

**SUMMER 2025**

Volume 18 • Issue 2

# Prescriptions

THE VOLUNTEER CONNECTION



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## Volunteer Services Appreciation



We appreciate our volunteers so much! You all have been the friendly face at the front desk, the extra pair of hands, the patient listener, the master envelope stuffer, the snake babysitter, the cheerful greeter, the last-minute lifesaver, and the “I can help” hero. You have been everything to everyone, and we value you so much.

So this issue of the Volunteer Services newsletter will celebrate you all! May your hearts shine brighter than a New Mexico Sunset, and your compassion ripple like the desert rain. Without you, Presbyterian Healthcare Services (PHS) would not be what it is today.

We hope those of you who attended the Volunteer Appreciation event in May had a great time! Thank you again for all you do for PHS patients, providers, visitors and staff.





## FROM THE DIRECTOR

### You made it magical.

What an incredible day we shared at this year's volunteer appreciation luncheon in April. As I stood in that room filled with kind hearts and helping hands, I was overwhelmed with gratitude for each of you—for your presence, your stories, and the impact you make every day.

This year we celebrated more than just service hours—we celebrated a legacy 72 years in the making. Together, we reached a historic milestone: **\$10 million contributed to the Presbyterian Healthcare Foundation** through the dedication, generosity, and creativity of our volunteers. That number is not just a financial figure. It represents meals served, hands held, comfort given and hope renewed. It represents you.

When I reflect on this achievement, I cannot help but think of Mrs. Van, our beloved founder, who began this journey with a simple but powerful phrase: "If we can, we should."

She did not have \$10 million. What she did have was a vision—a heart for service and a belief that one person can make a difference. Her legacy lives on in each of you, in the way you show up, step in, and serve with

joy. Whether you have given five hours or 11,000, you are part of something powerful—something bigger than any one role, department, or moment. You are a part of that legacy and honoring Mrs. Van's spirit.

I wanted to extend my deepest gratitude to our executive leadership and Presbyterian employees for joining us at the luncheon. Their presence reinforces the powerful message that our volunteers matter, their time matters, and their impact is truly valued at every level of the organization. Thank you for championing the role our volunteers play in helping Presbyterian bring the community together and enhance the well-being of the people we serve.

This year's gift presentation was especially meaningful. We proudly presented a check for \$213,000, a contribution that pushed us over the \$10 million mark with the Presbyterian Healthcare Foundation. Thank you for the unique and impactful role you play in supporting Presbyterian's mission.

To every member of the Volunteer Services team, Gift Shop staff and PH Information Desk, thank you for helping



**Mandy Guest**

*PHS Director  
of Volunteer Services*

bring this event to life and every thoughtful detail. You made it magical.

We have also been working to deepen how we show appreciation throughout the year. In 2024 we introduced meal vouchers, pet therapy reimbursements, special invitations to events and more aimed at helping you feel seen, supported, and celebrated. And we are just getting started. If you have suggestions or feedback, I would love to hear them. Your voice helps us to grow.

Finally, to more than 250 volunteers who have reached 300 or more hours of service and to all of those who hit a milestone this year, you inspire us! Your dedication is the heart of our program.

Thank you for choosing Presbyterian. Thank you for making this a place where people feel seen, known, and loved! Here's to you! Here's to \$10 million! Here's to the next chapter—one filled with heart, hope, and even more impact.



## Advance Care Planning

### 6 Reasons to Complete Your Advance Directive Today!

Because we are always taking care of others, it is important to stop and take care of ourselves too. Completing an advance healthcare directive is important because it allows you to express your wishes regarding medical treatment in case you become incapacitated and unable to communicate for yourself, ensuring your loved ones and healthcare providers know what kind of care you want to receive, potentially reducing stress and conflict during a difficult time.

#### Why should I complete an advance directive?

- 1. It brings peace of mind for your family:** By clearly stating your preferences, you relieve your family of the burden of making difficult medical decisions on your behalf when you cannot.
- 2. It avoids confusion and disagreement:** An advance directive can prevent family members from arguing about what treatment options you would choose if you were unable to communicate.
- 3. It gives control over your medical care:** You can specify which treatments you want or do not want to receive in certain situations.
- 4. It allows you to designate a healthcare decision maker:** You can name a trusted person to make medical decisions on your behalf if you become incapacitated.
- 5. It reduces unnecessary suffering:** By outlining your wishes, you can avoid treatments that may not align with your values or quality of life goals.
- 6. It allows you to share your experience with others:** By completing your advance directive, you can share with others how easy the process is and explain the ways you complete it – online or on paper.

