



THE VOLUNTEER'S VOICE

Volume 18 Issue 1 Jan 2024

Editor and Publisher: Linda Sue Rosefsky

Co Editor and Content Coordinator: Barbara Eves

Staff: Peter Richardson, Ken Leitner



GREETINGS FROM
LINDA SUE

This has been a productive year for Volunteer Services, the DRMC Auxiliary and DRMC. After our almost 3 year hiatus, the volunteer program is back in full swing, although we are still far below our pre-pandemic roster of over 320 active volunteers. The good news is that we keep adding to our current roster which started at approximately 70 and is now up to over 190. However, we still need volunteers so if you know anyone who is looking for something to do, please have them contact our very efficient volunteer coordinator, Nora Pineda, at 760-323-6648. During the summer, we had a complement of Volunteers and today we have teens from some of the schools who are earning credits by volunteering at DRMC. The DRMC Auxiliary has been busy working with our "boss", CHRO Jim Kelley, to make sure that the needs, suggestions, questions, etc. that we, as volunteers might have, are heard and handled. Our grant program is back on schedule and the VOLUNTEER'S VOICE will keep you informed as to which charitable organizations in the Valley will receive well deserved grants from the Auxiliary. As for DRMC, we are now a Level 1 Trauma Center, the only one in the Coachella Valley and the Women, Infants and Children's Services Department has just been designated as a Baby Friendly Hospital having met the very challenging U.S. Guidelines and Evaluation Criteria.

Some thoughts to remember and put into practice as volunteers in the coming year: Be Creative; Be innovative; Think positively. And remember, the most beautiful thing is to see a person smiling; and even more beautiful is knowing that you are the reason behind it.

Happy New Year everyone.



PETER'S MESSAGE

The holidays are over and I hope that everyone enjoyed the best with family and friends. Off we go into a new year so please remember to write 2024 on your checks and other documents. Remember, the new year is an opportunity to make a difference in our lives, the lives of family and friends and the lives of our patients, their families and each other...volunteers and staff. I continue to reflect on Thanksgiving, a day of giving thanks for our blessings: living in a free country, a roof over our heads, food, clothing and love...blessings that much of the world has little of. It has been my privilege to serve as Auxiliary President since October, 2019. My term of office is over in April and I want to thank my wonderful Board of Directors and the ever increasing support of our Administrative staff. This "teamwork" has helped us to be even more effective in caring for those in need and has given me a sense of pride in a job well done. I am sure that everyone who attended our Holiday Luncheon had a good time and enjoyed the camaraderie that permeated the event. If you would like to become part of our Auxiliary Board, please talk to any of our officers. I know, from personal experience, that you will enjoy the experience as well. Here's wishing you all a very HAPPY NEW YEAR and lots of love for family, friends and yes, even strangers. Love is special and can make sadness, despair and negativity go far away.

I send my love to all of you.



CELEBRATING 40TH WEDDING ANNIVERSARY

Barbara and Bob Eves celebrated their 40th (ruby) anniversary this past summer with their family. After living in Palm Springs her entire life (born at our hospital) and being a volunteer at DRMC for 19 years plus the Recording Secretary of the Auxiliary Board for more than 14 of those years, Barbara and Bob have moved to Westlake Village to be closer to their daughter, son-in-law and twin grandchildren. We will miss you and we wish you well in your new home.



IN MEMORIAM

Louis Thibault

Susan Cougill



COMEDY CORNER

LAWS THEY TEACH IN PHYSICS CLASS

Law of Mechanical Repair: After your hands become coated with grease, your nose will begin to itch.

Law of Probability: The probability of being watched is directly proportional to the stupidity of your act.

Variation Law: If you change lines, the one you were in will always move faster than the one you are now in.

Law of the Bath: When the body is fully immersed in water, the telephone will ring.

Law of Close Encounters: The probability of meeting someone you know, increases dramatically when you are with someone you don't want to be seen with.

Law of the Result: When you try to prove to someone that a machine won't work, it will! (This applies especially to auto mechanics.)

Law of Biomechanics: The severity of the itch is inversely proportional to the reach.

Law of Commercial Marketing Strategy: As soon as you find a product that you really like, they will stop making it (or the store will stop selling it).

