

## YRMC Planning Two New Projects

Yavapai Regional Medical Center (YRMC) launched National Breast Cancer Awareness Month on Oct. 1 by breaking ground on Northern Arizona's first breast care center. The BreastCare Center at YRMC—the latest addition to the hospital's wide range of services—is scheduled to open on the campus of YRMC East in Prescott Valley in October 2011.

The 6,500 square-foot facility will combine innovative technology with YRMC's philosophy of healing, resulting in a Center that features:

**A Top Team of Medical Professionals**

**Leading-Edge Diagnostic Tools**

**Continuity and Coordination of Care**

**A Healing Environment**

**Increased Accessibility to Services, Support and Information**

The BreastCare Center at YRMC is possible thanks to a generous \$1 million contribution from an anonymous donor. The Center will cost an estimated \$3 million to construct.

"We are just beginning construction of the BreastCare Center at YRMC, but already we are seeing its positive influence," said Tim Barnett, YRMC's president and CEO. "Its mission of early detection and health promotion is one that people and organizations throughout the Quad Cities can embrace. "We believe the Center will be a focal point for promoting health, wellness and healing in our communities."

The generosity of donors is also allowing YRMC to expand heart services provided to our community. This fall, Yavapai Regional Medical Center (YRMC) celebrates the three-year anniversary of its Heart Center by unveiling its expanded, centralized and re-designed state-of-the-art home at YRMC West.

"In just three years, YRMC's Heart Center has become a premier heart program," said Barnett.

"Thanks to our two nationally recognized heart surgeons—Drs. Tibi and Lee—and an outstanding team of nurses and technologists, the Center has exceeded all expectations."

The Center's work also has been noted by Prescott-area philanthropist, Ron James, president of the Harold James Family Trust. A \$1 million pledge by the Trust will help bring about the Heart Center's expansion.

"We're extremely proud that the expanded Heart Center will bear the name of these generous supporters and valued community leaders," Barnett said. According to Ron James, the decision to support the Center was influenced by numerous factors, including: the high quality care provided by the Heart Center team and the community health care need addressed by the facility.

*“No matter how big government gets, and no matter how many services it provides, it can never take the place of volunteers”*

*Ronald Reagan*

**“The Pulse”**

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1003 Willow Creek Road  
Prescott Arizona 86301

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# MVV Winners. . .

**The MVV Award (Mission, Vision, Values) has been instituted to recognize volunteers who demonstrate a special understanding of how the Mission, Vision and Values apply to the daily volunteer routines. Selection of the winners is made by the all volunteer Advisory Committee.**



(L to R) CEO Tim Barnett, Joyce Thomson, Don Danielson, Jean Hall, Jamen Trask and Phyllis Lupescu.

**Don Danielson** - was born and raised in Nebraska. After serving in the Air Force for four years, he moved to California, where he attended and graduated from San Jose State. The next 30 years he spent teaching high school in Pasadena, California.

Don’s wife, Ona, (also a YRMC volunteer for many years) and he moved to Prescott in 1990, a decision they’ve never regretted. They have two children and five grandchildren. Don’s hobby for 43 years has been collecting old toys and trains.

Don has volunteered with the Red Cross Disaster team, People Who Care and the Community Juvenile Justice Committee. In 1997 he began volunteering at YRMC as an ambassador, and then moved to the Cath Lab, where he’s worked for several years, thoroughly enjoying his association with the staff. Don says, “I’ve met so many nice patients, their families and friends, and also the YRMC volunteers and staff. It’s been a very rewarding experience.”

*“Since joining us in 1997, Don has contributed over 2,100 hours to YRMC. Thank you, Don!”*

**Jamen Trask** – was born and raised in New England in Winchester, MA, a town just outside of Boston. She graduated from Middlebury College in Vermont just six months before Pearl Harbor. Her husband, John, served in the south pacific as a Navy pilot flying PBY’s, rescuing downed pilots and crews.

They eventually settled on Long Island where they raised five girls, one of whom now lives in Prescott. Jamen volunteered as a mediator in the Long Island municipal court system, learned to write Braille to translate books for the blind, and was active with Girl Scouts for many years.

After Jamen’s husband died she moved to an active adult retirement com-

*continued on opposite page*

## Winners *continued from page 2*

munity in New Jersey with her sister. There she served on many committees in local government and volunteered at the hospital in Mt. Holly, NJ for over 20 years. There she set up a program for people who were anxiously waiting for news of family members undergoing surgical procedures. A volunteer would locate the family wherever they might be in the hospital and let them know the doctor would meet them in a particular room to update them on their loved one (long before the days of cell phones!)

