



THE AAHV COMMUNICATOR

ASSOCIATION OF ARIZONA HEALTHCARE VOLUNTEERS – JUNE, 2009

BOARD OF DIRECTORS – 2009

CAROL MOORE – PRESIDENT

10434 E. Hercules Dr.

Phoenix, AZ. 85022

480-802-2261

carolsunlakes@aol.com

CHW – East Valley-Mercy Gilbert

SKIP SIMES – President Elect

P.O. Box 12155

Casa Grande, AZ 85230

520-560-4444

A.simes@cox.net

Casa Grande Reg. Medical Center

LEE SWEARENGIN – SECRETARY

196 Carl Hayden Dr.

Sierra Vista, AZ

520-458-5188

leewapiti@aol.com

Sierra Vista Reg. Healthcare Center

IRENE DAILEY – Treasurer

2794 S. Desert Hawk

Tucson, AZ. 85713

520-883-7809

Daileytucson@g.com

Carondelet St. Mary's Hospital

SHIRLEY GOULD – Past-President

4871 N. Territory Avenue

Tucson, AZ 85750

520-299-5168

r.c.gould@comcast.net

Tucson Medical Center

CAROL'S CORNER

Have you ever said something and wished with all your heart that you had kept your mouth shut? Well that's what happened to me when I wrote my last Carol's Corner article. I had no right to mention the fact that Banner Hospitals had severe budget cuts. I sincerely want to apologize to them for my insensitivity. Banner Hospitals have always been enthusiastic supporters of AAHV, and AAHV is so sorry to have lost the Banner Hospital memberships. I hope they will accept my apology and not blame the organization for my mistake.

I had a nice chat with one of Banner's representatives, and she asked to write and explain that there had to be budget cuts, and the fact that they had to drop their AAHV membership is not a reflection of how much Banner respects and appreciates their volunteers, but is a result of having to make difficult decisions.

I would like to introduce and welcome our new AAHV Board members. Lee Swearengin from Sierra Vista Regional Health Center has taken the position of Secretary, and Flo and Jack Noel from Chandler Regional Medical Center have agreed to take the position of Historian.

Our State Conference is well into the planning stage. We have a wonderful location: the Airport Holiday Inn in Tucson at \$84.00 a night. Our keynote speaker is the famous mystery writer, J.A. Jance, and our closing speaker is Humorist, Bonnie Henry. Clinical Social Worker, Lynda Dallyn and Chaplain Mario Valdez will give a presentation entitled "The Act of Forgiveness/Giving Up Bad Memories. We're putting together a panel to discuss "How To Recruit and Retain Good Volunteers in Our Struggling Economy."

These Speakers, Round Table Discussions, interesting Vendors, Basket Raffle and the \$500 Drawing makes good fellowship, and promises to provide a wonderful conference! Thanks to Program Chairman Skip Simes and Conference Chairman Joan Stafford and their committees for their hard work.

Carol

AAHV MISSION STATEMENT

The Association of Arizona Healthcare Volunteers shall advocate for and assist healthcare volunteer organizations, thereby enhancing healthcare volunteerism in the state of Arizona

BOARD & COMMITTEE REPORTS

2009 CONFERENCE CHAIRMAN

Joan Stafford

As you know by now, the 2009 AAHV Conference will be held in Tucson at the Holiday Inn Hotel and Suites – Tucson Airport – North location on October 26-27, 2009. This will be a great event and we look forward to seeing you there. There will be some very interesting guest speakers, as well as the always popular roundtable discussions.

The following members have so graciously agreed to serve on the Conference Committee;

Registration: Pamela Pierson

\$500 Raffle: Ken Miller, Joan Timberlake

Basket Raffle: Pat Dillard

Vendors: Sara Rounds

Sponsors: Lynne Wright

If you know of any fund-raising vendors who might like to participate in our conference, we would love to have them attend. Please contact me with their names and contract information. We are also looking for a facility that will provide the printing of the conference program. Please let me know if your facility might be willing to help.

Joan Stafford, Conference Chairman 2009
480-633-9794
Crazyquilter62@yahoo.com

EDITOR NOTES

Glenna Smith, Communicator Editor

It's been my pleasure to work with you in putting together each issue of our AAHV newsletter. Please let me know of anything we can do to make it more interesting for you.

Please check out our AAHV website – www.ahv.org and view all newsletters from the past to the present. If you've been on the site recently you will have noticed a new link, "Volunteer Profiles", where we honored two very deserving volunteers for special achievements. This is what volunteerism is all about, so PLEASE, if you have something or someone to spotlight, send the info to me. I would love to run it, thanks for your help!