Jan. 1	New Year's Day
Jan. 15	Martin Luther King Jr. Day
Feb. 10	Lunar New Year
Feb. 14	Valentine's Day
Feb. 14	Ash Wednesday
Feb. 20	President's Day
Feb. 29	Leap Year Day
Mar. 10	Ramadan begins
Mar. 17	St. Patrick's Day
Mar. 24	Palm Sunday
Mar. 29	Good Friday
Mar. 31	Easter

Vera Wall, a long time volunteer at DRMC and member of the DRMC Auxiliary Board shared a special moment and honor given to her granddaughter, Karissa Canales. Karissa, age 30, was chosen by her Captain, along with three other fellow paramedics to ride behind President Joe Biden's motorcade when he visited San Francisco in September. It was a distinct honor to meet with the Secret Service Detail to receive information and plans on how to proceed. She said, "The Secret Service are so professional and personable. It's like a dream." And they were allowed to enter the "The Beast" and look inside.



KARISSA CANALES



KARISSA (second from left)
WITH FELLOW PARAMEDICS



VERA WALL

SEEN AROUND THE HOSPITAL



SCOTT MOREY
NCO

Scott Morey attended D'Youville College in Buffalo, NY where he obtained his BS in Nursing in 1996.

He achieved his MBA in Health Care Management at the University

of Phoenix in 2000. He put his education to practical use holding various positions as staff nurse in critical care and emergency services. In 2005, Scott served as Director of Telemetry/Emergency Services at Phoenix Memorial Hospital and was promoted to Director of Emergency Services/Nursing Resource Office at Phoenix Baptist Hospital. He then moved on to serve as Chief Nursing Officer (CNO) at Abrazo Maryvale Campus in Phoenix, AZ where he remained for five years and in 2016 he became CNO at Abrazo West Campus. In 2018, Scott joined the staff at DRMC as CNO. In 2021, he was promoted to Group Chief Nursing Officer with oversight for all three Desert Care Network (DCN) hospitals supporting the other CNOs to assure a more effective network of service and excellence. One of his most important achievements was to break down silos between departments and have all nursing units work together as one healthcare delivery team which resulted in improved care for our patients. Always aware of opportunities to improve our capability and support career advancement, Scott often speaks about DRMC being a career destination for both experienced and new graduate nurses. With DRMC designated the Valley's only Level 1 Trauma Center and Level III NICU, DRMC can offer all nursing specialties and a growing number of physicians to effectively handle any emergency situation. With responsibilities for 850+ nurses at DRMC and DCN, it is understandable that Scott is a very busy professional. However, he does manage to have some spare time for relaxation during which he enjoys travel and learning more about the Coachella Valley including hiking into the surrounding terrain. We here at DRMC are fortunate to have Scott as an integral part of the DRMC team.

By Peter Richardson



Joe Cicatiello was born

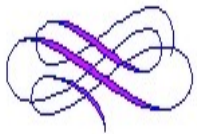


JOE CICATIELLO

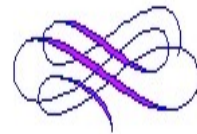
and raised in Youngstown, OH

and is the youngest of four brothers. After high school graduation, he attended Youngstown State University. During his college years, he worked in the steel mills to help pay for his education. Upon completion of school, he moved to New Jersey where he worked with the New Jersey Medicare Program holding a variety of positions, one of which was the Obama Care Program of New Jersey. Joe and his husband of 51 years, Jeff Veltre (who is also a volunteer at DRMC), vacationed in Palm Springs for many years and upon retirement, in 2018, they left the East Coast and moved to Palm Springs. Joe has been a volunteer at DRMC for five years. He worked as a front lobby Ambassador and is currently one of the smiling faces at the front desk greeting you when you enter to check in. In his free time, he enjoys hiking, swimming and working out. Joe's dream was to be a classical singer, but like so many dreams, it never happened. However, there is always that "maybe someday"!

By Ken Leitner



DRMC AUXILIARY LUNCHEON



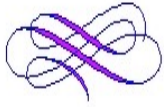
After a two year hiatus, the DRMC Auxiliary held its annual holiday luncheon on Wednesday, Dec. 20 at the Hyatt Hotel. The tables sported centerpieces of Christmas cacti in a variety of colors. As the bylaws set forth, two general meetings are to take place and are held in the winter and in the spring.

