

**SPRING 2025**

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# VOLUNTEER CONNECTION

A publication of Presbyterian Volunteer Services

## Thank You for a Great Year!

As we say goodbye to 2024, we reflect on all that we have accomplished with Volunteer Services:



**65,000**  
HOURS CONTRIBUTED BY  
500+ Volunteers



**GIFT SHOP SALES  
EXCEEDED \$1 MILLION**

Thank you to all of the Gift Shop staff and volunteers for your hard work and dedication.



**MORE  
THAN**

**250**

new/returning volunteers completed the onboarding process.

**THOUSANDS  
OF HANDMADE ITEMS**



(baby caps, baby blankets, heart pillows, kidney pillows, cards, stuffed toys, etc.)

were created by our talented volunteers.

Throughout 2024, Presbyterian Healthcare Services (PHS) Volunteer Services stayed busy with projects, committees and new program initiatives. We experienced a few staff changes as well, including goodbyes to Alicia Rivera and Steven Ziff and hellos to Yenny Cordova Caraveo and Chrissy Cruce.

**We look forward to what 2025 will bring to Volunteer Services!**



## FROM THE DIRECTOR

As we turn the page to a new year, now is the perfect time to reflect on everything we accomplished together in 2024 and to share our vision for an even brighter 2025.



**Mandy Guest**

*PHS Director  
of Volunteer Services*

### Celebrating 2024 Accomplishments

This year, your dedication made a profound impact. Here are a few highlights:

- **Volunteer Hours**  
Collectively, Presbyterian volunteers contributed more than 65,000 hours (an 8% increase from 2023), supporting key initiatives and making a tangible difference for our community we serve. These hours are equivalent to **33 FTEs**, and a savings to the organization of almost **\$2.2 million!**
- **New Volunteers**  
We successfully added **275 new and returning volunteers** (a 22% increase from 2023).
- **Special Projects**  
Together, we launched projects targeting **onboarding, assignment development, and the new database integration**. All projects saw significant improvements that supported the growth of our program, enabling us to leave a lasting legacy on PHS.
- **Milestones**  
After 72 years of dedicated, impactful work, Presbyterian Volunteer Services made history by **breaking the \$10 million mark in total funds contributed** to Presbyterian Healthcare Foundation (PHF).
- **Gift shop sales** exceeded **\$1.3 million**, up 14% over 2023 and 8.9% over budgeted sales.

### Looking Ahead to 2025

As we look to the future, we are thrilled to share some exciting new initiatives for 2025:

- **Volunteer Appreciation**  
We will offer some exciting **new volunteer incentives** for long-term volunteers and those on their journey to make their 140-hour commitment, as well as enticing rewards to celebrate significant volunteer hour milestones.
- **New Volunteer Database**  
Integration is in full swing for the volunteer management team. Volunteers will start seeing the **new database in mid- to late summer**.
- **Volunteer Committees**  
New **opportunities to empower you to contribute your unique skills and perspectives** to support PHS goals, enhance efficiency, facilitate collaboration, provide feedback, and promote engagement.
- **Enhanced Training & Resources**  
We are introducing **updated orientation materials, new training opportunities, and a refreshed volunteer handbook** to better support your work.
- **Promotion & Team Growth**  
Our beloved Administrative Assistant, **Belinda Dahle, has been promoted to Volunteer Manager**. This is long overdue and well-deserved!

### Stay Connected

Attending our quarterly Town Halls is the best way to be in the know! Be sure to watch for **direct emails**, the **Weekly Connection bulletin** and check the **volunteer database** for updates, training dates and events.

I would love to hear from you! How did we do in 2024? What are you looking forward to for 2025? How can I make your volunteer experience better? Your voice is vital in shaping the future of our program.

And finally, I could not be prouder of the Volunteer Services team and the work they accomplished in 2024. They brought creativity to every challenge. They showed pure support and kindness to one another, to each of you and to Presbyterian. They **never** missed an opportunity to make a positive impact. With every opportunity to grow or improve, they did an excellent job of meeting the call for change while still honoring the contributions of all who came before us. Please take a moment recognize each of them when you can. Our hearts are fully in our roles. I am honored to work alongside each of them and with you!

Your time, energy, and generous spirit made all of this possible. Thank you for your unwavering commitment! You are the heart of everything we do and why we were able to accomplish so much. 2025 promises to be a year of growth, connection and impact, and we are so excited to have you with us on this journey.



## I hope that 2025 is off to a great start for you.

Before we put the year behind us, I'd like to provide the following encouraging updates from 2024:

- Presbyterian Healthcare Foundation (PHF) raised **more than \$8 million toward a goal of \$7.5 million**. This total includes pledges and planned gift commitments (future gifts).
- PHF directed **\$9.7 million** back to PHS, the highest total in years. This includes **\$3.2 million** for the Healthcare Advanced Learning Lab (HALL).
- We continued our efforts to more closely align philanthropy with priority operating and delegated capital needs. In the past few years, we've begun **funding some operating budget expenses**, which marks a big cultural shift for some of our colleagues as they accept philanthropy to offset budgets. This is the right approach for both Presbyterian AND our donors.
- We welcomed seven new staff, who make up about 40% of our entire team.



