

# Weekly CONNECTION

August 15, 2025



**PRESBYTERIAN**

Volunteer Services

## SPOTLIGHT:

### **Joint Commission Survey Window is Here**

The Joint Commission (JC) is an independent national organization that evaluates healthcare organizations to ensure they meet the highest standards for quality, safety, and patient care. Their surveys help us to maintain certain accreditations that are essential for our ability to serve our community and receive reimbursements.

We are currently in our survey window, which means surveyors can arrive at any of our hospitals without notice.

This week, JC visited SFMC. We want to give a big shout-out to our SFMC volunteers for representing Presbyterian and our Volunteer Program, with exemplary service and compassion! Thanks, Christine D'Antico, for your excellent management!! You all helped showcase how volunteers are an important part of patient safety and the overall patient experience.

This is an important opportunity to show the excellent care and service we provide every day. Your attention to detail and professionalism will help us make a great impression.

#### PLEASE KEEP:

How All Volunteers Can Help Us Shine During the Survey Window and Every Day:

- **Always wear your volunteer badge** so it is clearly visible above the waist.
- **Your badge buddy is a great quick reference.** Use it if you are unsure about procedures, safety steps or key information. If you are asked a question that you are unsure about, connect the surveyor with a staff member who can help.
- **Follow HIPAA and privacy rules.** Never share patient information and avoid discussing patient details in public areas. This includes not asking a patient what procedure they are here to have when they ask for directions.
- **Greet and assist visitors** promptly and with a warm smile. Every interaction matters.
- **Follow safety procedures,** including proper hand hygiene before and after patient or public contact. Remember no food or drinks should be present during your shift. Water containers must be sealed.
- **Keep public areas and workspaces neat and organized.** Clutter-free spaces demonstrate a commitment to safety.

You are an important part of our team! Your commitment makes a difference every day!

## COMING UP:

### **Burn Bright, Burn Out Less: A Guide to Managing and Preventing Burnout New Program!**

This self-paced course is six modules with short 10-minute videos, quizzes and message boards to help you understand and assess burnout. With this program, you will be empowered to recognize burnout in yourself and others. Use resources to build real-world solutions through case studies and applicable techniques. **Registration August 15 - 22** Modules available starting August 25<sup>th</sup>

Contact Director Mandy Guest to sign up.

[aguest@phs.org](mailto:aguest@phs.org) 505-841-1503

The second annual Personal Security Workshop is October 17<sup>th</sup> from 9 a.m. to 1 p.m. at the Cooper Center. Attendees are employees and volunteers. The agenda includes great speakers and hands-on demonstrations:

- o A renowned mixed-martial arts trainer will demonstrate defensive tactics for the clinical setting.
- o The Albuquerque Police Department will offer insights about crime in New Mexico and techniques for staying safe.
- o The Solutions Group will provide lunch for attendees.
- o There will be drawings for prizes.
- o Space is limited to 250 attendees.

Contact your volunteer manager to sign up by October 10<sup>th</sup>

## SAVE THE DATE:

October 15<sup>th</sup> will be our next Town Hall Meeting  
1:30-2:30pm

**Let's Have some fun!:**

Serve at least 4 hours with us every week in August to be entered into a drawing for a \$25 gift certificate to **The Range Café.**

You can donate clothing items, help your volunteer manager, or check to see if your department could use four hours' worth of help over the weekend.



# Cooking Show



## Sweet Heat Shrimp Tacos with a Tropical Twist

Bold honey-chipotle shrimp brings just the right spice balanced with a tangy lime kick, all tucked into tortillas and topped with a refreshing avocado mango salsa. These tacos are as nourishing as they are delicious: shrimp offers a lean source of protein, avocado is packed with heart-healthy fats, and mango adds a dose of immune-boosting vitamins. Perfect for your next taco night or summer gathering, this dish is a nutritious way to enjoy bold flavors with a tropical flair!

**Thursday, August 28**  
Noon – 1 p.m.

### Register Here

#### Can't make it? That's okay!

Register anyway and we'll send you the recording after the show and you'll be entered in a raffle for a free cookbook!

**Questions?** Contact [wellness@phs.org](mailto:wellness@phs.org)



**Honey chipotle lime  
shrimp tacos with  
avocado mango salsa**

# We need you!

## Kaseman Hospital

- Gift Shop
- Cafeteria
- Emergency Department
- Behavioral Health



## Presbyterian Hospital

- Info Desk: Looking for a volunteer on the weekends
- **Patient Access/Registration: Urgently needs volunteers any day from 8am-12pm**
- Gift Shop Tuesday, Friday and/or Saturday afternoons

## Rust Medical Center

- Gift Shop
- Food Services
- Physician's Office Building

## Santa Fe Medical Center

- Family birthing center
- Rehab/Physical Therapy
- Surgery
- Radiology

## Remote

**Clinical Nutrition Appointment Reminder:** Help patients stay on track with their appointments! We're looking for a volunteer to make weekly reminder calls and, for on-site visits, provide directions to our Kaseman office.

- **Time commitment:** About 1 hour per week (flexible schedule)
- **When:** Calls can be made all at once or spread out over the week
- **Impact:** Improve appointment attendance and help patients find our office with ease