



Orange Blossoms

October 2012

Orange County Council of Hospital Volunteers

CAHHS Region II
DVS Advisor
Gift Shop
Hospitality
Legislation
Parliamentarian
Student Advisor
Calendar
October Call

AHMC Anaheim Regional
CHOC
Garden Grove Hospital
& Medical Ctr.
Hoag Hospital
Newport Beach
Irvine
Huntington Beach
Hospital
Los Alamitos Medical
Center
Mission Hospital
Mission Viejo
Laguna Beach
Placentia-Linda Hospital
Saddleback Memorial
Medical Ctr.
Laguna Hills
San Clemente
St. Joseph Hospital
St. Jude Medical Ctr.
UCI Medical Center
Western Medical Center

President's Message

I missed the June Conference and the Placentia-Linda Guild's Installation of new officers. I want to thank all of you who stood in for me in my time of need. The list is long, but you know who you are.

I also want to thank all of you for the wonderful cards and e-mails we received. My husband, Tom, said "Wow, you are so right on when you say that "Volunteers Give from Their Heart".

I am looking forward to seeing all of you at the October Meeting.

Rita Hertlein

Vice President's Message

Summer has officially come to a close with the long Labor Day weekend. We are looking forward to Fall and cooler days.

Right around the corner is the next OCCHV General Meeting to be held on Monday October 15, 2012. The venue this time is in South County to make it a little easier for our friends who live there to attend the meeting.

Our speaker will be Dr. Mowlavi of the Cosmetic Surgery Clinic in South Laguna. Dr. Mowlavi does all types of cosmetic surgery, but his focus for our meeting will be on skin cancer. Skin cancer is very pervasive in Southern California. Dr. Mowlavi will conduct a free skin cancer screening after his formal presentation for those who wish to participate.

Kathie Mullins, Vice President

DVS Advisor

The challenge that many hospitals are facing right now are the hoards of college students that want to volunteer. They don't understand that we can't accommodate endless numbers of volunteers and assume that "they" will be the exception to the rules that we post. Right now at our hospital we're exploring other types of volunteer software as we may be joining the world of other hospitals which focus on on-line applications. For example, CHOC accepts applications only on one day of the month from 8am - 5pm. They post the upcoming date & make it clear that applications are web-based and not available in any other format such as a word document, hard copy, etc. Something else that they post on their website is the statement "Do you understand a regularly scheduled weekly shift is required? Please consider other commitments before applying (i.e. finals, vacations, school and work schedules). A typical shift is 2.5 to 4 hours a week."

The benefit to an on-line application process is that the data is automatically entered into the software by the applicant rather than staff or administrative volunteers. The applicants know the status of their application and are not questioning whether or not

we received them via fax or US Post because they themselves logged in to the application process from home. Those that are accepted may then either be invited to a telephone interview, group interview, orientation on campus, or an on-line orientation. Downside? That's obvious – anyone who is not tech savvy or doesn't go on the internet!

While we are making up our minds about what other kind of software to get, we are trying a new procedure. Those that have been invited to our orientation (which we conduct as a combo Information Meeting & Safety Orientation) must fill out another application specifying their top four choices of assignments and four shifts from which we can choose one for placement. We will not invite them to a final interview unless we have a potential placement for them. Ask us in three months how it went – we may stick with that process or have moved on to another experiment!!

Victoria HeideIman, DVS Advisor

Legislation

Affordable Care Act Benefits Women

As many as 10 million women will get coverage by 2014 under Medicaid expansion and by 2016 that number will grow to 13.6 million. By 2014 all plans sold to individuals will be required to cover maternity care.

More than 20 million women will get expanded coverage of preventive services; prenatal care, mammograms, pap smears, breast feeding supplies, testing for sexually transmitted diseases, well-woman checkups, immunizations and birth control. Older women will receive expanded preventive services, such as bone density screenings.