Auxiliary President, Peter Richardson, called the meeting to order at 12:09 pm. He welcomed everyone to the event and then introduced the members of the Board who were present. He discussed the state of the Auxiliary and said that, in spite of the hiatus caused by the pandemic, we are doing well financially due to the efforts of the Betty Hale Gift Shop's manager Eddie Maeda and to the Auxiliary's VP, Gift Shop Operations, Ron Callahan and Finance Chair, David Dibley. With their expertise, the Auxiliary will be able to continue its mission of giving grants to charitable non-profit organizations in the Coachella Valley and to fund scholarships for our senior Volunteers who meet the requirements. He invited everyone to browse the Gift Shop, see the wonderful displays that Eddie has created and to enjoy a great shopping experience. He said that we now have 190 working volunteers and asked everyone to recruit their friends to join us. President Richardson then introduced Mike Ditoro, Chief Administrative Officer. Mike introduced the members of the Administrative staff who were present and thanked all the volunteers for their dedication and hard work. He said how much Administration appreciates the time and efforts put in by the volunteers citing that this year there was a total of 20,000 hours performed by the Volunteers and that it would take a full time employee ten years to equal those hours. He then discussed the various departments in which volunteers are currently working. President Richardson adjourned the meeting at 12:35. Lead Chaplain, Roch Smith, gave the invocation prior to lunch. Jim Kelley, CHRO and Linda Sue Rosefsky, VP, General Operations judged the ugly/crazy sweaters and then drew tickets for the many door prizes donated by various businesses in the Valley. I think it is safe to say that everyone had a great time and are all looking forward to next year's holiday luncheon.

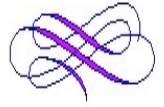


UGLY/CRAZY SWEATER WINNERS

By Linda Se Rosefsky



CHAPLAINS CORNER



Myrna Durr has stepped down as lead Chaplain and I have been asked to take over that position. Myrna and I have worked together for over a year and she has taught me so much....not only about working as a Chaplain at DRMC, but also about DRMC itself. We remain in touch and I look to her as my safety net and resource person. I have been doing Chaplains work for about six years. I was introduced to Chaplaincy when I was an Episcopal postulant and began Chaplaincy at San Gregorio Hospital in Banning. It didn't take me long to realize that Chaplaincy, not Priesthood, was my true calling. I really love being of service to those who are hospitalized and have been doing my best to be the best Chaplain I can be. I came to DRMC just before the COVID pandemic hit. Towards the middle of the time we were not allowed into the hospital, I was seriously injured in a motorcycle accident and missed several months of service. Fortunately, I was able to return a year ago. One of my biggest priorities will be to bolster our Chaplains numbers. We need more Chaplains! If you are interested or know of anyone who might be interested, please contact me at the Chaplain's office. I am also facilitating alcoholics and addicts to transition out of our hospital after their physical healing into programs that can help them to stay clean and sober. I have been gathering books and literature to that purpose and working with our chaplains so that they can determine when and how to give them to those patients. I will try my best to be available to you all. Please call or email with any questions or concerns you might have. If you have any ideas or options that you might like me to look at, please send them along. (rsmith6427@att.net or 909-969-3906). I truly appreciate the call to serve as lead Chaplain. I am hoping we can ALL work together to make the Chaplaincy at DRMC bigger, better and more effective, with God's help.

Blessings,
Chaplain Roch



GIFT SHOP UPDATE

December Christmas sales have been a little over \$50,000 so far, but with Christmas items reduced 30%, I am hopeful that that number will increase by the end of the year as there are other traditions that continue through to Jan. 6. In Mexico and other countries, Dia de las Reyes (known elsewhere as Epiphany) is celebrated on Jan. 6 and honors the Three Wise Men and the day that they gave their gifts to the Baby Jesus. This is the final day of the Christmas season. We still need volunteers for the 9:00-1:00 shift on Tuesday and Wednesday and the 1:00-5:00 shift on Monday, Tuesday, Wednesday and Friday. If you are interested, please contact me at the Gift Shop (760-323-6240 or drop in) or Nora Penida, Volunteer Coordinator (760-323-6648). I will be attending the January Las Vegas Market to visit with vendors and buy new items for 2024. Do stop in and browse through all of our wonderful merchandise.

Eddie Maeda, Manager





SPOTLIGHT ON.....



