

Volunteers in Motion

Dr. Juan Paredes Magana and Minorities in Medicine

May/June 2023

In 2018, when Dr. Juan Magaña joined Montage Health as a Hospitalist, he set to work creating a remarkable community outreach program with the goal of attracting underrepresented minorities into medical careers. His evolving creation, Minorities in Medicine, caught the eye of the Montage Health Foundation, which now provides funds to support the program. He reaches out to our community colleges and CSUMB to invite eligible students to join an ongoing program shadowing a medical professional at CHOMP. Up to 10 doctors, mainly Hospitalists and Surgeons, support the shadow sessions.

Student participants must be 18 or over and be underrepresented minorities within medicine, which includes students who are economically disadvantaged. The Foundation provides scholarship grants to help with expenses such as travel to and from the hospital. It's a wonderful initiative; it's local and *Volunteers in Motion* caught up with Dr. Magaña to talk about it.

VIM: Back in 2018 and fresh into a new job, why did you set out to do this?

Dr. Magaña: As a member of the Biology Scholars Program (BSP) at UC Berkeley, a diversity program with



Rubi Galarz and Dr. Magana in 2021 when she was shadowing him. Rubi has been mentored by Dr. Magana since 2009. She is currently a medical student at UC Davis School of Medicine and is applying to Emergency Medicine residency.

the goal of diversifying the health sciences, I was inspired to make that goal part of my life. Ever since graduating UC Berkeley in 2007 I have actively worked to help underrepresented students in the health sciences achieve their dreams of going into a Science, Technology, Engineering & Math (STEM) or health field. If it were not for BSP and the many family members, friends, advocates, and mentors in my life, I would not be where I am today. This work is how I pay it forward to them and my community. Starting a shadowing program at CHOMP is one of the many goals I set out to accomplish once I returned home to Monterey County as a community physician. Establishing the

shadowing program is really an investment in the community that we serve. The reality is that we don't have enough doctors, nurses, therapists, and other medical professionals to fill the needs of Monterey County. My hope is to address that need and fill it with local,

From The President

Hello Volunteers

A special Thank You to all of the volunteers who attended our Annual Auxiliary Picnic.

And for those of you who were not able to attend, know that you were missed.

This picnic is one of many ways to celebrate all of you for your hard work and dedication.

I can't stress enough how much I appreciate each and every one of you.

As we all know volunteers donate their time for free.

The least we can do is show our appreciation and recognize each of you.

It was a fun day with an array of great Mexican food,

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Julie Rush and a Vision for the Tyler Heart Institute



For this issue, *Volunteers in Motion* met with Julie Rush to talk about her first year as Director of the Tyler Heart Institute (THI) at Montage Health and about the ambitious plans to expand cardiovascular services. Julie joined Montage in July 2022 from HCA Healthcare Good

Samaritan Hospital in San Jose where she served as the Director of Cardiac Services. We asked her to tell us her first impressions as well as the challenges of that first year.

Julie: CHOMP is definitely a great place to work. The staff, both clinical and administrative, are wonderful and there is a vision for growth and expansion of services. One of the main things that attracted me to Montage is the community mindset. The culture and philosophy are a good fit with who I am. I am excited for the future. Challenges? Initial challenges were learning a new environment and, of course, two major construction projects - the inpatient Catheterization Lab remodel and new construction for Cardiac Imaging at Ryan Ranch.

VIM: I suspect some in the Montage community are less than clear on everything THI is and does. Can you give us a thumbnail picture?

Julie: THI is the umbrella for a whole range of inpatient and outpatient cardiovascular services delivered in different locations that includes:

Invasive cardiology at CHOMP including the Cath Lab

Non-Invasive inpatient and outpatient cardiology at Garden Court

Cardiopulmonary wellness at the Wellness Center in Marina

Cardiovascular imaging at Garden Court will be moving this summer to a new location at Ryan Ranch, where we will continue providing cardiac imaging and testing services such as echocardiograms; vascular ultrasounds;

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Out on Deployment

As a member of the Auxiliary Visitor Services, serving as a patient ambassador, Christopher Harvard had a purpose to foster a special connection to support health and wellbeing. Christopher came to the Auxiliary after having surgery here at the hospital. He was so taken with the care the volunteers showed, he decided to volunteer himself. He was attending the Defense Language Institute at the time. Christopher's favorite part about volunteering is the



“Volunteering for Visitor Services helps me connect with my community by becoming a conduit between people in need. To have the opportunity to satisfy needs or find someone who can be of service is fulfilling.”