**Rick Scott, CFRE**

*PHF President/Chief Development Officer*

Welcome to  
**2025**



## Foundation Welcomes New Board Member

**Gary Niedermeier** joins the PHF board in 2025, following a board-approved update to our bylaws that prioritizes a standing position for a volunteer representative. Gary volunteers at the Presbyterian Hospital front desk, where he has contributed more than 600 volunteer hours in two years. Gary relocated to New Mexico in 2019, following a 39-year career as an engineer with Amoco/BP Oil Company in the Chicago area, where he also volunteered at a local hospital in his retirement. Welcome, Gary!

## Join Us for Daffodil Days 2025: March 27-28

Daffodils are coming to Albuquerque, and we encourage you to visit a sales location in the community or at a PHS site on March 27-28. Funds from this annual event support the Presbyterian Robert Wertheim Hospice House, a dedicated hospice care facility where patients and families can receive home-like hospice care in the last days or weeks of life.

Thank you those who have signed up to assist with this wonderful event.



MARCH 27 – 28

# Daffodil Days

For the Presbyterian Robert Wertheim Hospice House

“Whether it's celebrating a 103-year-old's birthday or baking fresh cookies, we try to make everyone feel seen and cared for.”

— Brittney Tull, Nurse Manager

**PRESBYTERIAN** Healthcare Foundation



# BIG CHANGES START HERE

## 2025 PRIORITIES

### Neuroscience Excellence

Expanding care to treat strokes, brain aneurysms and other complex conditions, so New Mexicans can access lifesaving treatment close to home. Philanthropy is funding a new, Hybrid Operating Room at Presbyterian Hospital with advanced surgical and imaging technology. \$380,000 left to raise toward a \$1.5 million goal by July 1.

### Workforce Development & Well-Being

Growing our healthcare workforce is essential to improving patient access. Presbyterian actively recruits physicians, nurses and other allied health professionals. Philanthropy offsets cost for staff pursuing nursing careers, providing \$30K for BSN and \$10K for LPN participants in accelerated, subsidized tracks.

### Community Health

Eighty percent of health depends on factors outside clinics and hospitals. Presbyterian addresses issues such as food insecurity, substance use and other basic needs. The Food Farmacy provides fresh produce, nutrition education and access to community resources. Just \$18/week, or \$936/year, funds one participant, making this a top priority for philanthropy.

## SUPPORT OUR ONGOING PRIORITIES

### Presbyterian Robert Wertheim Hospice House

Compassionate, homelike end-of-life care for 200 patients annually.

### PACE Academy

Helps pediatric patients keep up with schoolwork during treatment for cancer and other serious conditions.

### Patient Assistance

Supports transportation, lodging and other essential, basic living expenses.



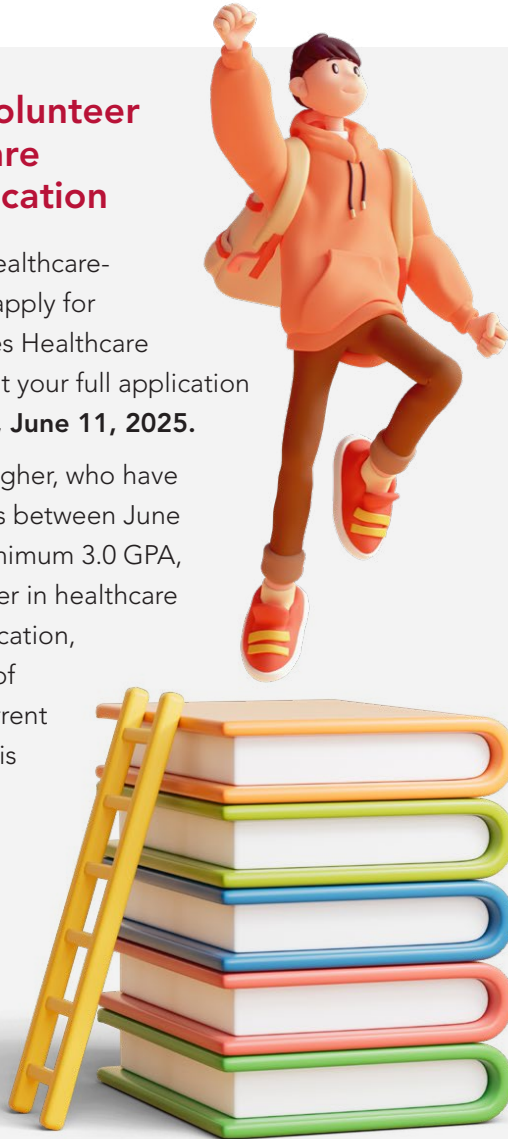


## Now Available: Volunteer Services Healthcare Scholarship Application

If you are a student in a healthcare-related field and want to apply for the PHS Volunteer Services Healthcare Scholarship, please submit your full application no later than **Wednesday, June 11, 2025**.