Glenna Smith – 520-296-4030
Geeljay33@cox.net

MEMBERSHIP REPORT

Donna Rae Cintora, Chairman

Our roster of AAHV members for 2009 is 21 strong – close to numbers of past years, but with a different combination of member institutions, including our first small semi-independent "Volunteer Group." The focus of membership is shifting from the big city/big hospitals to more healthcare facilities in smaller cities. The forces behind this are numerous, including factors such as reorientation and restructuring of volunteer programs and resources; changes in volunteer leadership; spread of information about and understanding of AAHV; the strong reputation of the annual conference; and the support of DVSS.

A primary question to be asked may be "have the mission and goals of AAHV changed?" Our mission statement, to "advocate for and assist healthcare volunteer organizations, thereby enhancing healthcare volunteerism in the state of Arizona" remains as strong as ever. Our goals – including provision of education, vitalization, support, leadership development, communication enhancement, volunteer networking opportunities and community awareness – continue to develop in ways to best suit the statewide membership.

We are thrilled with the continuing enthusiasm and involvement of our dedicated volunteer member organizations, we are inspired by the contributions to healthcare volunteer solidarity and mutual support of the individual participants, and we look forward to spreading the word to other hospital volunteer groups throughout Arizona.

NOMINATING COMMITTEE REPORT

The following people will serve on the 2010 Nominating Committee:

Donna Fuller from John C. Lincoln NM
Mary Pat Pepping from Tempe St. Luke's
Ken Gayer from Tucson Medical Center

&

Shirley Gould – TMC, Immediate Past President
Committee Chairman

A slate of officers will be presented and voted on by the delegates at the state conference in October. Nominations from the floor, from any voting delegate, with written consent of the nominee will also be accepted.

HEALTHCARE VOLUNTEER REPORTS

CARONDELET ST. JOSEPH'S HOSPITAL Evelyn McLenna, Auxiliary President

Since the last article, St. Joseph's Hospital hosted the Southern Regional meeting of AAHV on April 13th. Thirty members attended from Casa Grande, Sierra Vista, Bisbee, St. Mary's Hospital, Tucson Medical Center, Veteran's Hospital in Tucson, St. Joseph's Hospital and Chandler Regional Hospital. Tours were provided through the Women's Pavilion and the Carondelet Neurological Institute as part of the program. A Mexican luncheon was served, followed by sharing from each of the hospital's representatives.

The Grand Opening of the Carondelet Neurological Institute was held on April 26th. The new building was blessed by Bishop Gerald Kicanas as part of the program, and a virtual tour of the facilities available was provided.

Several Auxiliary members have just completed making 50 red vests to be used by the junior student volunteers who will be working during the summer vacation season. Sewing the vests resulted in a considerable savings to the Auxiliary from buying them ready-made.

On May 14th, St. Joseph's Volunteer Department is hosting a volunteer luncheon and the hour pins will be awarded to seventy-six recipients that day. Award pins are being given for 200 hours on up to 17,000 hours.

Plans are well underway for the 1st Auxiliary Silent Auction and Bake Sale, to be held on October 12th. We are hopeful that this will be a great money-making event...

CARONDELET ST. MARY'S HOSPITAL Rita Daniels, Auxiliary President

Auxiliary life at Carondelet St. Mary's continues to be as busy for us as for everyone else, so time really flies by! Having said farewell to our "snowbirds" for the summer, many of us are doing extra shifts to plug in the gaps in the schedule left by their departures. We are lucky, however, to continue to welcome college students willing to volunteer to get a

taste of their chosen careers as well as high school students who join us for the summer as Junior Volunteers.

In April, it was a pleasure to attend the AAHV Southern Regional meeting hosted by St. Joseph's. Their new facilities were so impressive, and the staff enthusiasm was a delight to witness. On May 1st, we enjoyed our Spring Luncheon at the hospital with more than 60 Volunteers in attendance. Joining us was the new interim Administrator and CEO, Winnie Fritz, who spoke about some recent and much-needed sprucing up of public areas, inside and out. Painting, power washing cement walkways, fresh landscaping and new chairs in the lobbies are some of the small projects she's initiated. Like other hospitals, Carondelet has major capital projects on hold now, but other funds were found to do these improvements to continue to have a welcoming environment for patients and visitors.