—Christopher A. Harvard, patient ambassador volunteer, Community Hospital

opportunity to bring people together for the precious chance to spend time with family or friends for what may be the very first or very last time.

Christopher has been deployed for a three month training at Goodfellow Airbase in San Angelo, Texas. He will remain a month or so longer awaiting his first assignment. He is hoping to have the chance to return to Monterey in August or September in order to say his final goodbyes.

Something that was very important to Christopher was receiving the Military Outstanding Volunteer Service Medal for “exceptionally meritorious volunteer service to the Community Hospital of the Monterey Peninsula. His commitment to the community is in keeping with the finest traditions of military



service and reflects great credit upon himself, the 29th Military Intelligence Battalion, the Defense Language Institute Foreign Language Center Company, and the United States Army.”

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Michelle Duncan and Continuous Learning at Montage Health

A year ago, Michelle Duncan joined Montage Health as the new Director of Professional Development & Education Services. Hers is a new role with a broad remit – to drive organization and people development, not just with a clinical focus but across all the professional activities and functions in the organization. In short, to create a learning organization and culture at all levels. She is an experienced Learning & Development leader and has worked in leadership roles for large health systems in Atlanta and Harrisburg. Her appointment represents a clear message about the Montage commitment to the future of organization and people development.

Volunteers in Motion asked Michelle about the first year in her new role. She said: “First of all, it’s been a whole lot of listening and needs analysis towards a learning & development strategy for the organization. How can we combine education and professional development with busy schedules and lives through Microlearning – delivering learning in small bites on mobile devices? How can we make development sustainable rather than ephemeral or flavor-of-the-month by adopting follow-up, accountability and continuous learning?”

VIM: What first-year milestones would you point to?

Michelle: A big one is to secure approval for an Organization Development Specialist to join our team. But the biggest is funding of \$450,000 from the Montage Health Foundation to create the One Montage Academy



Michelle Duncan and the inaugural Leading at Montage class

in response to a strong message from our staff survey for more professional development (more information). Also, creation of our leadership program for Managers and above – Welcome to Leading at Montage.

VIM: Tell us about your team in Professional Development & Education Services.

Michelle: We have an Assistant Director, a Computer Instructor focusing on the Learning Management System, 2 Administrative Assistants, 10 Clinical Educators and a soon-to-be-hired Organizational Development Specialist, plus me. As a result, we deliver about 90% of staff training with internal resources rather than external consultants. These resources are now organized around a service line model for greater focus.

VIM: What are your immediate plans learning and development in Montage?

Michelle: Create more visibility to the learning programs that are currently available; Ensure learning plans and programs are sustainable; Carry out continuous learning needs analysis; Begin succession planning & development by identifying critical roles in the organization.

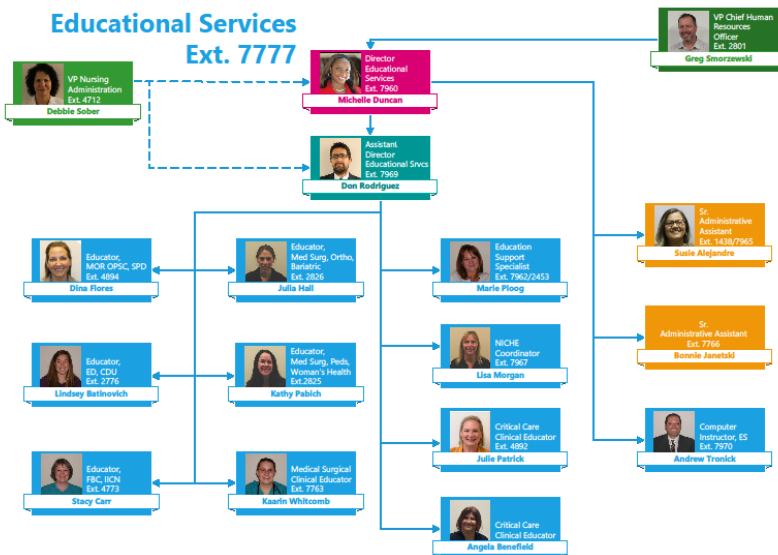
VIM: And what would success look like five years out?