Students in grade 11 or higher, who have at least 50 volunteer hours between June 2024 and June 2025, a minimum 3.0 GPA, and plan to pursue a career in healthcare can apply now. Your application, including an essay, letter of recommendation, and current official school transcripts, is due June 11, 2025. Please **contact your volunteer manager** if you are interested in receiving an application.

Best of luck to all who apply!



## Mrs. Van's Birthday Bags

A special **thank you** to those volunteers who supported our newborn patients and families by donating items for Mrs. Van's Birthday bags!

# 2025

## Balloon Fiesta Photo Gallery

Please enjoy these photos of Albuquerque International Balloon Fiesta 2024, compliments of Presbyterian Kaseman Hospital Volunteer, Stuart Pirrotta.





## NEWS YOU CAN USE

### Presbyterian Medical Group Welcomes New Providers and Staff, Extends Services

In 2024, Presbyterian Medical Group (PMG) welcomed **160 new providers** and **146 additional staff**. Partnerships are making new PMG services and approaches possible, including:

- **Pediatrics** created an inpatient buprenorphine protocol and partnered with a community addiction program that will treat patients after discharge.
- **Women's Care** is collaborating with **Behavioral Health** and

**Presbyterian Community Health** to better care for the whole patient.

- In September, PMG opened **a new Medicare Advantage Clinic** on Paradise Boulevard in Albuquerque. The goal is to promote preventative care, complete screenings, and reduce emergency department visits and hospital admissions.

- PMG continues to work with the University of New Mexico. The first joint hire made it possible to introduce **a new nephrology service**. In addition to caring for nephrology patients, this service will support PMG's congenital heart program by having dialysis service readily available.



### Presbyterian Has a New CEO

**Rishi Sikka, MD**, began serving as Presbyterian Healthcare Services' new CEO late last year. Dr. Sikka succeeds Dale Maxwell, who has retired after 23 years of dedicated service to Presbyterian.

Previously, Dr. Sikka was president of Village Medical, a leading national provider of coordinated primary care services, and served as president of system enterprises for Sutter Health, an integrated healthcare system. After earning his medical degree, Dr. Sikka practiced as an emergency medicine physician and held clinical and executive leadership positions at Advocate Health Care in Illinois. He has also held faculty positions at Boston University, Brown University and University of Illinois Chicago.

"It is an honor to join Presbyterian at this pivotal time in healthcare,"

said Dr. Sikka. "I am deeply inspired by Presbyterian's purpose – to ensure that every New Mexican can achieve their best health – and am fully committed to advancing that mission alongside an incredible team dedicated to providing compassionate, quality care for our communities. Together, we will navigate the evolving healthcare landscape, innovate, and strive to deliver on our purpose in new ways for every patient and member we serve."



### VOLUNTEER WELLNESS CORNER

*Wellness tips provided by Presbyterian Healthcare Services Employee Wellness*

### Flex Your Awe Muscle

Like other healthy habits, awe can be practiced daily. There are many opportunities: taking in a sunset, watching documentaries, reading an inspiring piece of literature or having a shared experience with loved ones are just a few. The more you practice, the easier it will be to find awe every day.



## HOURS AWARDS

OCTOBER 2024 – DECEMBER 2024

*If you feel there is a discrepancy in your hours or you are due for an hour milestone, please speak with your Volunteer Manager or the Volunteer Services office. Thank you!*

**50 Hours**

Diana Bailey  
Debra Chavez  
Linda Clay  
Angela Croshaw  
Johanna Han  
Dr. Maureen Small  
Caleb Wiebe

**150 Hours**

Troy Barkman  
Rita Giannini  
Melody Gonzales  
Anabel Leon-Lubowicz  
Kathleen McCargar  
Dawn Pumain  
Brandon Sawicke  
Jaiquan Kai Wang  
Sabrina Webb  
Caleb Wiebe

**300 Hours**

Ruthie Gutierrez  
Arnult Paul Mitchell  
Harry Muller  
Mariia Nabokova  
Landon Nolt

**500 Hours**

Norma Borrego  
Jean Callahan  
Sarah Plaskoff  
Cindy Pokorski  
Jesse Unruh  
Parker Whited

**2,000 Hours**

Jackie Stockman

**4,000 Hours**

Janet Belding

## VOLUNTEER SERVICES STAFF DIRECTORY

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## TALK TO US

**We welcome your feedback!**

Please send comments and questions to Presbyterian's Volunteer Services Department.



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