When Jamen turned 85 she decided it was time to move closer to one of her girls, so she moved to Prescott. She joined YRMC in 2005 and serves in the gift shop. Additionally, she is involved with the Open Door and Circles of Support programs of the Coalition for Compassion and Justice in Prescott.

*"Jamen has donated over 1,150 hours to YRMC, and you can see she's stays active and involved in her community. She says it's the way she was raised, but we think she's very special!"*

**Phyllis Lupescu** came to Prescott with her husband, Pete, from Michigan in 1994, having had enough of cold damp winters and humid summers! A year later, Phyllis says, "My good friend Bertha Ballard decided I was going to volunteer at YRMC and she dragged me kicking and screaming (well, not quite, but at least with fear and trepidation) to the Volunteer Office. 15 years later I'm still here."

Phyllis began in the gift shop but soon felt that the Information Desk was the place for her. She started with a permanent shift on Friday afternoons but after a few years she and Pete, a volunteer escort, decided that being substitutes fit their schedules better. She says, "The plus side of being a sub is that I've been able to work with and get to know just about all the desk and escort volunteers. What a great group of people! They definitely feel like an extended family and are a pleasure to work with." Phyllis and Pete's three children and their families are scattered far and wide – Oregon, North Dakota and New Jersey, so Phyllis is glad that Prescott has so many opportunities to make good use of her time. She says, "There are always fun things to do and see and I am rarely bored. In addition to my time at YRMC, I'm very active in our church and enjoy reading, traveling and computer 'stuff'."

Phyllis adds, "Often those of us at the Information Desk are the first hospital personnel that visitors to YRMC come in contact with. First impressions are crucial, and

if I can relieve some worry and anxiety from hospital patients and guests with a smile and friendly help, I consider my time well spent. I consider it a privilege and know I'll continue to volunteer as long as I'm physically able and the position continues to be fun and challenging."

*"Phyllis has contributed nearly 2000 hours to YRMC, but best of all she shares with us her always cheerful and positive attitude. She is one of our treasures!"*

**Jean Hall** and her husband, Doug, moved to the Prescott area in 1986. She joined YRMC in 1997, working in many different areas of the hospital over the years, including the Information Desk, escorting, Cardiac Rehab and the Pendleton Center. In addition to serving at YRMC, she also volunteers with Meals on Wheels and Prescott People Who Care. Her hobbies include reading, playing bridge and exercising. She has three daughters, three grandchildren and five great grandchildren. Jean says, "I really enjoy meeting new people and working with the great staff and volunteers."

*"Jean currently serves in Cardiac Rehab and has contributed nearly 2,500 hours since joining the YRMC volunteer family. Thank you, Jean!"*

**Joyce Thomson** – was born and raised in South Dakota and eventually migrated to Illinois, California, and finally Prescott in 1987. She and her husband, George, have lived here for 23 years. They have five children, four living in California and one in Colorado, and three grandchildren. They own a used book store, Anchor Books, and Joyce works two days a week as a nail technician at The Ritz, after many years in banking. She has been volunteering at the Wellness center for almost 5 years and enjoys the people she works with, who make her feel so appreciated. Joyce says, "Also having been a patient in the hospital recently, I appreciated the excellent care and attention I was given. YRMC is the best!"

*"Joyce has contributed nearly 900 hours since joining YRMC's volunteer family – we're thankful she's here!"* ♦

*"Make peace with your past so it doesn't mess up the present."*

*anon"*

## Two New Projects *continued from first page*

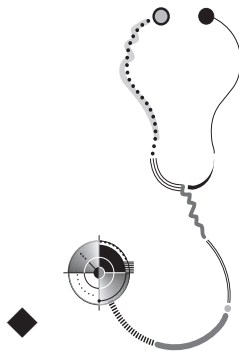
“It gives area residents great relief to know YRMC is here and qualified to help them with something as important as heart surgery,” said James. “The community should be proud of what YRMC has undertaken on its behalf.”