Michelle: Clinical education fully integrated into life skills learning; A built-out structure for organization development; An organization that thrives by building a learning culture one person at a time; Succession and development plans in place for critical positions.

VIM: What are your thoughts on volunteer education programs?

Michelle: I’d love to see volunteer education opportunities expand. We’ve begun Naloxone training and a program for CPR/AED for volunteers. You can be sure there are other life-skills training opportunities to come.

VIM: Exciting times ahead!



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Christopher's driving message to anyone interested in volunteering is to remember, above all else, people who become patients, as well as those who come to visit, become VIPs the minute they step through the door. "And they must be treated as such intentionally, by the fine staff and volunteers."

Volunteers In Motion wish Christopher joy and fulfillment in his future endeavors.



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home-grown talent that exists right here in our county. Where some people may look at my community and expect very little of its residents and youth, I see future doctors. I grew up in Salinas and I know that students from my community have the determination, courage, resourcefulness, intelligence and character to matriculate in the health sciences. The shadowing program fuels a student's motivation and interest in medical careers – as doctors, nurses, pharmacists, physical therapists – where ethnic minorities are underrepresented. We partner with CHOMP and the Montage Health Foundation, we utilize the hospital environment to inspire future healthcare professionals. I should add that in addition to the Foundation, Kelly Lepai and her team in the Montage Volunteer Services Department have also partnered with me to expand and streamline the program.

VIM: This is not your first initiative of this kind.

Dr. Magaña: In one way, shape or form over the last 17 years I have always participated in initiatives to diversify medicine. I do my best to pay it forward to the people in my life who helped me achieve my dream. I have been mentoring high school, college, and medical students throughout my own journey in medicine on a regular basis. I also helped to catalyze the start of Chicanos/Latinos for Community Medicine, a pre-health student group that thrives today at the University of Washington, Seattle campus. Minorities in Medicine is the next step in my journey towards diversifying medicine with the hope that the students will one day return home to practice in medically underserved communities and reduce healthcare disparities.

Asked if he regards himself as a role model, Juan Magaña was too modest to acknowledge that. But there's no question that he is...big time.



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stress testing and electrocardiograms (EKG), which is a new service we will provide at the outpatient site.

VIM: So, what is the vision for growth and what will be new at Ryan Ranch?

Julie: The vision is to grow all of our cardiovascular services to better serve the community and provide services that enable diagnosis and treatment in our community so that members of our community do not have to travel outside of the area to receive excellent care. I'd also like to see expanded structural heart and heart failure programs in the future. The excitement around the new outpatient facility at Ryan Ranch and the inpatient Cath Lab construction is about enhancing our current services and adding new services using new tools such as state-of-the-art imaging equipment. This equipment will provide the best imaging possible, including biplane imaging, which will enhance our current structural heart program and lead us into the future for more services such as neuro-interventions. The target completion for the Cath Lab construction is late fall of this year.

VIM: What do you do for fun and what would people in our community be surprised to hear about you?

Julie: I enjoy photography, travel, having fun with family and running. People might be surprised to know I'm in training for my first marathon, in Dublin, Ireland in October of this year.

VIM: Here's wishing you the luck of the Irish!



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Mariachis and Aztec Dancers. The weather was great!

It was a genuine camaraderie of volunteers mingling, laughing and truly enjoying the day.

Some meeting for the first time.

I also want to give a huge shout out to my amazing Setup Committee; Marilyn Bachik, Carolyn Trudeau, Carla Lloyd, Kim Forsberg and Millie Wade. The decorations and creativity was very festive.

"Volunteers are the only human being on the face of the earth who reflect this nation's compassion, unselfish, caring, patience and just plain loving one another."

Erma Bombeck



What Exactly is the Auxiliary?