The birth control provision is enormous all by itself. Not only will it be costless to the female patient, all methods must be covered. This will give women the choice of the kind of birth control that works best for them.

A word of caution from Dr. James T. Hay, head of the California Medical Association. "I question whether California can find enough doctors to provide regular medical care to that many more, 6 million, people in California."

Some other key points of the Affordable Care Act:

- Free vaccines for kids.
- Cheaper drugs for the elderly.
- Guaranteed right to buy health insurance, even for patients with serious medical conditions.
- Preventive care without co-pays.
- Helps middle class and poor afford the costs.
- Young adults can stay on their parent's insurance up to age 26.
- Insurers can't deny coverage to children with health problems.

As part of the Affordable Care Act, the State of California is working on "The California Health Benefits Exchange" to offer subsidized, private healthcare coverage to most of the uninsured, in order to improve the quality and cost of healthcare in this State. The "Exchange" expects to start enrolling Californians in October 2013 and coverage will start in January 2014.

The public will be informed of choices (which will be very competitive) and the costs available and can choose the one that suits them best. The competing Healthcare Insurance companies have a strong incentive to improve value to attract customers.

The idea of an "Exchange" has political appeal to both parties. It would offer better quality, affordable care for working Americans – just what the Democrats want; and for the Republicans, free market offerings and individual responsibility for choosing.

Dena Sabeau, Legislation

(Based on information provided by Ralph Hillman, Legislation, Hoag Hospital Auxiliary)

AHMC Anaheim Regional Medical Center

The new year for Anaheim Regional Hospital Guild began July 1st and we are well on our way planning more successful "FOR MEDICAL SCHOLARSHIPS" fundraisers. At our General meeting on September 19th we presented thirteen \$1,500.00 scholarships to grateful and promising medical students who began their classes in August.

We held our used book sale in August and are looking forward to the Masquerade Jewelry sale in November. This is a two day event and was well received by all who purchased last year. We want to thank Kathy Doi and Deborah Webber for all their help and support with our Guild projects. A special thanks is always given to Gail Bailey and her ladies in the Gift Shop for their many volunteer hours. The profits make up a great deal of the scholarship fund.

Since the California Association of Hospital and Health Systems 2013 Conference is being held in Newport Beach this year, we hope to have a good representation. I wish all hospital volunteer organizations a successful year.

Pat Olson, Guild President

Hoag Hospital

There are so many ways to volunteer services. A major contribution to Hoag is the work of committees that enhance the experience of children and adults.

Our Toy Committee, Chairman Donna Shockley and her volunteers work outside the hospital preparing slates and other small toys to give to children who are visiting the hospital with their families. The children feel special and are kept busy, happy and quiet!

Our Knit and Sew Committee, chaired by Priscilla Wong, make lovely caps, blankets and toys for the Mother/Baby Unit and other needed areas. Many of the members work both outside and inside Hoag.

Ruth Poole, Auxiliary President

Huntington Beach Hospital

Somehow our Auxiliary doesn't seem to "go dead" in the summer months. We have been busy interviewing and placing new volunteers; shopping for the gift shop and making plans for several Fall vendor sales. Thank you again to Lloyd Takahashi for telling up about the successful Orchid sale. We scheduled another one in September and it was a great success. We will also have Masquerade back in October; our employees and volunteers are eagerly awaiting this sale as it was a huge success earlier this Spring. This time they will bring some Holiday gift items.

We had a very successful pot luck at one of our member's home in August. It was a great opportunity for us to meet our new members in a casual setting and also to meet our members' spouses. In December we will have a Holiday event on one of the Cruise of Lights boats in Huntington Harbor followed by dinner at one of our member's home.

Anne Laity, President

Los Alamitos Medical Center

Flash! LAMC and the Auxiliary are proud to announce that volunteer Calvin Williams is a June 2012 Recipient of the Congressional Gold Medal. The highest honor Congress bestows! During World War II, at the age of 18, Calvin was one of the very first, Black Americans to be inducted into the United States Marine Corp. Mr. Williams served two years in the South Pacific. He describes his medal as an award for helping to breakdown ethnic and cultural barriers prior to the civil rights movement. Congratulations, Calvin!