We have an entire team of Volunteers that have Advance Care Planning conversations with our Presbyterian patients and the community. If you would like more information on how to be a Volunteer Advance Care Planning Facilitator, call (505) 559-6046.



## Congratulations Seniors!

Once again, we would like to send our heartfelt congratulations to all the recent graduates in our community! We wish you the best in whatever the future brings!



### Welcome Kayla Phipps, our new Administrative Assistant for Volunteer Services

Kayla started with us in April and is excited to work with the team and Volunteer here at Presbyterian. Belinda, our previous Administrative Assistant, was promoted to Volunteer Manager. Kayla looks forward to interacting with you all even more and getting to know each of you better.

### Thank you to community members.

We would like to give a huge shout out to the local community businesses, PHS departments and individuals for their generous donations to our PHS Volunteer Services Appreciation & Awards Celebration. Your support of this event is greatly appreciated.





## FOUNDATION NEWS

### Thank you for being part of something bigger.

We are honored to share the collective impact of our donors, including grateful patients and families, community members, our colleagues, corporations and foundations. Together, donors gave **\$8.5 million** in 2024. We directed **\$9.7 million** (including dollars given before 2024)—the highest total in recent years—back to Presbyterian for priority needs like the Presbyterian Healthcare Advanced Learning Lab (new education/simulation center for training providers and staff), Presbyterian Community Health and expanding Presbyterian Neuroscience care. Behind every number is a patient helped, a caregiver trained, a life changed. That's the power of what we started together. Thanks again!

### Daffodil Days Results

Presbyterian Healthcare Foundation is excited to announce that the 2025 Daffodil Days event raised more than **\$250,000** to support the Presbyterian Robert Wertheim Hospice House. The impact of this year's campaign goes far beyond the numbers. It is about the moments that your generosity makes possible—stories of comfort, connections and care in life's most delicate moments.

A big thank you to our staff, volunteers, donors and sponsors who show up every year to make this event a success.



*Daffodil Days*  
For the Presbyterian  
Robert Wertheim Hospice House



# THANK YOU!



We would like to thank the following volunteers for participating in the 2025 funding discussion:

Cheryl Silverman, Gary Niedermeier, Steve Rich, and Mike Kruchoski.

Also, thank you to Rick Scott, Holly Muller and Tatiana Falcon-Rodriguez for their informative presentations.

## Volunteer Funding Update & 2025 Funding Approvals

**\$500,000 new money contribution directed to priority needs:**

**\$200,000 Hybrid Operating Room (OR) at Presbyterian Hospital**

*What is a Hybrid Operating Room?*

- A hybrid OR combines imaging and operating equipment in one space, including both minimally invasive and open-surgical capabilities. Patients do not need to be moved during the procedures and care teams have everything they need in one room. An important feature of the hybrid OR is biplane technology, which uses two rotating cameras, one on each side of the patient, to take simultaneous images.

**\$150,000**

**Volunteer Services endowment**

**\$150,000**

**non-nursing education endowment (supporting allied health professionals)**

**Volunteer Services Endowment Income Allocation - \$253,692:**

**\$126,846 Nursing Career Pathways, BSN Scholarships**

Presbyterian Nursing Career Pathways Program, powered by Brookline College (Unitek Learning)

- **150+** PHS employees currently enrolled in Nursing Pathways.
- 1st Cohort graduated! **13** practical nurses. **31** graduates by Fall 2025.
- **5** Cohorts populated by **96** PHS employees enrolled in the BSN program, with the first cohort to graduate in March 2027.
- By 2027, when the first BSN students graduate, the program will deliver **20%** of estimated nursing hires, creating stability and predictability.

**\$126,846 Food Farmacy**

- The Food Farmacy is a referral-based food pantry, providing weekly produce for an entire year to participating patients and members. Just **\$18/week**, or **\$936** total, provides fresh produce every week to a patient for a year.
- Volunteer Services funding helped grow the Food Farmacy in 2024 and serve **752** total patients – a **44%** increase from 2023.
- In 2025, Food Farmacy is expanding even more – **23%** increase projected at two existing program sites.
- Even more growth is planned for this year – a third program site will open this summer at Presbyterian Rust Medical Center, projected to serve **130** additional patients.
- AND there will be opportunities for volunteer support at this location.
- Volunteer Services is just the second PHF donor to surpass **\$10 million** in total giving.



## VOLUNTEER NEWS

### Spotlight for Gary Niedermeier

- **What has your experience with the PHF board so far this year been like?**

I met with the PHF Board once so far in February. Board members were very friendly and welcoming. I gave a brief bio summary of myself and discussed what I do as a volunteer at PH downtown. I was very impressed with the Jack Rust Board Room and the view of the Sandias.

