmail.com](mailto:jeaniebraheme@gmail.com) if interested in ordering a scarf. She will text or email fabric and design choices. Please provide the dog breed, color and approximate weight.

The revenue from the dog scarves supports Village Quilters Guild in Scripps Ranch. Village Quilters in turn supports Hidden Valley House (home for abused moms and children), Kaiser premature babies, and Gently Hugged (low income families) by providing quilts for each facility/organization.

## Pilot Program at Scripps La Jolla and Green



Our Canine Therapy Coordinator, is piloting a visit notification system for our patient rooms. These magnets will be used on the closed doors of patients who are resting, but don't want to miss a special visit from our furry friends! We will report on this new program in our next issue.

## Music – A Different Kind of Medicine

*Rosa A. Soto, Manager of Volunteer Services and Gift Shop, Scripps Mercy Hospital Chula Vista*



A high school volunteer, John Steven, just started volunteering at Scripps Chula Vista and he is quite an accomplished young man. He brings healing music to the patients and visitors in our lobby. The musicians playing soft music in each of our hospital lobbies across the system help ease anxious family members, provide a pleasant distraction and help visitors relax. John is a talented self-taught musician; the only instrument he took formal lessons on is the flute. He shares a bit about himself:

*My friends and family call me Josh. I am 15 years old, and a sophomore at Eastlake High where I am President of the Ukulele Club. I am Filipino, speak fluent Tagalog and am a head usher at Corpus Christi Catholic Church. I am interested in pursuing a medical career, like my mom, who is a pediatrician here at Scripps. I am a self-taught piano player, ukulele, guitar and drum player. I learned to play flute in the Eastlake Middle School Band. I also love to sing with my two younger sisters, Nicki and Ariel. Some other hobbies include dancing and basketball. I am happy to be a volunteer here at Scripps and look forward to working with the staff and patients.*

# Scripps Health Foundation Update

*Submitted by Ryan Thibodeau, Development Coordinator, Scripps Health Foundation*

**Scripps Health and The University of Texas MD Anderson Cancer Center** reached a partnership agreement in the fall of 2016 to create Scripps MD Anderson Cancer Center, a comprehensive and clinically integrated cancer care program in San Diego. It will expand our array of patient support services, including genetic counseling, nurse navigation, integrative medicine, palliative care, imaging services and social worker assistance.

Through this partnership, Scripps MD Anderson is part of MD Anderson Cancer Network, a global collaborative network of hospitals and health care systems dedicated to MD Anderson's mission to end cancer globally. The collaboration allows Scripps to combine its expertise with MD Anderson's knowledge and capabilities for Southern California, covering eight counties from Santa Barbara to the U.S.-Mexico border.

**The 26<sup>th</sup> Annual Scripps Spinoff** is moving to a Saturday! This year's event will be on Saturday, May 8, 2017 and it will be a night to remember. Spinoff will benefit the new Scripps MD Anderson Cancer Center, a collaboration dedicated to elevating cancer care, cancer prevention and early detection. For more information or to purchase tickets, please contact Special Events at [specialevents@scrippshealth.org](mailto:specialevents@scrippshealth.org) or 858-678-6364.

**At Scripps Health Foundation, we've launched a new, innovative website**, which features our fundraising priorities, heartfelt stories of patients and how Scripps changes lives forever. Come visit **[Scripps.org/giving](http://Scripps.org/giving)** and see how the foundation partners with donors to support patients and their families, advance medicine, and give back to our communities to help transform lives. Check out our site today and learn how you can enjoy exclusive opportunities and benefits by supporting Scripps.

**For four decades, President's Council** members have been at the forefront of giving to help heal, enhance and save lives. Enjoy the rewards of membership in his remarkable philanthropic group, including free hospital parking, invitations to events, opportunities to meet physicians and executive leadership and much more. With an unrestricted gift of \$1,000 or more, you could become a member of President's Council or Mercy 1000. For more information, please visit [Scripps.org/giving](http://Scripps.org/giving) or contact Andrea DeLucia at 858-678-6341 or [delucia.andrea@scrippshealth.org](mailto:delucia.andrea@scrippshealth.org).