DESERT HEALTHCARE DISTRICT/DESERT HEALTHCARE FOUNDATION



**CARMINA ZAVALA, , VP
EVETT PEREZGIL, PRESIDENT**



**BOARD OF DIRECTORS
LES ZENDLE, MD, CAROLE ROGERS,
LETICIA DE LARA, ARTHUR SHORR,
KIMBERLY BARRAZA**

The Desert Healthcare District started in 1948 as Desert Hospital District with the support of local and state advocates to build a Palm Springs hospital because western valley residents had to drive great distances to receive essential and extensive healthcare services. With the construction of Desert Hospital, the operation and management of the new nonprofit hospital were the focus of the Desert Hospital District Board. As the community grew and with the advent of air-conditioning making year round comfortability, so did the demand for hospital services. More service required more staff and funding which was a daunting challenge for the District Board. Fortunately, fundraising efforts were buoyed by the hospital's location in Palm Springs which was a preferred getaway for major entertainers. Frank Sinatra corralled some of his powerful friends, including Sammy Davis Jr., Dean Martin and others, to support the hospital with their checkbooks and their talent. Some of them performed on stage with Sinatra at fundraising benefits. In 1967, the Desert Hospital Foundation was formed to further support the hospital's activities and had a board of directors separate from the Desert Hospital District Board. With costly and necessary building expansions as well as changing requirements for governmental payment support for patients, the operational and patient needs outpaced fundraising. In 1997, the Desert Hospital Board voted to lease the hospital to Tenet Health Systems for 30 years. Tenet would operate and manage the property as a for-profit hospital while the appropriately renamed Desert Healthcare District retained ownership. Thus, the Foundation essentially lost its job of fundraising for the hospital and became the Desert Healthcare Foundation. Its focus turned to supporting several community programs to provide help to those who needed assistance. In 2003, the Foundation Board was dissolved and the District Board assumed responsibility. In 2004 the development and incubations of two health needs programs were added under the Foundation: The Wellness Park, a five-acre fitness park owned by the District and adjacent to DRMC; HARC (Health Assessment Resource Center), a central resource for information and statistics about the health status of the community and its residents. In 2005, the Board of Directors gave directions to spin off all Foundation programs to existing nonprofit entities or to new start-up nonprofits. Operational support of one to two years was part of the spin-off. In 2012, the Desert Healthcare Foundation revised its bylaws and articles of incorporation to allow for support of healthcare and wellness services and programs across the entire Coachella Valley. While the Foundation exists as a fundraising arm for the Healthcare District and as an incubator of health and support programs, the District primarily operates as a grant-making agency that connects residents to services and programs through philanthropy, facilities, community education and public policy. In 2019, the agency was



**CARMINA ZAVALA, VP, CAROLE ROGERS, SECRETARY.
CHRIS CHRISTENSEN, INTERIM CEO,
DONNA CRAIG, PROGRAM OFFICER,
KIMBERLY BARRAA, DIRECTOR**

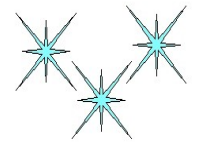
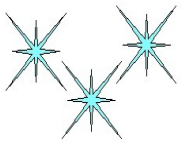
rebranded as the Desert Healthcare District and Foundation with one Board consisting of seven elected officials after its geographic boundaries were expanded the year before to cover the entire Coachella Valley.

By Will Dean
Director of Communications and Marketing



**LIFT TO RISE AWARDS CEREMONY
CHRIS CHRISTENSEN, INTERIM CEO.
BOARD MEMBERS**

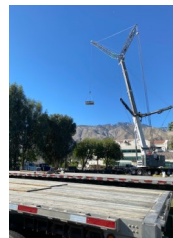
CARMINA ZAVALA, KIMBERLY BARRAZA, CAROLE ROGERS



AIR GOES SKY HIGH UPGRADES AT CCC

Twenty-eight years ago, when the Comprehensive Cancer Center (CCC) was completed, cool air units topped off the roof. That was 1995 and those units have finally been replaced with four new ones. Many of you noticed a huge crane in the Valet lot for about two weeks. This was a special rig designed to reach the top of the CCC from below ground and lift the four “elderly” units off their moorings and onto the flat bed trucks; then lifting the new units, weighing 15,000 pounds each, into place. There were still air conditioning units on the west drive providing circulation while the new units were married to their ducts. That ground unit blocked the west lane of the CCC drive to the main hospital entrance. Fortunately, by December 10, the new units were installed, the blockage was gone and traffic resumed as normal with both lanes open. Visitors, patients and staff at the CCC can now enjoy dependable comfort, year round.

