

SPRING 2024

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VOLUNTEER CONNECTION

A publication of Presbyterian Volunteer Services



IN THIS ISSUE

- 2 From the Director
- 5 News You Can Use
 - Get Ready for Daffodil Days 2024!
 - Galaxy Tips and Tricks
 - PHS Volunteer Services Compliance & Ethics Training Update
- 6 Volunteer News
 - Welcome, Cristina Verduzco
 - Goodbye, Brian Hughes
 - Thank You – Mrs. Van’s Birthday Bags
- 7 Hours Awards
- 7 Volunteer Services Staff Directory
- 8 Talk to Us

THANK YOU

FOR A GREAT YEAR!

We all know that 2023 was a little crazy. Among other activities, PHS Volunteer Services was particularly busy with staff changes. We said goodbye to and wished Katherine, Jennifer, Julian and Annjenette the best but welcomed Steven, Amberle, Ebone, Alicia and Cristina. Bringing back the in-person Volunteer Appreciation & Awards event was a highlight and reminded us that “when life gives you lemons, make lemonade.”

This past year, your time and dedication generously added up to more than 62,000 volunteer hours! With that momentum, we look forward to what 2024 will bring.





FROM THE DIRECTOR

Happy New Year! We hope 2023 brought you much happiness, great health and strong friendships. The Volunteer Services team has been quite busy wrapping up 2023 and preparing for 2024. We have a great deal to be thankful for and are very excited about the growth we are planning for this year.



Mandy Guest
PHS Director
of Volunteer
Services

2023 Accomplishments

- We saw a **one percent increase in volunteer satisfaction scores** over the previous year.
- Our team at Presbyterian Hospital moved into a new, more accessible suite on the first floor and acquired the Information Desk Staff.
- The PHS **Volunteer Sewing Group** earned "The Letter" from a grateful patient.
- PH Volunteer **Jane Kennedy Sawina** earned "The Letter" from a grateful patient.
- We **onboarded more than 200 volunteers** and **improved our onboarding rate by 74 percent**.
- **Gift Shop sales** exceeded the 2023 budget by 200 percent.
- The PHS Volunteer Services Board approved **investments totaling \$534,414** for programs and funds that address priority needs throughout PHS.

Some things to look forward to in 2024

• Weekly Bulletins

Are you checking out the **Weekly Connection** volunteer bulletin from your volunteer manager? As the primary source for announcements, upcoming dates and celebrations, it is the best way to stay in the know! Be on the lookout for opportunities to participate in fun national celebration days, send a story of your volunteer experience or share a compliment for another volunteer or employee.

• Social Media Opportunities

We will continue to grow our presence on social media. While we are unable to create our own dedicated page, Presbyterian Healthcare Services has a main Facebook page, where we try to post weekly. We need your help to promote this page!



Here's what you can do:

- 1) Like or press the 👍 on the Presbyterian Healthcare Services Page by clicking [here](#). As an alternative, you can simply search for Presbyterian Healthcare Services on Facebook.
- 2) Like and share our posts.
- 3) Tag your friends.
- 4) Email us content to post. There's really no better way to grow our followers and recruit more volunteers than by spreading positivity, fun and stories about how you are paying it forward.



What's new?

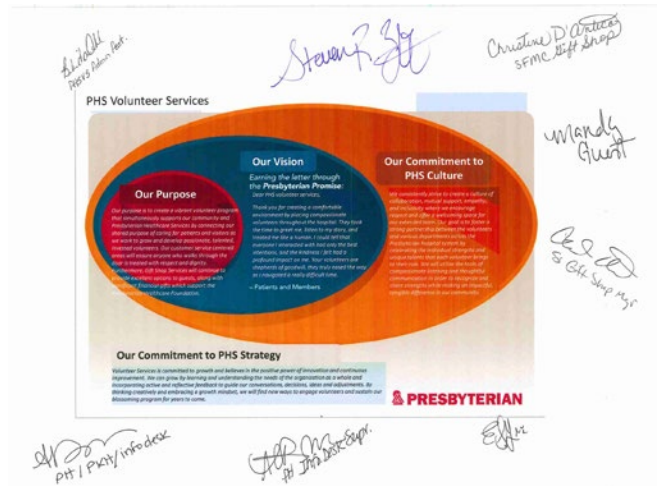
- **New PHS President** Lauren Madigan is the new president of Presbyterian Healthcare Services. Hopefully you have been reading about Lauren in our Weekly Connection bulletins. You can look forward to hearing more from her in the coming year.
- **New Database** You shared your views and we heard you. The Galaxy database is not user-friendly and is not robust enough for the size and complexity of our program. We received approval on funding that will allow us to begin using a new volunteer database. We will be working on this initiative in 2024.
- **Meet the "Pres"** These quarterly volunteer events are an opportunity for you to get the latest updates on upcoming events and volunteer opportunities, hear about exciting survey results and data, have your questions answered by our team leaders, connect with fellow volunteers and share your experiences. It's a great opportunity to have your voice heard and learn what others have to say.
- **New PHS Eggs** Since 1995, the PHS Egg has helped guide our decisions and connected us to our purpose at Presbyterian. The updated Egg will continue to guide us through the challenges and opportunities of a new era, with fresh thinking and a focus on what is most important—helping our patients and members achieve their best health.