## ***Simple Ways to Support Scripps Health & Increase Your Tax-Free Income***

### ***An Overview of Gift Planning Techniques for Volunteers***

**Tuesday, February 28, 2017 ~ Time: 1:30 to 2:30 p.m.**

**Wednesday, March 22, 2017 ~ Time: 11:00 to noon**

*(See more in the calendar section of this newsletter)*

## **Breast Cancer Support Group - You Are Not Alone**

For women and men going through or having completed breast cancer treatment, Scripps offers this support group to provide emotional aid, new coping skills and encouragement. Group members share experiences, knowledge, hopes, fears and strength in a relaxed setting. Also, participants provide empathy, guidance and hope for each other. (All information is confidential.) In addition, every 3rd Monday of the month, a health care specialist from Scripps (or another facility) will be speaking on a topic related to breast cancer, treatment, or post treatment adjustment.

### **Free of Charge!**

**Scripps Mercy Hospital Chula Vista WELL BEING CENTER and other Scripps locations**

**Every 1st and 3rd Monday of the month**

**10:00am to 11:30am**

**Mercy San Diego - All Cancer Support Group**

**2nd Monday of every month, 3:30-5 p.m.**

**For information, call:**

**619-862-6600 or 1-800-SCRIPPS (727-4777). Or visit [www.scripps.org](http://www.scripps.org)**

## Volunteers Step up to Help with Disaster Drill at Scripps



Volunteers participate in many special events across our system. They represent us at community events as well as in-house training and education for staff. Several Scripps Volunteers including Shirley Pacheco and Bob Myers, participated in a recent drill on campus to help staff prepare for a “worst case scenario” in our community. This includes reenactment and preparation for earthquake, a train derailment, plane crash, and triage after terrorist attack or active shooter. Scripps works closely with the County of San Diego, Homeland Security, Coast Guard representatives and Fire, Police, Sherriff departments. A makeup artist actually came out and did the make-up. Thank you all for participating and helping to keep our community safe!

## Sewing Volunteers Needed

Scripps Hospice is recruiting new sewing volunteers to create one-of-a-kind Keepsake Bears for the surviving family members of our deceased patients. These bears are a special keepsake for our patient’s families dealing with a loss of a loved one. Our sewing volunteers use a special piece of clothing that belonged to the patient. This bear is a treasured keepsake for wives, grandchildren, or other family member who would like a huggable reminder of the person that they love. Contact Anna Schulz (619-452-7205, [Schulz.Anna@scrippshealth.org](mailto:Schulz.Anna@scrippshealth.org)) if you or a friend may be interested in this special volunteer opportunity.



## The California Association of Hospitals and Health Systems (CAHHS) 54th California Hospital Volunteer Leadership Conference

*Submitted by Jill Newell, Volunteer Manager, Scripps LJ, Green and Clinics*



This annual conference is being held **February 20-23** in San Diego at the Hyatt Regency Mission Bay Spa and Marina. We were pleased to have Scripps well-represented at the conference. In attendance are all of our volunteer managers; Rosa Soto, Carrie Cushman, Marian Reich, Anna Schulz, Jill Newell. Our Canine Therapy teams will be on-hand welcoming conference attendees and interacting with them in-between sessions. Letitia Olais, Canine Therapy Coordinator will present expertise for the “Pet Visitation Programs” roundtable discussions. Jill Newell, Volunteer Manager is a panelist on the “Working within a Hospital Regional System” session. Scripps Emergency Department Manager, Rose Colangelo and volunteers, **Graham Henstock** and **Haley Oerlemans** share their best practices at the “Emergency Care Systems Initiative (ECSI) – An Opportunity to Improve Californian’s Health” workshop. Loretta Schmidt, Gift Shop Supervisor, shares her experience with establishing a new gift shop kiosk. In addition, Susan Gurriell, Volunteer Coordinator and Kris Teyssier, Gift Shop assistant will be in attendance at the conference and we look forward to lots of new ideas and inspiration for our programs.

## Freeze! New Product Requests at Scripps Put on Hold

*Mikel Wilson, Dir, Marketing & Communication, MarCom Administration*

As we start 2017 there is much work to be done in converting supplies at Scripps to the new group purchasing organization (GPO) Scripps has joined. Did you know....Scripps averages 6,000 requests for new products from employees and physicians each year? Thirty different committees have been involved in the approval process for these requests, and an overwhelming majority have typically been approved. Once a product has been added to the inventory, however, there has not been any process in place to assess its continued value and remove it if it's unnecessary to keep – even if it were just used once. The ease of adding new products and inability to remove unneeded products have led to a massive inventory.