At the luncheon, Auxiliary members voted to accept major changes in the Bylaws which are to eliminate dues and special categories, and to have membership in the Auxiliary be automatic when a person is accepted as a Volunteer. Not only does this streamline administration, but brings us some "new blood" with fresh ideas to focus on fundraising as well as increasing opportunities for social activities. We'll look forward to implementing these changes over the next few months. But vacations, of course, come first, and we hope everyone has a restful and safe summer!

CASA GRANDE REGIONAL MED. CENTER

Skip Simes, Auxiliary President
Submitted by Linda Stiles

I recently saw an advertisement for a new TV show called "The Unusuals," which got me thinking about how to describe some of the things that are going on in our medical community. Now, you may already have experienced something like this, but I haven't.

At a recent Auxiliary Board meeting the Pediatrics Committee Chairperson struggled to get through the door with a wheelchair containing a beautiful but very large stuffed black bear. She asked if it would be appropriate to raffle it off. Before I could blink, everyone agreed that would be a great idea and there were lots of suggestions for how to do it. Schedules were arranged, volunteers were named, photos were taken and it was decided that volunteers would sit with the bear in the

halfway outside the Hospital Dining Room and sell tickets for \$1.00 each or six for \$5.00. A photograph of the bear in a Staxi chair would be posted around the Hospital to advertise the raffle. And it was suggested that the bear be sitting at the raffle table to help advertise. Is that unusual???

I know I've told you about the gourmet goodies that are a real enticement for our blood donors. We, in Pinal County, are fortunate in that we are allowed to provide home-made refreshments for our blood drives. Enjoying anything homemade is rapidly becoming unusual!

The hospital has begun a "Life Stories" program based on the model developed by Banner Baywood Hospital in Mesa. We currently have 13 volunteers who are trained to interview selected patients and write their life stories. The draft is reviewed by the patient, and then the life story is framed and placed in the patient's room. A note is put on the patient's door informing medical staff that the person's life story has been written. A patient can then take the life story with them when they leave the hospital. One of the goals of this program is to give the medical staff a better understanding of the patient as a person. We have also started a similar program called "Baby Stories." The new mother is asked to talk about the pregnancy and the birth of the baby. The story is then framed and given to the mother to take home as a keepsake of the baby's birth. These stories benefit both patient and medical staff. How unusual for other hospital's to be willing to share such a great program ideas and provide the expertise to help get us started. Thanks.

Our Dog Therapy Program is being expanded to include Animal Assisted Therapy. Our Dog Therapy Visitation Program has been so successful that we can hardly wait to start training volunteers and their dogs to work with patients in the rehabilitation setting. Dogs motivating patients to accomplish therapy goals - if you don't think that's unusual there is no hope for you.

Unusual, impossible, improbably...I am constantly amazed at the things that seemingly ordinary people can accomplish, when they put their hearts and minds to it. The "American Spirit" is alive and well in Casa

Grande. AND THAT IT NOT UNUSUAL....

Oh, by the way, the raffle for the big, beautiful bear raised \$192.00!

CATHOLIC HEALTH WEST - EAST VALLEY

Chandler Reg. Med. Cent. & Mercy Gilbert Med. Cent.
Submitted by Amy Woodbeck

2009 began with a flurry of great activity and wonderful accomplishments! At CHW - East Valley, we have many unique and very meaningful programs and volunteer opportunities. On February 19th, our first class of "No One Dies Alone"

(NODA) volunteers, consisting of 25 men and women, completed their 5 week educational training session. These volunteers are dedicated to patients who would otherwise be alone as they are leaving this world. The volunteers are on-call to meet the needs of patients as those needs occur. And, given the circumstances, their volunteer work does not occur in the typical "4-hour shift" of service as it does in so many other areas.

Their education training included viewing parts of the DVD, WIT, a Mike Nichols' movie starring Emma Thompson, a powerful movie that provides a good foundation for what a person may experience physically, emotionally and spiritually as they come to terms with their own death. Following the DVD, the volunteers participated in classes led by Dr. Phillip Husband, a critical care intensivist at CRMC, who discussed the physical aspects of the dying process, and Shelli Hofmann, from Human Resources, who discussed important and sensitive multicultural and multi-faith issues. Chaplain Betsy Powers, Coordinator of NODA, led discussions on the emotional and spiritual aspects of terminal illness and death experienced by both the patient and their loved ones. One participant commented, "Our experiences in this class gave us the tools to be a better spouse, loved one, friend or neighbor to one who is dying."