We have also been very busy with the election of new officers. At the Installation Luncheon on August 3rd at the Old Ranch Country Club, we installed our new President Connie Pickering and her Board with an Olympic theme. We congratulate them and wish them a very good year. This is also the Awards luncheon and many of our Members were given awards for service. The most outstanding awards were 30 years to Margaret Snively & Muriel Eckleman, 25 years to Mary Ann McCabe, and a special recognition award to Ruth Schnipper for her outstanding Fund Raising efforts for our Scholarship Program. These members are a vital part of our Auxiliary and we are very proud of their service.

The LAMC Auxiliary continues to serve the needs of the patients, visitors, and various hospital departments. The ER continues to benefit from the Grandfield Trust and additional Fund Raisers are held each month to benefit the Scholastic Fund.

Judy Wagner, Staffing Chairman

Mission Hospital

It has been a warm and lovely summer here in south Orange County, but not without some exciting events. As you may have read in the Orange County Register on August 16th, Mission Hospital announced our affiliation with Hoag Memorial Hospital Presbyterian, Newport Beach. With health care laws calling for better medical management at lower costs, this affiliation will focus on preventative care and wellness. "Just like a marriage, we can come together and create something new and different that neither could create on its own", according to Hoag CEO, Dr. Richard Afable. We all look forward to working together with Hoag in the future.

Our volunteers were steadfast in their dedication throughout the summer, and continued to devote many hours to Mission. We held our Annual Awards Luncheon in June; celebrated the 100th Jubilee with the Sisters of St. Joseph by creating a special square for their memorial quilt; we gave \$3,000.00 in recognition awards to 3 worthy student volunteers and continued our Auxiliary fundraising. We are now looking forward to paying off our \$1,000,000.00 Chapel Pledge this December as we happily fulfill that promise. As always, there is much ahead and we look forward to new challenges.

"Our hearts are happier when we give people a bit of our heart." Author Unknown
Happy Fall, y'all,

Vicki Veal, Auxiliary President

St. Joseph Hospital

We are very proud to share with you what we have accomplished this year!

During the year we have had as high as 936 Volunteers. This breaks down to 439 adults, 364 college students, and 133 high school students. Currently we have 675 active volunteers. We processed and accepted 403 new volunteers. These volunteers accomplished the following: They provided almost 110,000 hours of service; they discharged almost 16,000 patients; they gave 581 shampoos to patients; and they took or picked up Mom's visiting their infants at the CHOC Neonatal ICU.

Our volunteers have also won St Joseph's very prestigious annual "Friend of Nursing" Award.

We advertised the importance of volunteers becoming blood donors. As a result, donations from our volunteers and their "proxy pals" rose from 18 a year to 81. This translates to a saving of \$33,330.00 to the hospital in cost avoidance of not having to purchase that amount of blood!

We are also very happy to be volunteering for Victoria Heidelman, CAVS, our leader, who is an "out of the box" thinker always looking for better ways to accomplish tasks. Through her guidance we continue to do more and involve more people in making it better for the patients and staff. You may not know, she is also one of three Certified Teachers for the Association for Healthcare Volunteer Resource Professionals (AHVRP) a professional membership group of the American Hospital Association and was just recently invited to speak at the Wisconsin Hospital Volunteer Administrators Conference. We are very proud and happy she is here!