To help assess the thousands of supplies in stock, a temporary hold is being placed on adding new items to the Scripps inventory. Unless medically necessary, no new products will be added to the inventory before June 2017. To be deemed medically necessary, products must:

1. Satisfy an urgent need
2. Meet a specific clinical/patient need
3. Have evidence of benefit over existing products

Ask around in your unit how this change has impacted staff.

## Unsafe Condition Reporting

Did you know you are part of the SAFETY COMMITTEE here at Scripps Health? We all are! Volunteers, in particular, have eyes and ears on day-to-day operations. The "**Unsafe Condition Reporting Program**" is a proactive way to help reduce incidents, accidents or injuries at Scripps. If you see something you think may be unsafe on one of our campuses or, please take time to contact your supervisor right away.

This information will allow for us to follow up and correct the situation you are reporting. Your concerns are important to us.

## 115th US Congress Includes Three Nurses

Sworn in on Jan. 3, 2017, the 115th U.S. Congress includes three nurses. These veteran congresswomen include Reps. Karen Bass, APRN, Diane Black, RN, and Eddie Bernice Johnson, BSN.

**Rep. Karen Bass, APRN, D-Calif.** Congresswoman Bass earned her fourth term representing California's 33rd congressional district. Within the House Committee on Foreign Affairs, Congresswoman Bass serves as a ranking member of the Subcommittee on Africa, Global Health, Global Human Rights and International Organizations.

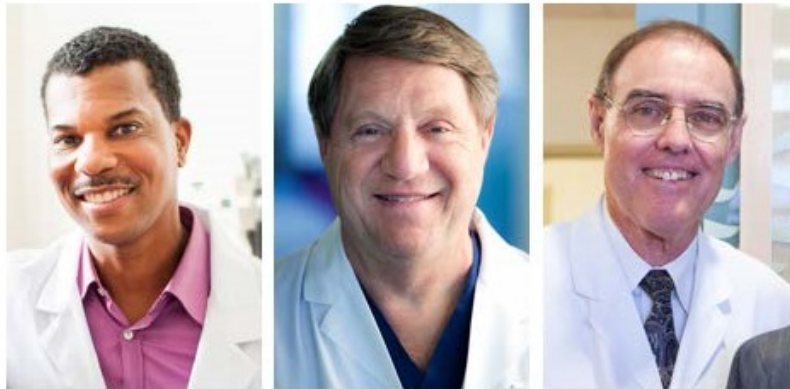
**Rep. Diane Black, BSN, R-Tenn.** Congresswoman Black has represented Tennessee's sixth district in the House of Representatives since 2010. She serves on the House Ways and Means Committee, hoping to change the U.S. tax code, and is a co-sponsor of the American Health Care Reform Act.

**Rep. Eddie Bernice Johnson, BSN, D-Texas.** Now in her 12th term representing the 30th Congressional District of Texas, Congresswoman Johnson became the first African American and first female Ranking Member of the House Committee on Science, Space and Technology. She also serves on the House Transportation and Infrastructure Committee; the Aviation Subcommittee; the Highways and Transit Subcommittee; and Water Resources and Environment Subcommittee.

*Written by Megan Wood | Becker's Hospital Review January 18, 2017*

## Pacific Bariatric Surgical Group Joins Scripps Clinic Medical Group

Pacific Bariatric Surgical Group has joined Scripps Clinic Medical Group in an agreement that expands Scripps' surgical services in central San Diego. The two physicians from the practice joining Scripps Clinic Medical Group are **Eugene Rumsey, M.D.**, and **George Zorn, M.D.** **William Fuller, MD**, currently practicing with Scripps Clinic Del Mar, will support the practice in the Hillcrest neighborhood by seeing patients there. The doctors will continue operating from the same location at 4060 Fourth Ave., Suite 330 in the Hillcrest neighborhood under the new name **Scripps Clinic Pacific Bariatric and General Surgery Program**. As part of the Scripps Clinic Medical Group, these doctors join more than 555 physicians who provide a wide range of specialty care and primary care services at 14 Scripps Clinic locations throughout San Diego County.



