



THE VOLUNTEER'S VOICE

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JIM'S GREETINGS

Happy Spring everyone! Just a quick reminder that the Volunteer Luncheon will be held on Friday, April 19 at the Hyatt Hotel. If you have not yet sent in your RSVP, please do so as we don't want to miss anyone! Congratulations on another successful bake sale and thank you to all who participated either by baking, working and/or purchasing the delicious offerings.

2023 was a year of hiring. DRMC did very well in our hiring goals for the year. Our 2023 hires goal was 339 and our actual was 389. RN goals target was 150 and the actual was 196. New RN Grad target was 59 and the actual was 114. Terms for 2023 target was 281 and the actual was 229. RN terms target was 113 and the actual was 81. New Hires target was 58 and the actual was 160. RN Net Hires target was 37 and the actual was 115. So, as you can see, 2023 was a good year indeed. We had +50 Hires; +46 RN seasoned hires; +55 New RN Grad hires; 52 less than target; +102 Net hires to goal and +78 RN hires to goal. We are currently working on our strategy and planning for all of our new targets for 2024 hiring. I am sure that we will have another successful year! AND, we also "hired" many new Volunteers and Volunteers!

Thank you for all that you do!



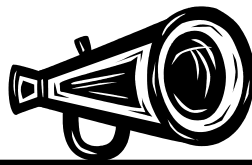
PETER'S MESSAGE

Spring is here with warmer weather and Daylight Savings Time. And, the Annual Appreciation/Awards Luncheon hosted by our Administration team. This is a great chance to come together without fear of contagion, enjoy fellowship and receive recognition for your work as Volunteers. This meeting is also a chance for an update of the "State of the Auxiliary" and an opportunity to meet your new officers. It will be my last opportunity to bring you all the update and to welcome the new officers whom you have elected to

serve. My term as President is finished. It has been a real pleasure to serve and to have had the support of a great Board with special emphasis on the Executive Group: Linda Sue Rosefsky, VP General Operations; Ron Callahan, VP Gift Shop Operations; Ernest Sussman, Treasurer; Barbara Eves, Recording Secretary and Barbara Elg, Corresponding Secretary. I will still be hanging around on the Board as Parliamentarian. We are always seeking new talent to serve on the Board and there are several positions open. We invite any of you to attend any of our meetings which are held the second Monday of each month at 9 am. (We do not meet in the summer.) By attending, you will have a chance to see if becoming a member of the Board will prove to be of interest to you. No pressure...just our thanks for your consideration. Thanks again for all that you do in support of "The Hospital You Trust To Care For Those You Love".

Keep up the good work.





DRMC AUXILIARY BAKE SALE

The DRMC Auxiliary held a bake sale on Friday, March 29 in the main lobby of the hospital. I am happy to report that it was a rousing success. Thank you to all those who donated the tasty items, to all those who worked before and during the sale and to all those who purchased the goodies.



Apr. 1	April Fool's Day
Apr. 9	Eid al-Fitr begins at sundown
Apr. 19	Appreciation/Awards Luncheon
Apr. 22	Earth Day
Apr. 22	Passover begins at sundown
Apr. 26	Arbor Day
May 12	Mother's Day
May 18	Armed Forces Day
May 27	Memorial Day
June 11	Shavuot begins at sundown
June 14	Flag Day
June 16	Father's Day
June 16	Eid al-Adha begins at sundown
June 19	Juneteenth
June 20	First day of summer



COMEDY CORNER

REDNECK MEDICAL TERMINOLOGY

ARTERY: The study of paintings
BARIUM: What doctors do when the patient dies
BOWEL: A letter like A, E, I, O, U
CAUTERIZE: Made eye contact with her
CAESAREAN SECTION: A neighborhood in Rome
D & C: Where Washington is located
HANGNAIL: A place to hang your coat
MORBID: A higher offer
NITRATES: Cheaper than day rates
NODE: Was aware of
RECTUM: Darn near killed him!
SEIZURE: A Roman emperor
TUMOR: More than one
URINE: Opposite of "you're out"
VARICOSE: Nearby
VULVA: An automobile made in Sweden



MEET YOUR NEWLY ELECTED OFFICERS

PRESIDENT: Ron Callahan



VP, GENERAL OPERATIONS:

Linda Sue Rosefsky



VP, FINANCE: David Dibley



TREASURER: Ernest Sussman



CORRESPONDING/ACTING RECORDING SECRETARY:

Barbara Elg



The position of Recording Secretary is still open. If anyone is interested in this position or any position on the general Board, please let one of us know.