You can volunteer for one or more of these services:

Breast Care Center (for women only)

Emergency Department (lots of interaction with patients, running samples to the lab, pushing wheelchairs – you are going to get your steps in here)

Family Birth Center (pushing wheelchairs, not many opportunities right now)

Fountain Court Café (cleaning tables, keeping area neat and orderly)

Gift Shop (no cash register experience needed, lots of standing, light lifting, arranging displays)

Office (general office work, computers, filing)

Outpatient Surgery Center (lots of walking, pushing wheelchairs – again, good for getting your steps in)

Visitors Services (lots of interaction with patients, families, and friends, lots of walking, pushing wheelchairs – another step opportunity)

Patient Companion (lots of one-on-one patient interaction, playing games, coloring, reading, listening, pushing wheelchairs)

Surgery at South Pavilion (computer work, checking in patients)

Telecare (interacting with subscribers on phone – no opportunity for getting steps in)

You are under the rain hat of the Auxiliary, which in turn is under the umbrella of the Montage Health Foundation along with Hospice of the Central Coast, Therapy Dogs, Ohana, and Spiritual Care, all of which, incidentally, have their own opportunities for volunteering.

You can volunteer for multiple services if you have the desire and time. For example, say you are working in a service with a lot of lifting, pushing, or

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Call for Historical Anecdotes

Hello members of the Montage Health/CHOMP Auxiliary. As a long-time volunteer, I'm interested in attempting a detailed review of the history of our Auxiliary. I am proposing that we do this in a series of short articles in this newsletter, *Volunteers in Motion*.

I don't want to bore anyone by focusing on dates you can easily look up on the internet. My hope is these articles can help you understand and appreciate the significant role of the Auxiliary in the formation and growth of Community Hospital and Montage Health. I'd also like to highlight some long-past services, social events, and occasions; the changing face of the hospital and the Auxiliary can often be illustrated by noting our organization's history.

You may know the Auxiliary was formed in 1955 by seven community-minded women who were anxious to help Thomas Tonkin, new administrator of Peninsula Community Hospital, raise funds to build a new hospital in the present location. A parcel of 22 acres was donated by Del Monte Properties, now Pebble Beach Company, and a building fund of several million dollars was needed to construct the 100-bed facility. These seven women not only helped raise the funds, but also recruited others who would form the first group of volunteers to provide service inside Community Hospital of the Monterey Peninsula when it opened in 1962.

One *fun fact*: when the Pebble Beach Concours d'Elegance first asked entrants and spectators for a \$1.00 donation in 1962, all proceeds benefited the Community Hospital Auxiliary building fund. This practice continued through 1971. In ensuing years, Auxiliary members raised additional funds with the sale of annual commemorative posters and balloons. Guide Dogs for the Blind replaced the Auxiliary as the benefitting charity in 1972 and 1973. Beginning in 1974, United Way (then known as the Monterey Peninsula Unified Fund) partnered with the event as the principal charity.



Health Care Academy

Past President Diana Busman was delighted to represent the Auxiliary Scholarship Committee at an event at Tonkin House on May 13th. Attendees celebrated the Healthcare Career Academy graduates who were honored for their service to the hospital community in 2022-2023. Three 2023 high school graduates were each awarded scholarships in the amount of \$10,000: Sophia Ty, graduate of Notre Dame High School, served for 119 hours in Visitor Services and the Emergency Department; Grace Wang served in Visitor Services and the Lab while attending her final year at Carmel High School; and Veronica Vetter, also a graduate of Notre Dame High School, served 107 hours in ED and Visitor Services.

Scholarships are awarded annually to graduating Auxiliary members who have excelled in their academic and volunteer endeavors. Graduating seniors can qualify for these awards by submitting high school transcripts, letters of recommendation, and a personal letter of introduction. The minimum volunteer requirement is 100 hours of service to Montage Health. Students may choose to pursue any career or vocation and may use the scholarship at any accredited educational institution.



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walking, and would like to get more hours but need a bit of a respite, well then, a shift with Telecare, or time in the office would be perfect. Or let's say you are spending a couple of shifts in the office or Surgery at South Pavilion and want to get out and move around, then some of the more vigorous services can always use help. Volunteers should never feel you can only work in one service.

All volunteers work hand in hand with each other, albeit some more than others. No matter where you volunteer, what's important is you give it your all. And based on comments from the community, staff, and other volunteers, Auxiliary volunteers are the best!