William Fuller, MD

Eugene Rumsey, MD

George Zorn, MD

## Gift Shop News

### Gift Shop News from Across the System



### Volunteers Welcome Shoppers with Smiles in our Hospital Gift Shops

*Submitted by Stephanie Barnes, Scripps Green Gift Shop Supervisor*

Marcia Stein and Hannah Zajackowski (pictured here) are always a great team offering big smiles in our gift shop. Hannah shared a few thoughts about her volunteer experience:

“Literally, I became a volunteer out of obligation to my school, but shortly after spending time with other volunteers and Scripps staff and the many patients and family members who come through here, volunteering is something that always wish to be part of. To know that I am a part of something that was created to benefit and support others, not your individual life, humbles me and makes me feel proud and fortunate to be able to spend my time here.”

### E Commerce Workshop

Gift Shop leaders from across the system recently attended a second workshop on the future of e-commerce, online marketing and mobile marketing. The goal is to add revenue to our gift shops by promoting sales online. This strategy reaches customers across the world 24-hours a day. Be sure to let your patients and visitors know this is available for their convenience. Visit [https://www.scripps.org/patients-and-visitors\\_gift-shops](https://www.scripps.org/patients-and-visitors_gift-shops)

You  
DON'T WANT TO  
miss this...

## Scripps at the Ballet: Peter Pan

California Ballet soars into the San Diego Civic Theatre with the West Coast Premiere of Septime Webre's "*Peter Pan*." The dazzling, swashbuckling coming of age tale will thrill audiences with a delightful mix of classical dance, slapstick, and aerial ballet. Pixie Party and Red Carpet Photo Op on the plaza before each performance.

**Location:** San Diego Civic Theater, 1100 Third Avenue, San Diego, CA 92101

### Event dates and times

- Sunday, March 5 at 1 p.m.

### Ticket prices

- Gold Rope (First 10 Rows): \$86
- Premier Orchestra (Rows 11 to 15): \$62
- Rear Center Orchestra/Front Mezzanine: \$54
- Rear Center Dress Circle/Mezzanine: \$46
- Lower Balcony/Upper Loges: \$34

## Volunteer Recruitment Open House

Scripps Green Hospital and Clinic Torrey Pines, 10666 N. Torrey Pines Rd. La Jolla, CA

**When:** Tuesday, March 28, 2017 8:30—11 a.m.

**Where:** main lobby Anderson Outpatient Pavilion

Bring a friend to the Volunteer Open House and information table to learn the first steps to becoming a volunteer. Discuss volunteer positions, requirements and benefits at any of our Scripps sites, including hospice. No obligation. RSVP by calling 858-626-6994.

## BLOOD DRIVES at Scripps

Here is a list of upcoming dates for 2017 blood drives at Scripps locations

For more information: [redcrossblood.org](http://redcrossblood.org) or [facebook.com/RedCrossBlood](https://www.facebook.com/RedCrossBlood)



Scripps 4S Ranch - 3/2, 6/15, 9/14 and 12/14

Scripps Clinic RB – 7/28

Scripps La Jolla – 2/28, 6/7, 8/16 and 12/13

Scripps Green – 6/13, 12/21

Scripps Campus Point – still need dates

Scripps Encinitas – 2/20, 6/19, 9/11, and 12/18

Scripps Mercy – 6/15, 8/31/, 11/15

## SCRIPPS STUDIO Art Show

**Monday, March 13, 10 a.m. – 3 p.m.**

**Scripps Hospital Encinitas Rehab Garden, 354 Santa Fe Drive, Encinitas, CA**

Many of our staff members sing, play an instrument, draw or create outside of work. The Scripps Studio was created to give staff the opportunity to share their artistic side and express their creativity. This event is only open to staff at this time. Volunteers are welcome to stop by and visit this art exhibit and be prepared to be amazed! Open to the public, too. Thank you to volunteers Janet Doyle, Nanci Dalzell, Lisa Cohn, Matt Willows, Becky Rosser and Shari Roberts for helping to support this event.

## Wolfstein Sculpture Tour

Thursday, April 13, 2017

9888 Genesee Ave. La Jolla



Come join us for a docent-guided tour of the Wolfstein Sculpture Park on the campus of Scripps La Jolla. As part of the Arts for Healing Program, the sculpture park was designed to enrich the total experience for patients, families and staff. The collection features more than 25 sculptures created by famous local and international artists. Enjoy a beautiful day with a leisurely stroll around our grounds. Please wear comfortable shoes and sun protection. This event is open to the staff, public, visitors, art groups, clubs and guests.