The James Family Heart Center at YRMC West is being renovated with the comfort of patients and families in mind. With the relocation to the second floor of YRMC West, the Heart Center’s Progressive Care Unit (PCU) will increase from eight to 14 private rooms. By centralizing the Heart Center, patients undergoing procedures in either of its two heart surgery suites or its two Cardiac Catheterization Laboratory rooms will remain in the Heart Center throughout their respective hospitalizations.

“The support of the Harold James Family Trust allows us to take the Heart Center to an even higher level,” said Pierre R. Tibi, MD, FACS, medical director, Cardiothoracic Surgery at YRMC. “When we launched the Heart Center, it was with the commitment from all involved that our program would be equivalent to the best open heart programs anywhere in the United States. This gift allows us to continue that commitment. We’re proud that YRMC’s Heart Center will bear the James name.”

According to Dr. Tibi, YRMC’s Heart Center performs as many surgeries—open heart and thoracic (lung)—as hospitals in Phoenix or any urban area. YRMC’s comprehensive heart program includes the following services and facilities to care for heart patients from diagnosis to treatment to recovery:

- Adult Cardiothoracic Surgery (heart and lung)
- Dedicated Cardiovascular Operating Suites
- Vascular Surgery
- Cardiac Catheterization and Angiography
- Interventional Radiology
- Cardiology
- Cardiovascular Intensive Care Unit
- Progressive Care Unit
- Cardiac Rehabilitation/Preventive Medicine



### East Campus Update

“There are now 235 volunteers on the East Campus, even though it hasn’t even been 5 years yet since the campus has opened,” says Ann Monroe, Volunteer Services Manager. “We have constantly been in motion”, she says. And with the construction of the Breast Care Center she expects there may be a need for additional volunteers. The East Campus enjoys a good unit of volunteers with only a few openings currently.

### EC Gift Shop Update

Sue Irwin, Gift Shop manager extends her appreciation for all the help that has been given from Warren and Betty Mahaly, the East Campus Gift Shop chairs. A promotion began Friday where individuals can participate in a Bingo game. A stamp will be given with each purchase and if you get a “bingo” your card will be entered in a drawing



### The Year is 1905 – One hundred and five years ago What a difference a century makes.

The average life expectancy in the US was 47 years. The five leading causes of death in the US were:

1. Pneumonia and Influenza
2. Tuberculosis
3. Diarrhea
4. Heart Disease
5. Stroke

- Only 41% of the homes in the US had a bathtub.
- Only 8% of the homes had a telephone. A three-minute call from Denver to New York City cost \$11.
- The average wage in the US was 22 cents an hour. The average US worker made between \$200 and

\$400 a year.

- More than 95% of all births in the US took place at home.
- Sugar cost four cents a pound. Eggs were fourteen cents a dozen. Coffee was fifteen cents a pound.

\* Imagine what life might be like in another 100 years!!!



## T.E.A.M. Awards – Special Recognition

**T.E.A.M. Awards go to volunteers and others who do something special that makes a difference at YRMC. Special recognition goes to the following volunteers:**

**Dolores Abalos** (from volunteer)  
Dolores is always eager to help out in any way she can, and always in a cheerful way! She steps in to cover the volunteer office besides her regular duties. Thank you, Dolores.

**Sonya Amend** (from staff)  
Sonya took care of a problem at the front desk by following the “complaint handling process”. She was able to get the information needed, and to forward it on appropriately. We really appreciate her professionalism!

**Carol Bielick** (from staff)  
Carol, Thank you just isn’t enough for all the hours you contribute, your ideas, all the attention to detail, your help setting up at events, EVERY THING!!! THANK YOU.

**Robin Blake, Freddi Davis, Sara Hanson,** (from staff)  
Thank you so much for all of your help with stuffing the Arizona Tax Withholding letters. It was very much appreciated. The stuffing and mailing went quickly and smoothly and thanks to your efforts, we easily made our deadline. We couldn’t have done it without you. Thanks again!

**Rod Boeve** (from staff)  
After a midnight shift at the VA, Rod came in today to drive the courtesy cart. We appreciate his willingness to still sub for a shift even though he worked the night before. Thanks, Rod, for coming in to help assure coverage for our patients and visitors!

**Don Danielson** (from staff)  
I often have the pleasure of observing Don in his position in the Cath

Lab. He is an excellent conversationalist and has a wonderful sense of humor, both traits that help put people at ease in what can often be a tense setting. His personality truly enhances the services provided for our patients and their families and friends.

Thanks also extended for the many times that he has taken a double shift to provide coverage in this department. Thanks, Don - your service is a joy to witness!