Continued education is planned 3 times yearly so the volunteers can build their knowledge and build off of their experiences. This very important work reaches people at a significant time in their lives - and these volunteers bring their kindness, compassion, dedication and human sensitivity to each encounter with a patient who is dying.

In March, we had another very successful Spina Bifida Bike Rally! It was held in the parking lot at CRMC. The CHW East Valley Volunteer Executive Board agreed to sponsor 31 bikes this year, and a total of 27 were presented at the Rally. In addition to the funds provided by our volunteer group, our community sponsors provided additional financial support, as did some individuals who made direct cash contributions to sponsor individual bikes. Each family has their own personal story about how much these bikes mean to them - and the excitement, laughter and activity that took place exemplified the bikes' meaning in terms of personal freedom, mobility and independence for each person who received a bike. This event is one of the most heartwarming events of the year, and each year it only gets better....more bikes, more people, more excitement and more support to our community.

Lastly, we would like you to know about a fabulous opportunity Barb Farmer, Manager of Volunteer Services, had this spring. She had the great fortune of traveling to Ireland and visiting the International House of Mercy. The Sisters of Mercy are responsible for CHW, and visiting the Order

where they began was interesting and inspirational. Barb presented the Sisters with a beautiful scrapbook which included pictures and information about volunteers serving at both CRMC and MGMC and the different program that we have created. The scrapbook was lovingly created by Laura Ibsen, one of our dedicated volunteers. The Sisters were very impressed with the work that we are doing and thanked all of us for continuing Catherine McCauley's good works...

COBRE VALLEY COMMUNITY HOSPITAL

Submitted by Jane Allen, Volunteer Supervisor

The Cobre Valley Community Hospital Auxiliary is happy to say that we are awarding five scholarships to graduating seniors in our service area. One plans to be a Paramedic, three to be nurses (Pediatric, Psychiatric and "other") and one hopes to become an anesthesiologist. We are very proud of them and are happy we can help them as they move to the next step in their careers.

Our latest purchase for the Hospital use is a large size wheelchair. We are currently trying to find a way to keep it from "wheeling" away.

The Auxiliary is offering "mini grants" to the departments in the Hospital to help them get things that do not fit into traditional budget areas. We will let you know how it works in our next article.

Since each Hospital department has its particular color of scrubs, we continue to sponsor Spring and Fall scrub and shoe sales, making it easy for them to get their uniforms.

COPPER QUEEN COMMUNITY HOSPITAL

Written by Dana Cole - Sierra Vista "The Herald"

Submitted by:

May Kolbe, Director of Administrative Services
Jim Dickson, CEO for Copper Queen Comm. Hospital

Copper Queen Community Hospital is adding another layer to its telemedicine services, and it should be operational by spring of next year. Thanks to a \$150,000 grant awarded by UnitedHealth care, CQCH is one of several rural hospitals in southeastern Arizona that will be bringing cardiology consultation to its patients through telemedicine.

Along with CQCH, hospitals in the Southeastern Arizona Telemedicine Alliance include: Northern Cochise Community Hospital in Willcox, Benson Community Hospital, Mount Graham Regional Medical Center in Safford, and Southeast Arizona Medical Center in Douglas.

"This alliance's main purpose is to create telemedicine networks to provide specialized care for the people in our communities," said Jim Dickson, CEO for CQCH. "The alliance was joined by

Carondelet Health Network, Tucson Heart Hospital, Pima Heart Group and Tucson Heart Group."

"Heart disease is the No. 1 killer in rural areas, so this is a critical addition to our program, and the network allows rural hospitals on-site cardiology consults for emergency room and hospitalized patients. In CQCH's case, it means we will be transporting 14 fewer patients to Tucson each month for cardiology appointments," Dickson said.

Telemedicine has become a critical component for providing access to quality health care in the medically underserved areas of southeastern Arizona. These services offer a significant reduction in health care costs for the patient. For example, physicians are able to give their patients immediate care during times when specialty consultations are necessary, without having to transport them to other hospitals.

"This cardiology system will blossom out to the different rural health clinics operated by each of the hospitals," Dickson said. "For CQCH, those include the clinics in Palominas, Bisbee and Douglas."

The system is modeled after the Marshfield Clinic in Wisconsin where physicians have been conducting cardiology consults via telemedicine since 1998.

"This is a good solution to the physician shortage that is plaguing Arizona," Dickson said. "It's a shortage that will only be getting worse in the future."

CQCH started implementing its telemedicine program a little more than four years ago. During that time, the system has made the following specialties available: teledermatology, telehome health, telestroke, teleradiology and teleneurology. The goal is to have telecardiology fully operational by March, 2010, and the first phase up and running sometime around November 2010. Dickson states that "In essence, this is our solution for bringing tertiary medicine to rural areas."