**Lonnie Dodson, Co-Chairman,
Volunteer Advisory Board**

St. Jude Medical Center

Thank you to the St. Jude Medical Center (SJMC) Guild for honoring me with a second term as president. The June Installation luncheon welcomed some new Board members for 2012-2013. They are:

Susan Bell: Financial Secretary
Duncan Johnston: Treasurer
Adrienne DuMond- Provisional Chair
Anna Gough- Historian

APPOINTED OFFICERS

Sandy Rogers - Publicity Chair
Margo Milton- Bulletin Chair

June 26th was the "Topping Out" ceremony for the new Northwest Tower at SJMC. Doctors, Volunteers, hospital staff, and community members attended. A white beam was autographed by all and lifted by crane to its final position atop the steel structure. Father Tim blessed the event and Lee Penrose, (CEO) spoke of the significance of this ceremony. "The Northwest Tower demonstrates St. Jude's commitment to ensure our community will continue to have the quality medical care it needs and deserves for the next 50 years and beyond. As a not-for-profit hospital, St. Jude has been serving people in partnership with a generous and giving community."

Our July orientation brought in 18 new provisional members, most of whom have been placed throughout the Medical Center

Stephanie Gayron, Guild President

Calendar and Announcements - 2012 - 2013

Board of Directors Meetings

Date	Location
August 27, 2012	Children's Hospital of Orange
November 26, 2012	Huntington Beach Hospital
January 28, 2013	TBD

Meetings commence at 10:00 a.m. Plan on arriving at 9:45 a.m.
Agenda and directions will be provided prior to the meeting.

OCCHV General Meetings

Date	Location	Host
October 15, 2012	Saddleback Hospital	Hoag, Newport Beach
January 21, 2013	Grand Catered Events	St. Jude Hospital

The Nominating Committee has selected the following people for the
2013 - 2014 OCCHV Board of Directors:

President - Kathie Mullins, St. Joseph Hospital

Vice President - Pat Pebley, Mission Hospital, Mission Viejo

Secretary - Donna Shockley, Hoag Hospital, Newport Beach

Treasurer - Katherine Schauppner, St. Joseph Hospital

These Officers shall be elected at the October 15, 2012 President's Council meeting, installed at the following January General meeting and take office February 1, 2013.

OCCHV Directory Changes

Life members - Past Presidents of OCCHV - Lorraine Roundy, Placential Linda Hospital recently passed away. Please remove her name on page 3 of the Directory and place an asterisk next to her name on the back page.	Los Alamitos Medical Center - Remove outgoing President Janet Brown and replace with incoming Connie Pickering, President, 1670 Interlachen Rd. 43D, Seal Beach, CA 90740, connierp@verizon.net
Garden Grove Hospital - Gayle Desby, Volunteer Coordinator, 714.741.2700, email: GDesby@prime-healthcare.com	Mission, Mission Viejo - Mid December, remove Vicki Veal and add new President, Cindy Hoffmann, 28241 Sorrento, #121, Laguna Niguel, Ca 92677, 949.481.8587, choffmann11@cox.net
Hoag Hospital, Newport Beach - Diane Sullivan, GSM, new email: allinabasketofNB@aol.com; Remove Janie Blazina; Add Sandy Bauer, Gift Box co-chair, 949.720.0693 (no email); Add Beverly Lucas, Gift Box co-chair, 949.673.2399	UC Irvine - List Michelle Sinclair under DVS/Liason, not Gift Shop.

Thought for the Day -

We are told never to cross a bridge till we come to it, but this world is owned by people who have "crossed bridges" in their imagination far ahead of the crowd.

Please note:

The deadline for articles appearing in the **December** issue of Orange Blossoms is **November 1, 2012**. Please try to keep them to a half page. This is your newsletter and to make it work we need to hear from all of you.

We will be transmitting this and future issues electronically, if you wish to receive them by snail mail, please contact Eleanor Anderson, Editor at 714.557.0989.

The California Hospital Association Political Action Committee (CHPAC) helps ensure hospitals and health systems have a strong voice when decisions are made that impact the delivery of health care. We encourage you to contact the person below for more information:

Bonnie Brown
Phone: (916) 552-7533
E-mail: bbrown@calhospital.org

The Purpose of OCCHV shall be to educate through the exchange of ideas and to inform the public of the philosophy and scope of the hospital volunteer program.