**Dani Dutton** (from staff)  
Dani changed her volunteer day for to help provide coverage for a volunteer who was out. What was expected to be two weeks turned into two months! We appreciate her willingness to help in this way which assured mail coverage. Thank you Dani.

**Mary Lou Hazard** (from staff)  
Mary Lou came in and helped for 4 hours with our Scrub sale in addition to her regular shift. Mary Lou is a very willing and appreciated worker!

**Deanna Melendez** (from staff)  
Deanna came in and worked a four hour shift in our recent special event Scrub sale. In addition to her regular shift in the Gift Shop, Deanna also orders out candy and keeps track of the sales. We appreciate having such a conscientious worker!

**Lynette Hungerford** (from staff)  
Lynette recently agreed to assist in the Finance Department with a clerical project. She added several days of volunteering and we appreciate her willingness to help out in a

much needed area.

**Marcie Raney** (from staff)  
Marcie is so great coordinating our special events. She scheduled workers for our recent Scrub sale. In addition she has ordered and kept-track of our card sales for the past 12 years. Now she has agreed to take on this job with East Campus cards!

**Gene Manzer** (fellow volunteer)  
Talk about a team player!! Gene is always willing to switch to a different shift when there isn’t enough work for two volunteers on his regular shift. This is a big help since the Endoscopy work load has been very inconsistent from week to week.

**Sharon Molinari** (from staff)  
Sharon is one of the best! She is always happy and she gives out candy to us. But most of all she is a *very, very* nice person!

**Larry Semsch** (from staff)  
Larry recently copied a number of DVD’s for us. He is always so willing to help us with these projects and also so prompt. These copies serve our department and our volunteers in several important ways. Thank you much, Larry!

**Susie Stirling** (from staff)  
Susie, thank you for taking the time to come to the school and help set up for the Service Awards event. I also thank you for transporting the cake and food from the EC over to the school. You were a tremendous help!

**Carol Simple** (from staff)  
Carol recently agreed to serve as our tour guide for community groups.

*continued on next page*

## T.E.A.M. Awards— *continued*

She had her first group on May 7th and did a superb job with them. She additionally did a wonderful job in coordinating the schedule with the various departments. Carol is always so willing to help where needed and we appreciate her willingness to take on this new role.

### **Karen Thompson** (from staff)

Karen recently agreed to take on another volunteer position in our Finance Department. We did not give her much notice, yet she willingly added several days of service to her schedule to help them with an urgent need., Karen is conscientious and thorough in her service and we appreciate her expertise.

### **Phyllis Troutt** (from staff)

Phyllis, in addition to working in the Gift Shop came in at 7:00 am to help Apparel Pro with their Scrub sale for employees. Phyllis is always so generous with her helping out on the early shifts of our special events.

### **Roberta Winker** (from staff)

Roberta recently took it upon herself to develop a training document for volunteers who are new to the Nutrition Area of Service. This action was taken prior to her assuming the chair role. I appreciated her initiative and leadership. Roberta recently added another day of service to help with coverage, another benefit to the department. ♦

*Good friends are like stars.  
You don't always see them, but  
you know they are there.*

*anon*

This issue's fun feature: . . .

## Try this quiz to see how many you remember!

1. In the 1940's, where were automobile headlight dimmer switches located?
  - a. On the floor shift knob
  - b. On the floor board, to the left of the clutch
  - c. Next to the horn
2. The bottle top of a Royal Crown Cola bottle had holes in it. For what was it used?
  - a. Capture lightning bugs
  - b. To sprinkle clothes before ironing
  - c. Large salt shaker
3. Why was having milk delivered a problem in northern winters?
  - a. Cows got cold and wouldn't produce milk
  - b. Ice on highways forced delivery by dog sled
  - c. Milkmen left deliveries outside of front doors and milk would freeze, expanding and pushing up the cardboard bottle top.
4. What was the popular chewing gum named for a game of chance?
  - a. Blackjack
  - b. Spades
  - c. Baccarat
5. What method did women use to look as if they were wearing stockings when none were available due to rationing during W.W.II ?
  - a. Suntan
  - b. Leg painting
  - c. Wearing slacks instead
6. What postwar car turned automotive design on its ear when you couldn't tell whether it was coming or going?
  - a. Studebaker
  - b. Nash Metro
  - c. Tucker
7. Which was a popular candy when you were a kid?
  - a. Strips of dried peanut butter
  - b. Chocolate licorice bars
  - c. Wax coke-shaped bottles with colored sugar water inside
8. How was Butch wax used?
  - a. To stiffen a flat-top haircut so it stood up
  - b. To make floors shiny and prevent scuffing
  - c. On the wheels of roller skates to prevent rust

