



## Auxiliary E-News

**A flower  
is an educated  
weed.**

**Luther Burbank**

### Message from the Co-Presidents



**REPORT FROM  
THE JUNE  
RETREAT**

Thirty Auxiliary members attended the Auxiliary Retreat on June 27th, which

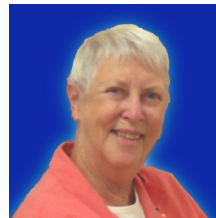
focused on members' views on the status and direction of the Auxiliary during this Transition period. Dr. Sean Riordin from the Stanford Help Center facilitated the discussion and later remarked that there was a lot of energy in the group.

The attendees discussed two major points: the need for more communication between the Hospital and the Auxiliary, and the desire of members to be included in decision-making concerning the Auxiliary. Many felt that although the Auxiliary has a "superlative" reputation, there is a "disconnect" between the Auxiliary and Guest Services. They also expressed concerns about the future of the Auxiliary.

The strengths of the Auxiliary were emphasized – our values, social structure and organization, events and programs, and cohesiveness of the Auxiliary's members.

A follow-up questionnaire indicates that most attendees would like to continue the discussion at another meeting of members, but with no facilitator. The Board met and decided that the next step should be for a working group of Board members and Auxiliary members to prepare a concise report. This report will portray the Auxiliary's intent to retain its independence and to formulate a win-win relationship with Volunteer Services.

This "Focus on the Future" group will meet several times before presenting a draft report to the Board and members for approval. After approval by the Aux-



iliary, the report would then be presented to Volunteer Services.

The Board members of the "Focus on the Future" group are Glenn Affleck, Judy Campbell, Dee Domingo, Dede Jamison, Françoise Miller and Eva Pardee.

The Auxiliary members of the group are Jan Fisher, Liz Gray, Doug Hall, Carolyn Marelich and Ann Markevitch.

We expect to report on our progress to everyone in the next newsletter. At that time we may decide to have another general membership meeting.

**STAY TUNED!!**

*Judy and Mary*

### Town Hall Meeting—June 15, 2011



On June 15<sup>th</sup>, approximately 300 attendees, including many Stanford employees, gathered at the Palo Alto Stanford complex near Page Mill Road to meet Dr. Amir Dan Rubin at a Town Hall Meeting. Dr. Rubin, who is the President and CEO of Stanford Hospital and Clinics, spoke of his plans for the modernization of medicine and for the future of healthcare.

Dr. Rubin started his presentation by asking "Who are we?" He answered by saying that Stanford is recognized worldwide for the contributions it has made to the medical field. He provided some examples: the first successful transplant, the invention of the balloon catheter used for angioplasty, the coordination of a stroke program, and the development of many other technologies pertaining to medicine, were all done at Stanford.

Dr. Rubin pointed out that at the present time Stanford is offering innovative outpatient services in its new clinic in Redwood City. He feels that the public's growing demand for more am-

bulatory locations has to be addressed. He wants Stanford to be at the leading edge of medical services. Dr. Rubin believes in coordinated primary healthcare teams of physicians. He sees a future where the School of Medicine and Hospital Clinics are an integrated unit. Dr. Rubin envisions a fully electronic system for patients' records.

The day before the Town Hall Meeting, Dr. Rubin had just received the news that the Palo Alto City Council had approved Stanford University Medical Center's \$3 billion Renewal Project. He mentioned that it will be a three-phase project where the first phase will involve the Hoover Pavilion, and to be patient with the disruption entailed by the construction.

One thing that was apparent from this meeting was Dr. Rubin's strong belief in his vision and mission for Stanford:

Mission: *To care, to educate, to discover*

Vision: *"Healing humanity through science and compassion, one patient at a time"*

## C-I-CARE

Every Friday you will find me working at the Auxiliary Office. This is my assignment as an Auxiliary Volunteer. One Friday, Margie told me that the first training session for C-I-Care was taking place from 3PM to 4PM. Even though I had a conflict, I decided to go.

I went with few expectations, because I felt that C-I-Care was just common sense, and my work with patients and staff put me pretty much in tune with the program. So I went to the very comfortable meeting room and was graciously accepted, even though I had not signed up with Volunteer Services ahead of time.

The material supplied was excellent. I

then realized that this training was a very powerful refresher course and that I really needed to hear all aspects of the program. True, there was a lot of repetition. But isn't the way we learn? More repetition, more retention – a process that started when we were born.