Here's what you'll see in the updated Egg:

- **Our Purpose:** Our patients and members are the reason we come to work every day. Our updated purpose statement expresses our commitment to health equity, respect for individual health journeys, and an understanding that patients and members play an active role in their health.
- **Our Vision:** We aspire to earn the letter by meeting patients and members where they are, with care and coverage that makes their journey easy and affordable.
- **Our Culture:** For the first time, our Egg includes a culture statement that reinforces our strong belief that our people are at the heart of how we deliver on our purpose. This means creating an environment where all feel they belong and can contribute in meaningful ways.
- **Our Strategy:** Integration allows us to stand out. Together, we'll create teams and models that make Presbyterian a great place to get care and coverage AND a great place to work.

To view the new PHS Egg, [click here](#). I have also included the Volunteer Services Egg and my own Egg. If you are interested in completing your own Egg, reach out to your volunteer manager.





FROM THE DIRECTOR

Investing in Our People and Our Patients

And finally, as we close 2023, we wanted to acknowledge the following funds directed by the PHS Volunteer Services Board. Presbyterian Volunteer Services is the second most generous donor to Presbyterian Healthcare Foundation, thanks to gift shop proceeds and special fundraising projects over the years.

Income from the Volunteer Services endowment was directed to organizational priorities, including:

- **\$212,474** | PHS workforce development pilot project to train and certify 40 new LPNs
- **\$53,940** | Presbyterian Santa Fe Medical Center interventional pain management program launch

New cash contributions from gift shop proceeds were directed to the following:

- **\$193,000** | PHS Volunteer Services endowment, a permanent fund generating annual income for priority needs across PHS
- **\$50,000** | Non-Nursing Scholarship endowment, a permanent fund providing educational funding for non-nursing, clinical staff
- **\$25,000** | Volunteer Services Scholarship program, providing scholarship funding for active volunteers

TOTAL INVESTMENT IN PHS PROGRAMS: \$534,414

Thank You

We want to thank the following 2023 board members for their dedication and commitment to Presbyterian staff, patients, providers and volunteers!

David Howard, Chair

Charryl Berger, Chair Elect

Cal Steckler, Treasurer

Board Members: Revathi A-Davidson, Georgia Caruso, Karen Flint, Cathie Haggard, Mike Kruchoski, Lorella Norris, and Steven Rich

Loretta Tavelli, Ex-Officio

Volunteer Services Board Update

Our Volunteer Services Board is one feedback channel we have historically relied on for their guidance. Recently, the Volunteer Board voted to dissolve the Volunteer Board currently in place, effective at the end of 2023. **Please know that this does not impact you as a volunteer, nor the time you dedicate as a volunteer in our facilities.** But, as valued volunteers, we did want to make you aware of this decision. Your voice is important to us and we remain committed to gaining feedback and insights from our volunteers and will continue to do so through rounding at local facilities, quarterly town halls, manager meet and greets, volunteer coffees, annual satisfaction surveys and annual volunteer evaluations.

My 2024 wish for you is that the connections you make within the walls of PHS bring you the same joy that you share with our patients, guests and employees. May you find that your service to the community and our patients fills your heart and strengthens your spirit. May all you give grow and come back to you in return.

Thank you for being a vital part of our volunteer family!

We appreciate each of you.

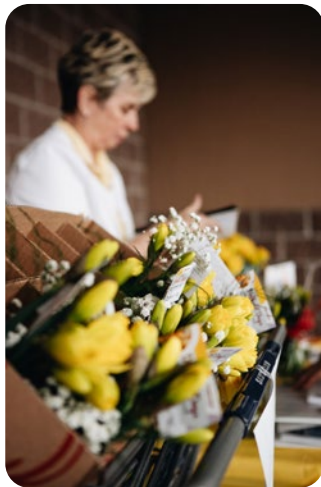
Thank you



Get Ready for Daffodil Days 2024!

Daffodils are coming to Albuquerque! We encourage you to visit a sales location in the community or at a Presbyterian site on Friday, March 22, 2024, to make your purchase. Your support of Daffodil Days benefits the Presbyterian Robert Wertheim Hospice House, a one-of-a-kind facility in central New Mexico, offering compassionate hospice care to patients and families in a comfortable, homelike setting. [Click here](#) to purchase daffodils or make a donation.