9. Before inline skates, how did you keep your roller skates attached to your shoes?
- With clamps, tightened by a skate key
  - Woven straps that crossed the foot
  - Long pieces of twine
10. As a kid, what was considered the best way to reach a decision?
- Hopskotch
  - Ask Mom
  - Eeny-meeny-miney-mo
11. What was the most dreaded disease in the 1940's-50's?
- Smallpox
  - AIDS
  - Polio
12. "I'll be down to get you in a \_\_\_\_\_, Honey"
- SUV
  - Taxi
  - Streetcar
13. What was the name of Caroline Kennedy's pet pony?
- Old Blue
  - Paint
  - Macaroni
14. What was a Duck-and-Cover Drill?
- Part of the game of hide and seek
  - What you did when your Mom called you in to do chores
  - Hiding under your desk, and covering your head with your arms in an A-bomb drill.
15. What was the name of the Indian Princess on the Howdy Doody show?
- Princess Summerfallwinterspring
  - Princess Sacajawea
  - Princess Moonshadow
16. What did all the really savvy students do when mimeographed tests were handed out in school?
- Immediately sniffed the purple ink, as this was believed to get you high
  - Made paper airplanes to see who could sail theirs out the window
  - Wrote another pupil's name on the top, to avoid their failure
17. Why did your Mom shop in stores that gave Green Stamps with purchases?
- To keep you out of mischief by licking the backs, which tasted like bubble gum
  - They could be put in special books and redeemed for various household items
  - They were given to the kids to be used as stick-on tattoos
18. Praise the Lord, and pass the \_\_\_\_\_?
- Meatballs
  - Dames
  - Ammunition
19. What was the name of the singing group that made the song "Cabdriver" a hit?
- The Ink Spots
  - The Supremes
  - The Esquires
20. Who left his heart in San Francisco?
- Tony Bennett
  - Xavier Cugat
  - George Gershwin

*Answers on page 8*

**Don't miss it!!**  
**YRMC Volunteer**  
**Open House!**

**Monday, Nov 15**  
**2-4 pm**  
**West Cafeteria**

**Be there**  
**or be square!**

ANSWERS to Fun Feature Quiz:

1. b) On the floor, to the left of the clutch.  
Hand controls, popular in Europe, took till the late '60's to catch on.
2. b) To sprinkle clothes before ironing.  
. . . Who had a steam iron?
3. c) Cold weather caused the milk to freeze and expand, popping the bottle top.
4. a) Blackjack Gum.
5. b) Special makeup was applied, followed by drawing a seam down the back of the leg with eyebrow pencil.
6. a) 1946 Studebaker.
7. c) Wax coke bottles containing super-sweet colored water.
8. a) Wax for your flat top (butch) haircut.
9. a) With clamps , tightened by a skate key, which you wore on a shoestring around your neck.
10. c) Eeny-meeny-miney-mo.
11. c) Polio. In beginning of August, swimming pools were closed, movies and other public gathering places were closed to try to prevent spread of the disease.
12. b) Taxi. Better be ready by half-past eight!
13. c) Macaroni.
14. c) Hiding under your desk, and covering your head with your arms in an A-bomb drill.
15. a) Princess Summerfallwinterspring. She was another puppet.
16. a) Immediately sniffed the purple ink to get a high.
17. b) Put in a special stamp book, they could be traded for household items at the Green Stamp store.
18. c) Ammunition, and we'll all be free.
19. a) The widely famous 50's group: The Inkspots.
20. a) Tony Bennett, and he sounds just as good today..

SCORING

17- 20 correct: You are older than dirt, and obviously gifted with mental abilities. Now if you could only find your glasses. Definitely someone who should share your wisdom!  
12 -16 correct: Not quite dirt yet, but you're getting there.  
0 -11 correct: You are not old enough to share the wisdom of your experiences.