The cardiology program will be implemented in two phases. The first phase is to connect the system with hospitals in Tucson, along with the rural hospitals. The second phase will be to bring cardiac wellness programs and consults to the rural health clinics operated by the various hospitals.

"Our telemedicine services have been very popular with our patients," Dickson said. "When people come to the Copper Queen for different reasons, they're just not expecting that level of care in a small, rural hospital, without having to travel to Tucson or Phoenix. In our home health program, patients feel so much more comfortable because it allows them access to one of their providers at all times."

Delivering health services via telecommunications involves a collaborative effort

between medical staff at different facilities. Physicians view the information and can provide medical staff with real-time consultations hundreds of miles away. The CQCH is hooked-up with different hospitals in Phoenix and Tucson.

The \$150,000 UnitedHealthcare grant will be distributed among all the hospitals in the network.

I. C. LINCOLN NORTH MT. HOSPITAL

Submitted by Donna Fuller

John C. Lincoln Opens Breast Health and Research Center....

The elegant new John C. Lincoln Breast Health and Research Center offers Valley women a wide range of coordinated, comprehensive, comfortable and technologically advanced breast care on one campus. It's located across the street from the Network's Deer Valley Hospital in Suite 205 of Medical Office Building III at 19646 N. 27th Ave. in Phoenix.

Equipment is state-of-the-art and digital, which provided the clearest images for diagnosis and treatment planning. An MRI is dedicated for breast services for women with dense breast tissue and for image-guided biopsies.

The center's clinicians and care team members all have specialized certification, and the physicians dedicated to the breast center, Corliss Chun, MD, and Linda Greer, MD, have advanced imaging experience in breast care. Several staff members are breast cancer survivors, so they understand what women experience.

Appointments typically will be scheduled within a week. Diagnostic exam results are provided at the time of the appointment, with most biopsy test results back within 24 hours. A breast health patient case review panel will evaluate patients' charts and medical images and make multidisciplinary and educational recommendations for those diagnosed with breast cancer or other high-risk concerns. For women who have been diagnosed, a patient care coordinator will help with physician appointments and offer guidance so the patient can successfully navigate all the next steps in the care plan.

In addition to clinical treatment areas, the 9,000 square foot center includes an educational resource library and a wig and prosthesis-fitting area. A comfortable and cozy meeting room has been developed and furnished in cooperation with the center's partner, The Wellness Community, to help patients deal with personal and family issues. Through the center's multimedia library and community connections, women and families will find the services, support groups, classes and answers they need, all in one place.

The center is also partnering with the Translational Genomics Research Institute (TGen) and others researching cures for breast cancer.

"Our team values the new state-of-the-art medical equipment that allows earliest possible detection of breast cancers when survival rates are highest and treatment is less invasive," said Sherry Gage, RRT, clinical director of the center. "But our staff also knows the key component of the care they offer is their personalized and genuine concern for their patients.

A satellite of the new center, Outpatient Medical Imaging, is open on the campus of John C. Lincoln North Mountain Hospital for the convenience of people in that area. Located in Suite 1002 at 9250 N. Third St. in Phoenix, it will offer screening mammograms and bone densitometry studies.

MARYVALE HOSPITAL

Emalou Horton-George, President

With all the glitter and glamour of a Hollywood premier, the Maryvale Hospital volunteers were honored at an appreciation luncheon on April 22nd. The volunteers were invited to dress up in sparkly or shiny outfits, and Director of Volunteers, Andres Fernandez, was simply dashing in a black tuxedo!

Following a buffet luncheon, brief speeches by hospital VIPs, and presentation of pins and certificates, two volunteers were specially applauded for having reached over 10,000 hours each.

Maryvale Hospital is known for emphasizing its appreciation to its volunteers. In conjunction with the movies theme, each volunteer was presented with a popcorn box full of gifts, including two movie passes.

Movie stars may come and go, but a volunteer's legacy touches lives for generations to come.

MOUNTAIN VISTA MEDICAL CENTER

SUBMITTED BY Susan Kryn, Manager, Volunteer Services

Mountain Vista Medical Center's volunteers enjoyed week-long festivities during National Volunteer Appreciation Week, April 19 - 25, 2009, and staff joined in to thank them for their significant contributions to the hospital.