By Peter Richardson



SANDRA DISTLER
GIFT SHOP

I love helping and retail is my background. Now that my husband is unable to do much outside of the home, this helps to keep my sanity.



JEFF VELTRE

I like the fast pace of the front desk and being able to help visitors who are in a variety of situations.



SCOTT HERMAN

It's a win..win..win! I get to help folks and appreciate the hospital benefits along with giving me something to do with my time. I've always done some volunteer work and it's nice being able to “give back”.

WHY I AM HERE



JADE RODRIGUEZ
ADMITTING DEPT

It is my first time working in the Admitting Department. I enjoy checking people in and directing them where to go. I also enjoy welcoming everybody that passes by. It brings me happiness when I see others happy. I am glad to be here



BERNARD LOUVET
GIFT SHOP

I worked as a Radiology Director for 30 years. In the Gift Shop, I enjoy taking care of people and helping visitors feel better along with doctors and nurses and all staff members. I further enjoy talking and supporting them with their different issues.

By Ken Leitner



"Long, Long Time Ago,... I can still REMEMBER WHEN....."

SPECIAL CARE UNIT FOR AIDS/HIV



SOUTHWEST ROOM



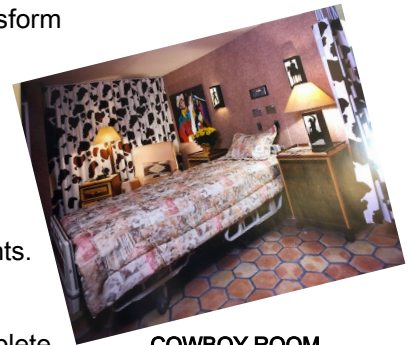
CAPE COD ROOM



LIVING ROOM



**MEL SHIPPER AND
GUY LAWSON**



COWBOY ROOM



SUNFLOWER ROOM

In July of 1995, when AIDS was the leading cause of death in America for people ages 25-55, a group of 25-30 dedicated volunteers led by Guy Lawson, opened the first Special Care Unit designed to improve hospital care for AIDS patients in Riverside County at Desert Hospital (which later became Desert Regional Medical Center). Guy, who was the volunteer coordinator for the Unit, worked with the hospital to develop and design theme rooms. The hospital virtually turned the idea over to Guy who requested donations and materials to transform 3-East into a "home away from home" for the seriously ill. Many benefactors, interior designers and businesses answered his call to help create this unique setting. The Unit included a staff of doctors, nurses, social workers, therapists and volunteers, all of whom asked to work with AIDS patients. The entire staff were trained and educated in the most current treatment of AIDS and the volunteers had to complete a special 40 hour training program. It opened with 10 beds and expanded to 20 beds. It had a recreational area and a common living room. The patient rooms had refrigerators, comfortable chairs, folding beds, mini sofas and VCRs. They were large enough to hold family members and/or friends who wished to spend the night...including pets. The theme rooms ranged from the whimsical cowboy room, the Judy room (Wizard of Oz motif), Cape Cod room, circus room, sunflower room, southwest room, etc.

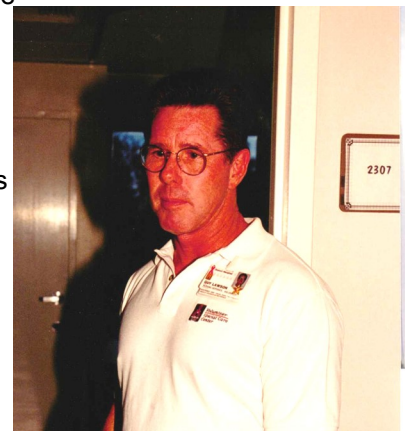
At that time the Coachella Valley had the second highest rate of HIV infection after San Francisco with slightly more than 2,000 AIDS cases in Riverside County, 70% in the Coachella Valley. Guy worked at the Unit 60-80 hours a week saying "It's the little things we can do as volunteers to make a difference".



**LINDA SUE ROSEFSKY AND
TOM O'MARA**

(TWO OF THE SPECIAL CARE VOLUNTEERS
STILL VOLUNTEERING AT DRMC)

By Barbara Eves



GUY LAWSON