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*"The bubbling brook would lose  
it's song if you removed the  
rocks!"*

*anon*

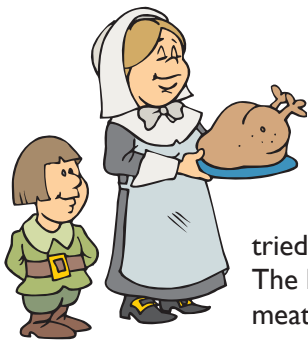
## New YRMC Volunteers

We welcome all 36 of you to  
our volunteer family!

- Kara Bartlow
- Leigh Blake
- Sandra Bobbit
- Nancy Cochrane
- Sandy Cousineau
- Nancy Daebelliehn-Hall
- Sheri Doll
- Franklin Finley
- Mary Frownfelter
- Sue Hoagberg
- Ivie Hone
- James (Jim) Hunnell
- Roy Jackson
- Carol Jackson
- Sherri Jean
- Peggy Kirkland
- Kimberly Kirkkedahl
- Terry Larsen
- Gail Larsen
- Taylor Lister
- Sharon Mayes
- Miranda Perales
- Ronald Phillips
- Amanda Pitts
- Ashley Pirante
- Leigh Prettyman
- Alma Rans
- Ernie Ramos
- Marion Scamardo
- Larry Smielewski
- William Stafford
- Sarah Stansauk
- Laurina Stensrud
- Wayne Stephanoff
- Ashley Stone
- Sharon Warner

*Many Thanks!*





## Thanksgiving

“Twas the night of Thanksgiving,  
but I just couldn’t sleep.  
I tried counting backwards, I  
tried counting sheep  
The leftovers beckoned—the dark  
meat and white, but I fought the  
temptation with all of my might.

Tossing and turning with anticipation, the thought of a snack became infatuation. So I raced to the kitchen, flung open the door and gazed at the fridge full of goodies galore.

I gobbled up turkey and buttered potatoes, pickles and carrots and beans and tomatoes. I felt my self swelling, so plump and so round, ‘till all of a sudden I rose off the ground.

I crashed through the ceiling, floating into the sky with a mouthful of pudding and a handful of pie. But I managed to yell as I soared past the trees. . .”Happy eating to all – pass the cranberries please!”

May your stuffing be tasty, may your turkey be plump, may your potatoes and gravy have nary a lump. May your yams be delicious, may your pies take the prize. May your Thanksgiving dinner stay off of your thighs.



**East & West Campus  
Gift Shops**

**10% OFF COUPON**  
**any single non-sale item**

Valid through March 31, 2011  
One coupon per person please

**There is no sales tax on gift shop items!**

## Calendar: November 2010 thru January 2011

November 15 - Fall Volunteer Open House – everyone welcome! YRMC W. C. Cafeteria, 2-4 pm

November 18 – Employee and Volunteer Craft Fair – W. C. Cafeteria – 7 am – 4 pm

November 25 – Happy Thanksgiving!



December 1 - 9 – Happy Hanukkah



December 14 – Holiday Celebration Meal  
West Campus

December 15 – Holiday Celebration Meal  
East Campus

December 25 – Merry Christmas!



December 31 – New Year’s Eve – Happy New 2011!



January 17 – New Volunteer Orientation  
West Campus 3 pm – Spruce Rm.

January 19 – Reorientation Spruce Room  
West Campus\*

Orientations and annual reorientations for East Campus will be scheduled as needed by Ann Monroe

*Yesterday is history, tomorrow is  
a mystery, today is a gift, that’s  
why it’s called: The Present.*

*anon*



**Volunteer Services**  
Yavapai Regional  
Medical Center  
1003 Willow Creek Rd.  
Prescott AZ 86301

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U. S. Postage  
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## Hugs. . .

It's wonderful what a hug can do. A hug can cheer you when you're blue.  
A hug can say, "I love you so." or "Oh, I hate to see you go."  
A hug is, "Welcome back again." and "Great to see you, where've you been?"  
A hug can soothe a small child's pain, and bring a rainbow after rain.  
The hug. There's no doubt about it, we scarcely could survive without it.  
A hug delights and warms and charms, it must be why God gave us arms.  
Hugs are great for fathers and mothers, sweet for sisters, swell for brothers.  
And chances are your favorite aunts love them more than potted plants.  
Kittens crave them, puppies love them. Heads of states are not above them.  
A hug can break the language barrier, and make your travels so much merrier.  
No need to fret about your store of 'em, the more you give, the more there's  
more of 'em.  
So stretch your arms without delay and give someone a hug today.

author unknown