SEEN AROUND THE HOSPITAL



SCOTT HERMAN
VOLUNTEER

Scott Herman was born and raised in Long Island, NY and has two older sisters. Upon graduation from high school, he moved to New Hampshire and then to Massachusetts. From there he moved to Chicago where he spent the next 30 years as a Marketing Consultant in the fields of media, marketing and sales. In 2008, Scott moved to Palm Springs and worked for radio station KPLM in market broadcasting and sales. He retired in 2017 and joined the Volunteer Program at DRMC a year later. He has worked in Errand & Escorts and is currently working at the front lobby desk.

He enjoys reading, music and playing the piano. His dream was to be in the radio media field.

I think it is safe to say "Mission Accomplished"!

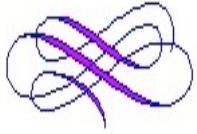
By Ken Leitner



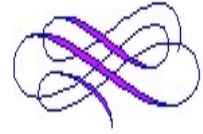
Glo Morales is a true California native. She was born in Long Beach, California and moved to the Coachella Valley at age 11. She has a younger sister, Allison, and because of her, Glo became a candy stripper. Glo was old enough to drive, her sister was not. Therefore, Glo drove to DRMC and the two spent a wonderful summer together volunteering as candy strippers. This experience ignited the love of nursing for Glo and "it was only just the beginning". After high school, she attended College of the Desert where she received her nursing degree. She then joined DRMC and has been here for 30 years. She worked in the Sinatra Tower and is now working in the NICU. She is an avid supporter of our volunteer cuddling program. Glo has four adult children and six grandchildren...with a seventh on the way. Her mother just celebrated her 90th birthday with a fabulous party surrounded by lots of family and friends. Glo enjoys biking, water aerobics and travelling with her boyfriend. A most exciting travel experience was her first trip to Europe two years ago which included a bike/cycling experience through various countries. Her dream was to become a nurse and it's great that her dream came true.

GLO MORALES
NICU NURSE

By Ken Leitner



IS IT VOLUNTEERING OR IS IT AUXILIARY?



There is ongoing confusion about how the Auxiliary differs from the Volunteer Services Program. This is because the two groups are composed of the same people.

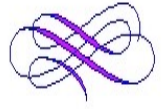
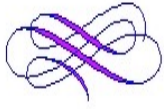
First a little history: From 1951 until 1997, our hospital was known as Desert Hospital and was a non-profit hospital. A non-profit (or not-for-profit) organization's funds are not taxable because they are only used to improve the organization. For this status, one must have a government designation known as a 501c3 which Desert Hospital had. At that time, our Auxiliary, as part of the hospital, had the same status and always gave the funds it earned from its fund raising activities to the hospital, often in the form of a new piece of equipment. However, in 1997, our hospital was leased to Tenet Hospital Corporation, a for-profit business and became known as Desert Regional Medical Center (DRMC). We now had a for-profit hospital with a non-profit auxiliary. The law clearly states that a non-profit entity cannot give ANYTHING to a for-profit business and retain its non-taxable status. The Auxiliary thus became a separate 501c3 organization. The sole purpose of our Auxiliary is FUND RAISING. There have been fund raisers from time to time, but our major fund raiser has always been our Auxiliary owned and operated Gift Shop which is located in the hospital lobby. YES, you read correctly...Auxiliary owned and operated Gift Shop. As a volunteer, you are entitled to a 20% discount on most items (not all) in the Gift Shop, and, at the same time, you are adding to our Auxiliary funds. In 1998, the Auxiliary Board, knowing that the Auxiliary could no longer donate to the hospital, made the decision to donate its earned funds to various needy health related organizations in the community. (Indeed, the mission statement of the Auxiliary is: TO SERVE THE PATIENTS OF DESERT REGIONAL MEDICAL CENTER AND THE CITIZENS OF OUR COMMUNITY BY PROVIDING FUNDS FOR VARIOUS PROGRAMS AND SCHOLARSHIPS.) The organizations requesting a grant must meet very rigid requirements. In 2001, a Continuing Education Scholarship Program was added to the list. These scholarships are given to high school seniors who are part of our VolunTeen Program. An application must be submitted and, as with the organizations, the student must meet very rigid requirements.

Simply Stated: As a volunteer, you are under the auspices of the Volunteer Services Department...a department of the hospital...working in and around the hospital, most of us in uniform, for the good of our community and hospital. As a member of the Auxiliary...which is a separate entity from the Volunteer Services Department and is NOT a department of the hospital...you are helping to raise funds that we donate to various health related organizations. Volunteer functions are paid for by the hospital. Auxiliary functions are paid for by the Auxiliary. Although this diminishes the amount that we have available for our grant and scholarship programs, the Board feels it is important that we have some social "togetherness".

If you still have some confusion, please ask one of the Auxiliary Board members to clarify.