Many thanks go to Angela and Cindy. They opened my mind to the need for some improvement in my responses to patients, patients' families, staff and the public. This program already is bringing benefits to Stanford's image. A friend of mine recently had a very invasive surgery. She was telling me how impressed she was with the staff, from the custodian to the head nurse, in looking after her

needs.

Unfortunately, I had to leave before the end of the session, and I missed the section on telephone etiquette. I am certain that in future training the project background presentation will be limited to 5 minutes instead of 15. I would also appreciate that the questions asked in the Q&A segment be repeated by the presenter, because I could not hear the questions and therefore found a mental disconnect when the answers were given.

I plan to go back and catch up on the section I missed.

*Françoise Miller*

### WOW! Card

**is given to any SHC employee, volunteer or physician for a single act of excellence.**



### Honor Roll for SHC

**Dustin Tran, and Broderic Hang**

**G unit**

Being extremely helpful and entertaining. They made our visit fun.

*Melissa and Ian Bent*

**Kyle Arana**

Excellent customer service. He escorted a visitor down to security, helped open packages and carried bags for her. He then escorted her back upstairs.

*Steven Siriva*

**Barbara Roberts - NICU**

Barbara does a wonderful job of taking care of patients' family. God Bless you.

*Judy Sagogue*

**Mrs. Herrera - NICU**

You are such an angel! Warm blankets for me when I was cold and exhausted, waiting for my loved one to come out alive from aorta surgery. You spoke to me and held my hand. You brought me such comfort through this fearful time. I thank you and feel so blessed that you were there for me. Love you!

*Julie Ash McKnight*

Stanford Hospital and Clinics (SHC) has been named one of the top 17 hospitals in America by US. News & World Report. It also ranked No.1 among all hospitals in San Jose metropolitan area.

Stanford also ranked among the top 25 in 10 specialties: cancer, cardiology and heart surgery, neurology and neurosurgery, nephrology, urology, orthopedics, ear, nose and throat, rheumatology, gynecology, and psychiatry.

Dr. Rubin, President and CEO of SHC, said, "This distinction reflects the outstanding efforts of our doctors, nurses, clinicians, researchers, educators, support staff, and managers. Every day, our team strives to achieve our vision of healing humanity through science and compassion, one patient at a time."

### Babies, Booties & Hats, Oh My!



There is a secret drawer in the Auxiliary Office where one can find bags of knitted booties and hats for newborns and preemies. Who is the grand lady who has given her time and skill for so many years to provide these gifts for Stanford's little patients? The Editor wants to know!

If our readers have any pastel-colored skeins of wool, please consider donating them to be transformed into baby booties and hats.



### Auxiliary E-News

The Editor recently became aware that the Stanford Cantor Museum publishes its online News and Events under the name E-NEWS. Should the Auxiliary consider a name change for its publication? What title would you suggest? Your input is welcome and should be directed to the Auxiliary Office at 650-723-6636 or to the editor at millerf4179709 @ gmail.com.





## Stanford University Medical Center Auxiliary

# A u x i l i a r y E - N e w s

### From the Auxiliary Junior Board



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*A friend is  
someone  
who is there  
for you  
when he would  
rather be  
somewhere  
else.*

*Anonymous*



**Junior Page  
Editor**  
**Ye Sol Shin**  
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As the premier Advisory Board for Junior volunteers at Stanford Hospital, we are dedicated to achieving two primary goals: a better Junior service to the hospital and a more educational and career supportive experience for Junior volunteers.

The Junior Board meets monthly to discuss ways to enhance the Junior volunteer program as well as activities that support the two primary goals of the Junior program. Dr. Mark Zheng and Margie Lee, co-chairs of the junior volunteer program, conduct these monthly meetings to help facilitate discussion. As of late, we are finalizing logistics for the Cuddly Companion Fundraiser to be held from July 19-22 as well as an interactive surgical simulation tour at the Goodman Simulation Center for late July. Another topic of interest is the establishment of a regular speaker program in which doctors speak about their experiences to interested Stanford Hospital junior volunteers. This program aims to benefit

juniors by giving them insight into the process of applying to medical school, various career options, the typical life and schedule of a doctor, and beyond.

As details become finalized in the upcoming weeks, the Junior Board will keep you posted!