Volunteer Services and Gift Shop employees collaborated to start the week with decorations in the Café and at three hospital entrances. Helium

balloons proclaimed "Thank You" and "You're the Best," while colorful signs announced National Volunteer Week. Information Systems helped remind staff about this important week by updating the computer welcome page with an announcement.

Nutritional Services added to the fun by offering the volunteers delicious, brightly decorated cupcakes every day during volunteer shift changes. Our staff of officers, directors, managers and supervisors took turns serving the cupcakes to volunteers, along with a heartfelt "thank you" to each one. Tony Marinello, Chief Executive Officer, personally attended several sessions and delighted volunteers by serving cupcakes and visiting with them.

In addition, each department decided upon a special token of thanks for their regular volunteers. Ned/Surg volunteers received a thank you card and candy bar, while the Wound Center presented their volunteers with helium balloons tied to greeting card signed by the entire staff. The Cath Lab staff treated their volunteers to a big box of fancy chocolates and numerous other departments sent personalized thank you cards to the volunteers' homes.

The key appreciation event took place Wednesday afternoon. All volunteer services were suspended from noon - 4p.m. so volunteers could gather at Harkins Theatres for a private movie showing. Mountain Vista rented the 220-seat theatre and invited volunteers and a guest to enjoy the movie "Duplicity." Each volunteer also received a Harkins gift card for concessions, and coupons for free popcorn were distributed to those who arrived early. Tony Marinello and Joe Marquart, Director, Human Resources, were on hand to address the volunteers before the movie. They thanked them for their dedication and selfless service to Mountain Vista's patients, visitors and staff. Mr. Marinello reminded the volunteers how much Mountain Vista appreciated them and recognizes their "integral role" in the success of the hospital.

As the saying goes, the proof is in the pudding, and judging by volunteer feedback, Mountain Vista managed to get across a message of thanks. One volunteer summed up the week's results like this: "I have volunteered at a lot of places over the years, but I have never felt more appreciated than I do at Mountain Vista."

SIERRA VISTA REGIONAL HEALTH CENTER

Submitted by Marlene Miller, Auxiliary President

Things are buzzing along here in Sierra Vista.

We had a marvelous EASTER BAKE SALE on Good Friday, and made lots of money for the scholarships, we even tried something new - a cake

auction. It was a HUGE success. Most of the departments in the hospital participated. It was so much fun, that we are for sure going to do the cake auction next year!

We just had our Jewelry Show (fund raiser) on April 24th and it was very successful. Our next fund raiser will be on May 29th - Paula's bags.

Our Gift Shop will be getting a face lift the first week in June. We are all looking forward to that! Nothing like getting a new face and loving it!!

Summer will soon be here so I want to take this opportunity to wish all of you a very wonderful summer...

SUMMIT REGIONAL MEDICAL CENTER

Submitted by Peter Bellone, President, SRMC Volunteers

The White Mountains are still in Arizona as the summer traffic will attest too. Many returning summer folks, including our wonderful volunteers

The White Mountains are still in Arizona as the summer traffic will attest too. Many returning summer folks, including our wonderful volunteers. Our new Gift Shop "Market Place" is in full bloom and our new CEO Kevin Hawks has taken hold.

A few months ago, one of our local doctors received an insurance payment check for services rendered for the amount of \$0.01. That's right, 1 cent. He was so riled; he started a Doctor's Heal Solution, which has grown to include other doctors, dentists and other medical providers. Payment is direct and a great deal less than the do-called medical insurance. The services and care are the same by the participants. The plan is growing and is really helping the community, especially for those who have lost their jobs and benefits....Kudos to Dr. Hastings!!

TUCSON MEDICAL CENTER

Submitted by Ken Gayer, Auxiliary President

As summer nears, everyone is starting to look to the fall when our winter volunteers/auxiliaries return. Although the numbers are not large, there are some changes to schedules that need to be made as losses and vacations present challenges to supporting numerous hospital services. Our approximately 350+ auxiliaries are assigned in 24 major service areas throughout the TMC complex.

It was recently announced that Judith Rich, RN, has been appointed President and Chief Executive Officer of TMC HealthCare. Judith Rich has served as Executive Vice President and Hospital Administrator since July 2007. Her enthusiastic support of volunteer activities is very much appreciated by everyone in the TMC Auxiliary.

The auxiliary has just completed the purchase of three six passenger surreys, and a four passenger courtesy car to enhance our outdoor and indoor transportation services around and inside the TMC complex. These are unique services that we have been providing for several years and are greatly appreciated by visitors and staff.

I wish all of you the very best and safe summer.