Originally written by Mel Shipper

Former DRMC Auxiliary President and Editor of the Volunteer's Voice



CHAPLAIN'S CORNER

The Covid pandemic was especially hard on those who serve in hospitals. Nurses left their jobs, staff members were furloughed or left and volunteers, including chaplains, left. The chaplains who remained were not permitted to do their in-house rounds. Thus, it has been a slow start to get the chaplains numbers back to a point where the needs are again covered. Requests for a chaplain on weekends have only be sparsely covered due to finding a chaplain willing and able to make the extra trip to cover special needs. I am happy to report that for the first time in a few years we will have chaplains covering every day of the week. I would like to introduce our two newest chaplains: Barbara Djordjevic and Patti Rittmiller. Chaplain Barbara has completed her training and will be working on Sundays. I am now beginning Chaplain Patti's training, and once completed, she will be working on Saturdays. So please, if you see Chaplain Barbara or Chaplain Patti on the weekends, be sure to welcome them on board. If you, or anyone that you know, are interested in exploring becoming a chaplain, please let me know.



LEAD CHAPLAIN, ROCH SMITH

GIFT SHOP UPDATE

I hope you all enjoyed our St. Patrick's Day and Easter displays. We have many more fun items coming for Mother's Day and Father's Day and, of course, we have all of our every day items available. We are in the process of updating some of our equipment which, once completed, will make your shopping and checking out more pleasurable. We still need more volunteers, especially with the "snowbird" season ending. If you are interested in working in the Gift Shop, please come and see me.



EDDIE MAEDA, MANAGER



BULLETIN BOARD AND DISPLAY CABINET

You may not be aware that the Auxiliary has a bulletin board in the hallway near the cafeteria. Joann Smith is responsible for the informative and lovely seasonal displays. Take a moment to check it out. Also, in the main lobby near the Chapel, there is a display cabinet that features historical photos of our hospital. Barbara Elg and Linda Sue Rosefsky make sure that everyone can enjoy a bit of the history of DRMC and Palm Springs.



SPOTLIGHT ON.....



UNSUNG HEROES

Often we highlight medical services, departments and staff who are all “visible”, but what many of us forget are the “Unsung Heroes” with whom we usually do not interact on a regular basis.

Let me introduce you to two of those departments and make you all aware of their importance.

ENVIRONMENTAL SERVICES (EVS):

I spoke with Fernando Perez, EVS Operations Manager who has been with DRMC for over one year, having spent 15 years in the same position at Eisenhower Medical Center (EMC). Fernando heads up a staff of 70+ folks who maintain nearly 548,000 square feet of hospital space, excluding the Comprehensive Cancer Center. (You see them with brooms and mops and floor polishing machines.) The staff works in three shifts: 6:30 a.m. to 3:00 p.m.; 2:30 p.m. to 11:00 p.m.; and 10:30 p.m. to 7:00 a.m. Fernando is extremely happy here at DRMC because of our “teamwork culture”. He indicated that here, everyone works for the patients and the level of caring is tops. His crew takes pride in their work and are poised to offer even more innovation and effort. Married for over 20 years, Fernando has 7 children, the youngest being 18, and 10 grandchildren. When not directing his team’s efforts, he enjoys watching baseball and is a die-hard Yankees fan. He also enjoys barbecue. A man with an infectious smile and high ethical standards, Fernando is a valuable addition to our DRMC team.

PLANT OPERATIONS

We all assume that when we arrive to do our jobs, the doors will be open, the lights on and the hospital cooled to an average of 70-degrees (with some exceptions). And, if it weren’t for the skills and dedication of our Plant Operations team, none of this would happen. Andrew Caffrey, Market Director of Engineering, supervises 33 employees who are responsible for more than 500,000 sq. ft. of hospital structure including CCC and the Stergios Building. He took the reins in 2021 and divides his efforts between three major areas: Facilities Maintenance, Plant Maintenance and Bio-Med Engineering. The team includes plumbers, painters, heating and cooling, lighting and electrical, and plant generation. All of this is carefully monitored for optimum safety for employees and staff. Our power plant is two stories deep in the ground and includes two 1200 kw generators and one 1500 kw generator which, in an emergency situation, could keep the hospital humming for 15 days. Much planning and cost analysis is going into how to best upgrade the East Tower (built in 1968) and the rest of our facility to ensure we continue to meet and exceed the needs of our patients and staff. Divorced and the father of an adult son and daughter, Andrew loves to hit the road with his girlfriend in his mini-RV to explore parts of our SoCal area. He says that being on the road gives him the break that is needed from his very busy job. Hats off to Andrew and his team!



EVS

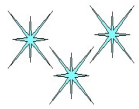
L to R: FERNANDO PEREZ, OPERATIONS MANAGER
WILLIAM LARA, UNIT DIRECTOR

By Peter Richardson

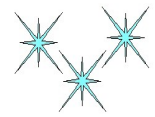


PLANT OPERATIONS

L to R: JOHN CASSIDY, PLANT OPERATIONS MANAGER
ANDREW CAFFREY, MARKET DIRECTOR OF ENGINEERING



THE LADDERS OF HEALTH CARE



You may have wondered what it takes to be a health care professional and what the various designations mean. Here is a glimpse of what they are and what it takes to get there.