May Awards

AWARD	NAME	SERVICE
21000 Hours	Bonnie Thornley	24 yrs., 6 mos.
5000 Hours	Hope Cutino	9 yrs., 7 mos.
Collegiate 300 Hours	Sheldon Ozaeta	3 yrs., 4 mos.
Collegiate 100 Hours	Jacqueline Estrada Mexicano	1 yr., 0 mos.
	Jennifer Gonzales	0 yrs., 2 mos.
	Jesus Jimenez	0 yrs., 5 mos.

June Awards

AWARD	NAME	SERVICE
3000 Hours	Ellen Krause	13 yrs., 5 mos.
100 Hours	Daryl Larsen	0 yrs., 7 mos.
	Dawn Maslehati	0 yrs., 2 mos.
Junior 100 Hours	Bui Nguyen	0 yrs., 11 mos.

NEEDED NEEDED NEEDED

Marilyn Bacheck, creative designer of the Auxiliary Bulletin Boards (Auxiliary Lounge and Cafeteria Hallway) is looking for ideas and desires of the Auxiliary members to celebrate, educate, and inspire our fellow Auxiliary members and hospital staff.

Newsletter Staff

Editor: Stephen Lee

Layout: Maura Leos

Editorial:

Linda Murillo

Kelly Lepai

Cath Tendler

Calling on Auxiliary Headhunters

We Need More Volunteers!!! We're looking for you to cast the net!!!

In addition to the advertising and other outreach we do to attract people who may be interested in volunteering, we need you on the recruitment team. How can you help us find and recruit new members? Two ways:

Talk to your friends, family members, work colleagues, and community groups about the rewards of being an Auxiliary volunteer and encourage them to apply using the Montage website:

<https://www.montagehealth.org/support/volunteer/auxiliary/join/>

If you can think of any new, innovative ways we can get the volunteer message out into our communities and recruit new members please share your suggestions. Email with your ideas to Linda Murillo at:

Linda.murillo@chomp.org



Picnic

Saturday, June 17

was the Volunteer Picnic held at the Carmel Valley Community Center. Everyone who attended had a wonderful time. There was a taco "truck" and we got to watch them make our tacos. The food was great as was the company and weather. A Mariachi band serenaded us as we ate. Later we were entertained by a local Aztec dance group. However, it was reported later many who had RSVPed, did not, in fact, show up. This is a cause for concern as it is Auxiliary money that paid for this activity. So, the question must be asked,

should the Auxiliary continue these activities, or could the money be better spent elsewhere?



Are you a budding reporter?

Do you like to write?

If so, *Volunteers in Motion* is looking for you!!

If you are interested in writing articles for *VIM*, please contact Steve Lee, Editor, at stephenjlee1953@gmail.com, or Maura Leos, Co-editor at rob_maura@yahoo.com. We will be happy to fulfill your dreams of becoming a journalist.

Board of Directors

- President: Linda Murillo
- Vice President of Membership: Mary Woolwine
- Vice President of Auxiliary Services: Kim Forsberg
- Treasurer: Hope Cutino
- Secretary: Marilyn Bachik
- Nominating Director: Jane Durant-Jones
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- High School Service Learning Director: Luke Dilger
- Program Director: Susan Murphy
- Public Information Director: Stephen Lee
- Past President/Parliamentarian: Diana Busman

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18 Compliance Forum 6—7 pm	19	20	21	22
23	24 NARCAN Training 9am and 4pm	25	26	27	28	29
30	31					

JULY 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5 Cancer Survivors Day
6	7	8	9	10	11	12
13	14	15 Auxiliary Services Meeting 10am to Noon	16 Board Meeting 10am to Noon	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

AUGUST 2023

For more information regarding Blue Zones Project activities go to <https://bit.ly/BZPMCEventbrite>

Coming Events:

Mandatory Compliance Forum: July 18, 2023, 6pm to 7pm in the Boardroom, 4th floor (you are only required to attend one Compliance Forum. If you have already attended one, you do not need to attend)

NARCAN Training: July 24, 2023, 9am and 4pm in Conference Room A/B/C on the 4th floor (above Outpatient Surgery).

Cancer Survivors Day: August 5, 2023, 11am to 2:30pm at Monterey Peninsula College at the Lecture Forum.

NEEDED

Director of Service Learners for over 100 Highschoolers

Director of Education and Training

Please Note: if you would like an event posted on the calendar, please submit it to the Newsletter by the 20th of the month.