- **What are some topics of discussion that really interest you?**

The agenda started with "Connect to Purpose" which was new to me, but I learned how it is a cornerstone of Presbyterian's mission. I also learned about Presbyterian's 2025 "Must Dos." Goals like Delivering safe, compassionate and equitable care, keeping our patients and members healthy and engaging and retaining our talented teams. One of the agenda items that was very interesting was a presentation from Brad Cook who discussed Ambient Listening Technology (AI) and how it enhances doctor/patient communication during office visits.

- **Are there any board members you would like to recognize/"shout out"?**

Scottie Pierce, the PHF Board chair, was helpful in explaining the meeting format and introduced me to some of the other Board members. Rick answered questions I had about the many Presbyterian acronyms. Rich Reif, a fellow engineer, and I had a conversation about the roles and responsibilities of a typical Board member. Helen Grevey, whom I had met prior to the Board meeting, offered that I "just be myself and don't be afraid to ask questions."

- **Any topics that you would like to share with the volunteers?**

As the Volunteer Representative on the PHF Board my role is to advocate for volunteerism, lead ad-hoc groups on the use of volunteer funds managed by the Foundation and represent volunteers in PHF Board governance. In support of the 2025 Must Dos, I would like volunteers know about three important 2025 philanthropy priorities: 1) Help fund a new Hybrid OR at PH downtown that will combine advanced surgical and imaging technology, 2) Growing our inhouse work force of BSN's and LPN's through partnerships with Brookline College by offering funding assistance for those pursuing nursing pathways and 3) Advocating for Community Health



and addressing food insecurity by providing funding to help open a third Food Farmacy at Rust Medical Center.

- **Has this role on the PHF board met your expectations?**

So far, my expectations have been exceeded in many ways. Through involvement in the PHF I have visited the HALL and learned all about its fantastic training capabilities, I have participated in Daffodil Days preparation at the warehouse and learned how its proceeds support Robert Wertheim Hospice House and I was able to attend the Spring Retreat where I learned about Presbyterian's 2025 Goals and met Presbyterian leaders from all over the state of New Mexico. These things and more that I would have never known about or experienced as just a volunteer sitting at the Information Desk at PH downtown.

### Wellness For You

**Cool Fact:** Studies show that light activity can increase productivity by up to 45% and enhance memory and creative thinking. Why not take a break every hour or so to do just that? Just five minutes of light activity such as shoulder rolls, standing stretches, or a quick walk around the office can improve focus and mood.



### Honoring Past Volunteers

We pause to honor the memory of the dedicated volunteers who have given their time, compassion, and hearts in service to our PHS community. Though they are no longer with us, their kindness and impact live on in every life they touched. We are deeply grateful for their legacy of service and the warmth they brought to our halls.



## HOURS AWARDS

JANUARY 2025 – MARCH 2025

*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**

Israa Al Rahmoun  
Kate Brennan  
Naomi Brundage  
Susan Burnett  
Asriel Cubelo  
Andrea Griego Demarcus  
RG Infante  
Christopher King  
Tillie Lopez  
Bella Maez  
Pattie Merrill  
Patricia Moya  
Gary Ortiz  
Elise Pilgrim  
Peter Razatos  
Rocky Rempel  
Mary Anne Romero

Debora Santillan  
Karen Schroeter  
Maya Vaziri

**150 Hours**

Jared Carnes  
Teena Davis  
Scot Dueck  
Ibrahim Eldenawi  
Kiyoko Hsu  
Schott Koehn  
Ronald Komatz  
Gail Leedy  
Julie Lewis-Stanley  
Isabella Melton  
Sharon Mutza  
Bernadine Padilla  
Desiree Prairie

Rocky Rempel  
Cami Riley  
Shannon Robinson  
Paula Roybal  
Karen Schroeter  
Vrushti Shethia  
Jorge Tristani  
Caleb Wiebe  
Rodney Woodstra  
Andrew Young

**300 Hours**

Troy Barkman  
Bethany Forrester  
Susan Lee-Bechtold  
Linda Medina  
Natalie Olivas  
Rocky Rempel

Gloria Rich  
Cristie Spill

**500 Hours**

Jean Conner  
Patti Jones  
Laurence Nguyen  
Serena Pearson  
Michael Rhoderick  
Jaquelyn Sibley

**2,000 Hours**

Diane Broadwell  
Michael Kruchoski

**3,000 Hours**

Eileen Walling  
Liz Martinez

## 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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