

June 2010

Volunteer Resources,
Stanford Hospital
& Clinics

Volume 1, Issue 3

Volunteer Newsletter

Message from the Director



Angela Cherene,
Director of
Volunteer Resources

Summer is a busy time of year around the hospital . . . we have over 150 high school students volunteering! Please welcome them to the SHC volunteer team. The Junior volunteers are easy to spot – they are all wearing dark blue scrub shirts. Please say ‘hello’ to them – you’ll find them volunteering at the Garden Entrance, the Gift Shop, or the clinics – here in the hospital or in Redwood City.

For those volunteers continuing on after their one-year anniversary – **HealthStream is due before August 31st**. You should have received an email reminder. See left panel for more about this annual volunteer requirement.

Lastly, I would like to send out a big THANKS to **all of you** – for dedicating your time and effort to the hospital’s patients, family members and staff. Each of you is greatly appreciated. The service you provide really makes a huge and incredible difference in the patients’ experience!

Enjoy your summer, Angela

Being Prepared for The Joint Commission

The Joint Commission certifies over 17,000 health care organizations in the U.S. It is recognized nationwide as a symbol of quality that reflects an organization’s commitment to meeting certain performance standards. They will be visiting Stanford Hospital between June-July 2010. Please follow these suggestions on how to be ready for their visit:

- Take pride in the great volunteer work you do here! Sing your own praises!
- Know where to access your National Patient Safety Goals, Infection Control Manuals, Safety Manuals, and Emergency Disaster Plan in your volunteer area (ask your volunteer supervisor for their locations).
- Make sure your name badge is clearly visible—top upper third of your body on the right-hand side.
- It is ok to say “I don’t know the answer to that question—let me find someone who does.”
- Don’t panic or hide—you are all incredible volunteers and assets to the hospital. The Joint Commission will be glad to meet you!

For more info on the Joint Commission, visit : <http://www.jointcommission.org/>

Annual Requirements

For volunteers past their one-year anniversary, you are required to complete the following:

1. HealthStream modules
2. Update health clearance process through OHS
3. Extend badge after expiration date (in order to continue to receive free parking)

15% Off Discount every Tuesday

Show your volunteer badge at Andronico’s in the Stanford Shopping Center for a 15% discount off, every Tuesday.

Bon appétit!

Come enjoy an Ice Cream Sundae Bar!

**Thursday, July 22,
2 pm - 4 pm in
the Atrium**

The Auxiliary is hosting an Ice Cream Sundae Bar, catered by Kicks. All active volunteers are invited! Please wear your badge to be properly identified. RSVP your name to:

[stanfordvolunteer
@yahoo.com](mailto:stanfordvolunteer@yahoo.com)

Welcome Cindy Gallo and GinnyRose Runstrom to Volunteer Resources!

Cindy Gallo joins us from The Housing Authority of San Francisco and Fresno agencies, where she worked in Human Resources. Cindy grew up in Fresno, graduated from Notre Dame de Namur University in Belmont and has previously worked in the Bay Area and Fresno.



GinnyRose Runstrom is new to the bay area, originally from the North East. GinnyRose has a background in Clinical Social Work. She has been with the Stanford Hospital & Clinics since April 2009 and is excited about this opportunity to work with so many wonderful volunteers.



Congratulations to Helen Fung, 2010 Volunteer of the Year!

Helen Fung, a volunteer with Interpreter Services, was presented with the Volunteer of the Year Award at the annual tea. Fung is known for her compassion, calm and professional demeanor, and unwavering service to Stanford Hospital & Clinics.

Fung's volunteer supervisor, Luis Alberto Molina, Manager, Interpreter Services, praised her for making the hospital a less frightening place for visitors whose first language is not English. "The hospital is a scary place to be and it becomes even more frightening and daunting if you don't speak the language. Helen connects patients and their families to the appropriate resources. She bridges the gap with her knowledge of culture and language," Molina said.

More than 200 volunteers and guests attended the tea, held every year to honor volunteers, where they mingled and enjoyed refreshments provided by the Hospital's Volunteer Services Department.

"I am so honored to see so many folks with the same goal in mind – giving back. They really make a powerful and positive difference to our patients, their family members, and our staff," said Angela Cherene, Director.



Jeanne Kennedy presented the Volunteer of the Year Award to Helen Fung with a plaque commemorating the honor and a bouquet of flowers.

Congratulations to our “Star Volunteer” Adelita Tinoco!

Adelita Tinoco began volunteering at Stanford Hospital in May 2009. As a volunteer on DI Unit (Coronary Care), she visits the patients to brighten their day and “check in,” assisting with their personal needs and improving their overall hospital experience. Adelita brightens the unit with her constant smile, enthusiastic energy and empathetic ability to connect with the patients. She makes a difference in their day and supports the clinical staff tremendously. Her positivity and motivation creates an environment that provides the very best patient care every day, and for which the D Unit doctors, nurses and patients are so thankful. She understands how to care for people in any situation, which is rare among the average volunteer. No task is too menial or too big for her to handle. Adelita is a mother of two, currently completing her nursing degree, and has volunteered at multiple children’s camps including brain cancer survivors, burn victims and diabetes. She recently has been accepted into a Master’s of Nursing Program at UCSF, with plans of continuing to her PhD. Her love for helping others is invaluable and we are very fortunate to have Adelita as a volunteer here at Stanford Hospital. - **Carole Kulik, Patient Care Manager, DI**



Adelita Tinoco with her two kids, Samantha and Ramiro

Congratulations to our “Star Volunteer” Arlene Cole!

Answering thousands of questions during 20 years of volunteering - Arlene Cole has logged over 4,000 hours as a Library Reference Associate at Stanford Hospital Health Library. A former librarian, Arlene joined the volunteer staff in April 1990, shortly after the library opened. She helped develop the hardcopy “clipping files” of medical journal articles that were vital to the library in its early years, before online journals and internet access.

Over the years Arlene has researched hundreds of topics for thousands of patrons seeking answers to their medical questions. She helps people who are just beginning to learn about a diagnosis or treatment as well as those who are already well-versed in a topic. She researches the latest developments in the practice of medicine using ever-evolving library research techniques. Arlene is a star example of a dedicated volunteer who has adapted to changes in hospital requirements, in library procedures, and in technology in general, as she helps the library deliver free, scientifically-based health information to anyone, anywhere. - **Susan Estrem, Stanford Health Library Specialist**



Arlene Cole at the Stanford Health Library in Palo Alto

William Trost Richards, TRUE TO NATURE: Drawings, Water Colors & Oil Sketches

A Hudson River School artist who is famous for his nature studies, landscapes, and seascapes.

Exhibition at the Cantor Arts Center, June 23—September 26, 2010

Preview on **Wednesday, June 23, 10 am to noon**. Admission is free to the museum, the exhibition, and the opening event. Please RSVP to: mmwhite@stanford.edu

Cantor Arts Center: Lomita Drive at Museum Way, Stanford University, 650-723-4177, museum.stanford.edu