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



PHS Volunteer Services Compliance & Ethics Training Update

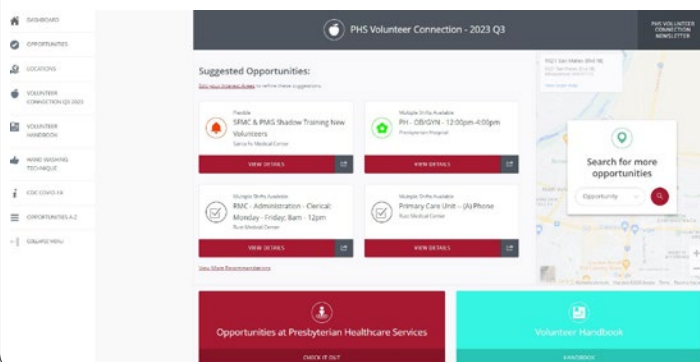
Thank you to all the volunteers who have completed the 2023-24 PHS Volunteer Services Compliance & Ethics test. Your results have been recorded for another year! If you have not submitted the completed test, you should have received an email from your Volunteer Manager stating that your status has changed to inactive. Once your completed test has been received, we can reactivate your status. If you would like to remain an active volunteer, please complete this requirement as soon as possible.

Galaxy Tips and Tricks

Did you know you can review your volunteer hours entries?

Access your Galaxy profile by logging in with your PHS user ID and password. Click on DASHBOARD and you will be able to view links to the handbook or newsletter.

To view your total career hours, click on the red circle with your initials and select TRACK HOURS. You'll see your individual hours entries and the grand total at the bottom of the page. If you see any discrepancies or need to make any changes to your recorded hours, please contact your Volunteer Manager.



Volunteer Hours

Start: 01/25/2023 End: 01/25/2024

DATE	DETAILS	TYPE	HOURS	MILES TRAVELED	STATUS
Jan 26, 2024	PHS - Information Desk presbyterian.hospice.org		4.00	0	✓
Jan 27, 2024	PHS - Information Desk presbyterian.hospice.org		4.00	0	✓
Jan 26, 2024	PHS - Information Desk presbyterian.hospice.org		5.00	22	✓
Jan 24, 2024	PHS - Information Desk presbyterian.hospice.org		4.00	22	✓
Jan 22, 2024	PHS - Information Desk presbyterian.hospice.org		4.00	0	✓



VOLUNTEER NEWS

COMINGS AND GOINGS

Welcome, Cristina Verduzco

Please welcome Cristina Verduzco, Northern New Mexico Hospice Volunteer Coordinator. Cristina joined us in November and has been busy recruiting and training new hospice volunteers for the Santa Fe area.



Goodbye, Brian Hughes

Presbyterian Santa Fe Medical Center Food Services Volunteer Brian Hughes has decided to move on to new adventures. He volunteered five days a week, helping with tasks like washing dishes, prepping and unloading the delivery trucks, and always brought kindness and a smile to those he worked with. He will be sorely missed, as members of the Santa Fe Medical Center staff have expressed:

Brian, thank you very much for all the help here in the kitchen (I miss you), especially keeping the salad bar containers clean and organized. I imagine you have a lot of things to do in your house, it seems to never end, right? Well, if you need my help, I can help you.

It was a pleasure working/getting to know you. Volunteers are the only human beings on the face of the earth who reflect this nation's compassion, unselfish caring, patience and just plain loving one another. Also, volunteers do not necessarily have the time; they just have the heart. I was a volunteer once myself.

Brian, I have no words to describe the extraordinary hard work that you and your wife gave us, and the support you gave me personally. Your friendship and work are worth what you weigh in GOLD. Thank you very much.



Brian Hughes (top left) with Santa Fe Medical Center food service staff (back row, left to right) Diana Tarasiewicz, Phillip Quintana, Jose Mejibar, Santi Abeyta, and (seated left to right) Odelia Gonzales, Gladys Duarte and Mary Manno

Thank
you

Mrs. Van's Birthday Bags

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



HOURS AWARDS

OCTOBER 2023 – DECEMBER 2023

50 Hours

Danielle Bell
Miriam Beltran-Moreno
Grant Christopher
Carmen Cordova
Beverly Crane
Gay Crouch
Teena Davis
Sydney Garnenez
Elizabeth Gomez
Amy Jenkins
Dinu Kaviratne
Elizabeth Kay
Esme LaPointe
Isabella Muth
Gabriela Nicolary
Jennifer Perea-Lopez
Denise Pipitone

Olivia Rodarte

Jovany Solares
Jaiquan Kai Wang
Derek Warkentin
Jan Winslow

150 Hours

Diane Alexander
Kathy Bartlett
Norma Borrego
Ashok Kapoor
Lynette Lord
Arnult Paul Mitchell
Daniel Nelson
Serena Pearson
Thor Spangler
David Stuart

300 Hours

Jean Conner
Cheryl Kessler
Michael Rhoderick
Steven Wengerd

500 Hours

Mary Marrejo
Daniel McGillivray
Julie McVay
Brent Oberholtzer

1,000 Hours

Ruth Connery
Janet Hohler
Susan Johnston

2,000 Hours

Karen Flint

3,000 Hours

Cecilia Muntz

4,000 Hours

Wayne Webster

6,000 Hours

Lorraine Warren

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!

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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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