EMT: Emergency Medical Technicians respond to medical emergencies and evaluation in a pre-hospital setting (on the scene and during transport to the hospital). This generally includes assessing the patient, determining the proper emergency care and administering treatment. EMTs also help with transporting patients safely between hospitals and care facilities. Steps to become an EMT: 1) Must be at least 18 years of age; 2) Must have a high school diploma or equivalent; 3) Must be CPR certified; 4) Must be certified by completing an EMT course and passing both a knowledge and skills exam.

PARAMEDIC: The highest level of EMT. They respond to emergency dispatches and provide advanced life support to the injured and ill when enroute to the hospital. They can administer intravenous medications and manage other complex emergency care by direction of a Physician. Steps to become a Paramedic: 1) Earn a basic certificate; 2) pass the EMT licensing exam; 3) Gain work experience; 4) Complete paramedic training; 5) Obtain State license; 6) Gain additional experience and education for career advancement.

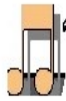
NURSING ASSISTANT(NA): An essential member of the healthcare team. NAs bathe, dress, mobilize and transport patients, obtain vital signs, report observations and reactions to a Registered Nurse. They also prepare equipment and keep the RN in the loop.

REGISTERED NURSE (RN): The path begins with education. The CA Board of Registered Nursing only considers candidates with accredited degrees. Education includes a four year program which may then allow continuation into a Masters Program and ultimately, post graduate experience. Upon graduating, candidates must sit for the National Council Licensing Exam (NCLEX) to receive a BRN (Bachelor of Registered Nursing) licensure.

PHYSICIAN ASSISTANT (PA): They practice medicine under the direct supervision of doctors or surgeons. Duties may vary depending upon Physician needs. Duties include: reviewing patient medical histories, performing exams, ordering tests and procedures, preliminary diagnosis, conferring with physicians on appropriate course for treatment, providing direct care, bandaging wounds, giving immunizations, setting broken bones and assisting in surgery, counseling patients and families post procedure. A minimum of two years college with courses in biology, chemistry, physics, math and behavioral science are required. Most applicants have a bachelor's degree and three years of health care experience as a nurse or paramedic.

NURSE PRACTITIONER (NP): As availability of Physicians decreases, the need for NPs increases. They can assess patients, diagnose diseases, order and interpret diagnostic tests, develop care plans and prescribe medications. Some even perform minor surgical procedures. Requirements include: 1) Having a graduate-level nursing degree; 2) At least a Master's Degree; 3) Become certified in a specialty area. After high school graduation, it will take 6-7 years to become an NP. Courses track with becoming an RN. Continuing education is encouraged.

M.D (Medical Doctor) or D.O. (Doctor of Osteopathy-Physician): Allopathic and Osteopathic schools have the same basic science curricula necessary to become Doctor/Physician, but they have two very different approaches and admissions statistics. Both require a Bachelor's Degree, medical school, residency, license and certification in an area of specialization. The D.O.s employ holistic methods in addition to M.D. protocols.



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

POSTCARDS

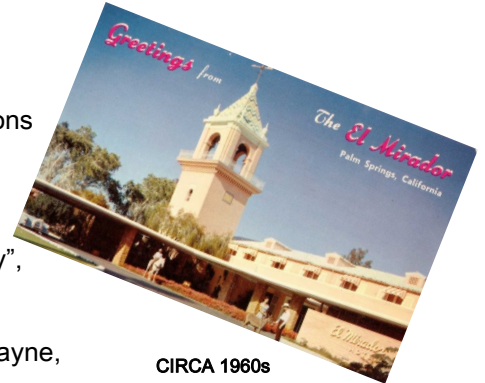


1928 CALENDAR

"Greetings from Palm Springs" was printed on millions of picturesque postcards of Palm Springs desert scenery, landmarks and hotels, mainly the El Mirador Hotel. During El Mirador Hotel's "heyday", some movie stars who stayed at the Hotel were

Claudette Colbert, George Gershwin, Cary Grant, John Wayne, Marlena Dietrich, the Marx Brothers, Gilbert Roland, Charlie Farrell, Dinah Shore, Jimmy Durante, Kirk Douglas, Johnny Weissmuller (Olympic swimmer, polo player, actor), Errol Flynn and many others.

The Hotel's majestic bell tower, golf course, tennis courts, Olympic-size swimming pool and its famous "Gardens of the Sun" (as it was sometimes called) drew guests from all over the country, and, indeed, from all over the world. These are a few of the postcards of the Hotel throughout the years.



CIRCA 1960s



PINK EL MIRADOR
1960



CIRCA 1950s



CIRCA 1940

By Barbara Eves



CIRCA 1940