*Janet Chu*

#### **Goodman Simulation Center Tour**

The Junior Board was able to get a preview of the upcoming interactive surgical simulation tour at Goodman Simulation Center located in the main hospital. We got a closer look at how the staff educates the resident physicians and specific trainings they had to go through – such as suturing a practicing model without popping an underlying balloon in a simulated abdominal surgery. Veena Vijayendra, Operations Manager at the Goodman Simulation Center, gave an educational presentation which provided us with a better understanding of

the center. We looked at various laparoscopic instruments and were able to test them out. Veena and her team also demonstrated how the simulators work. We performed a virtual but realistic gallbladder removal at one of the stations. The center provides a realistic training tool that is used by resident and attending physicians in the hospital.

*Jessica Chuang*

#### **Cuddly Companion Fund- raiser**

The Cuddly Companion Fundraiser, set to occur in July, is an effort to support the hospital and its patients. Going to the Emergency Room can be a traumatic experience for children. We are seeking to raise funds to purchase stuffed animals to be given to children who go through the ER to make their experience better ones. Any donation, in the form of money or a helping hand, is greatly appreciated!

*Janet Chu, Jessica Chuang*



#### **Thursday AM Volunteers**

Left to right: Britni Chon, Emily Martey, Amit Reddy, Brian Kim, AlishaTaneja, Irina Colby

#### **CUDDLY COMPANION FUNDRAISER**

Many thanks to the following Junior Volunteers who have made this fundraiser a great success. In addition to the Juniors named below the Thursday AM photo, Wilbur Ji, Judy Kikhia, Jenna Fowler, Nina Zhang, Anupama Cemballi, Anuraag Kumar, Laraine Chan, Sachi Dholakia, Daniel Shan, Jenna Yee, Madison Valentine, Akshay Jain, Stephanie Lee, James Thi, Christine Abiba, Varsha Cidambi also contributed their time to this Junior project.

In four days the Juniors raised \$2,000.

## Meet the Auxiliary Junior Board Members 2011

### Abrar Choudhury

I'm a rising senior at Bellarmine College Prep. I joined the Junior Board to get to know more of my fellow volunteers and have a greater impact on the volunteering program through programs geared toward both patients and volunteers. Outside of volunteering, I conduct scientific research and compete in various science fairs. I also like to read books, watch television, and play basketball with my friends.



### Stephanie Lee

I am a seventeen year old senior at San Mateo High School. I joined the Junior Board so I could not only learn more but also to be more involved with volunteering at the hospital. By the time I graduate from San Mateo, I'll have taken 7 years of science and hope to continue in related studies. Other interests of mine include soccer, volleyball, and leadership.



### Janet Chu

I'm a junior at Lynbrook High School. I joined the Junior Board in hopes of improving the current system to give Junior volunteers more opportunities as well as gain a greater understanding of hospital management. I take an active role in an organization on my school campus called Future Business Leaders of America. In my spare time, I enjoy listening to music, watching period films, and playing board games.



### Mohan Koumar Murugesan

I attend Monta Vista High School. I joined the Junior Board because I like the hospital environment, all my volunteer activities, and the Auxiliary program's objectives. Currently, I am dedicating my summer to Stanford Hospital and my Boy Scout Troop 476. I enjoy camping and spending time outdoors.



### Jessica Chuang

I am a junior in Lynbrook High School. I joined the Junior Board to learn more about how events in the hospital are held and work with other juniors with similar interests. I am currently taking Physics A to broaden my interest in science. My other interests are archery, watching lots of period films and TV shows, listening to alternative/indie rock, and video editing.



### Daniel Shan

I'm a senior at Palo Alto High. I applied for the Junior Board because I felt that I could address concerns of the volunteers and administration and get volunteers more active within the Auxiliary. I help run my school's Science Olympiad club and work for the Stanford OHNS Department. In my spare time, I enjoy playing soccer, listening to music, and sleeping.



### Elle Fukui

I am a rising junior at Palo Alto High School. I joined the Junior Board to contribute more towards the improvement of the Junior Volunteer program and Stanford Hospital. I am currently enrolled in summer neuroscience and biochemistry courses at Johns Hopkins University to expand my knowledge in medically relevant studies. My other hobbies include cooking, baking, and excessive periods of time spent reading online food blogs.



### Alisha Taneja

I am a rising senior at Leland High School. I joined the Junior Board at Stanford Hospital so I can improve the junior volunteer experience and give back to the hospital. I am passionate about helping patients and making a difference. I am president of Peers as Listening Supporters which is dedicated to helping young children and elders and the vice president of the Habitat for Humanity club. I enjoy writing, cooking, dancing and photography.