**RSVP by calling the Volunteer Services Department at 858-626-6994.**

**Title of Piece:** "Precision" by Ken Smith

## Dealing with Change and Difficult Situations

Wednesday, June 14, 2017, 1 – 2 p.m.

Scripps La Jolla, Human Resources HUB Team Room

learning objectives:

- *How do you handle an emotional, aggressive, or anxious staff or family member?*
- *What are the most common difficult situations you experience?*
- *Under the circumstances, what do you say or do?*

As a Scripps volunteer, you frequently interact with staff, patients and family members who are faced with very difficult situations. This workshop, open to all volunteers throughout the Scripps Health system, is perfect for you if you volunteer in a waiting room, reception area, nursing floor or with visitors. Please join us for another open discussion facilitated by **Elizabeth Brackin, PsyD, BCC**, Scripps Employee Assistance Psychologist for this fun, interactive session to address ways to manage and cope. Refreshments will be served. **RSVP by calling 858-626-6994.**

### EAP Services Available To Volunteers

Scripps provides the **Employee Assistance Program (EAP)** as a service to support the well-being of its employees, volunteers and physicians. The program is designed to provide confidential, professional assistance when problems affect an individual's life and work. The program provides confidential consultation, short-term problem-solving and additional resource and referral information. Volunteers are encouraged to use the EAP service as they deem necessary and appropriate. You may print out a brochure with all of the therapist's names and numbers listed along with the sites they cover.

<https://insidescripps.org/pages/corp-departments/hr/work-life-resources/employee-assistance-program.aspx>



## Simple Ways to Support Scripps Health & Increase Your Tax-Free Income

**An Overview of Gift Planning Techniques for Volunteers**

Tuesday, February 28, 2017 ~ Time: 1:30 to 2:30 p.m.

Wednesday, March 22, 2017 ~ Time: 11:00 to noon

Location: **Carson Study** at Prebys Cardiovascular Institute  
9890 Genesee, La Jolla, CA 92037 (1st floor of Schaezel Center)

**Space is limited so RSVP is required** to [giftplanning@scrippshealth.org](mailto:giftplanning@scrippshealth.org) or call **858-678-7120**

**Refreshments will be served.**



## Movie Ticket Discount

Volunteers may purchase discount movie tickets through your passport card or our Human Resources Office for for AMC, Reading, and Regal theaters. You may pay with check or cash. Stop by HR for more information.

## Volunteer Recognition Luncheon

*NEW! Our system-wide event is being held on one of our grounds campuses this year giving you more Opportunity to mix and mingle and make new friends!*

*Thursday, April 27, 2017 • 1:30 – 3:30 p.m.*

*Scripps Memorial Hospital La Jolla, Prebys Center, Great Hall, 9888 Genesee Ave., La Jolla*

## Passport Discount Program

We hope you are enjoying great savings on shopping, dining, travel and everyday services. It's a wonderful perk for volunteers who have reached hour requirements. It also includes discounts on gym memberships, cell phones and tickets to Padres games, movies, Sea World, San Diego Zoo and more. Access your discounts online at [www.PassportCorporate.com](http://www.PassportCorporate.com) and in person by presenting your card at participating retailers. See your Volunteer Manager for more information. Please send a photo of using the Passport card and we may include it in this newsletter!

## “Recovery Room Rap”

*A fun “rap” written recently by Joe Andrilla, Recovery Room Volunteer at Scripps Hospital La Jolla*

We got something to say before your feet can hit the floor  
If you don't pay attention we won't let you out the door  
We had to give you gas before we did the operation  
So until sometime tomorrow you should take a short vacation

You got to have a driver or you can't get in the car  
'Cause with all the gas we gave you we don't want you drivin' far  
We know you want to leave but we don't want you on your own  
You need someone to watch over you so don't be home alone

We gave you medication for the pain that might get worse  
Take it as directed and you won't go in reverse  
For 24 more hours, you gotta play it cool  
No drinkin' beer or sippin' wine while sittin' by the pool

Don't sign important papers or get married or divorced  
If you make a bad decision all your money might get lost  
We don't want you takin' showers or go jumpin in the tub  
Don't go messing with the dressing 'cause that could be a flub

So do yourself a favor and go home kick it back  
And before you even know it, you'll be right back on track!