



Newsletter



President's Message

CARES, Celebrating "48 Years of Service"



Weta Mathies, Margie Dolinski & Mindy Halls

Dr. Alexandra Levine, Keynote Speaker for the CARES Annual Meeting, April 25th

"Back to the Future: The Power of the Art of Medicine"

Dr. Levine spoke about the power of kindness and caring in the healing process, noting that the doctors of old had no medicines at all, just their presence. When a person is frightened, depressed or anxious, the immune defense system is weakened. It is possible that these doctors of the past were able to strengthen the immune systems of their patients simply by bringing peace and comfort to the bedside. In patients with cancer, the immune system has also been weakened, so that the defense system cannot recognize the cancer as foreign in order to destroy it. Using these concepts, major advances in our ability to treat and cure cancers have recently occurred. Drugs are being developed which work specifically to strengthen the immune system of the patient, so that his/her own defense system can kill the cancer, as opposed to more non-specific chemotherapy drugs widely used today. The power of the immune system to treat cancer cannot be over-emphasized.



Dr. Levine, Weta, Mindy, and Jorge Orozco, CEO

Dear Friends of CARES,

At the CARES Annual Meeting, I was honored to present **Margie Dolinski**, CARES Executive Director from 2002 through 2017, with the CARES President's Award for Outstanding Service. During her time as Director of Volunteer Services for the Medical Center from 1977 to 2002, she created many service programs that benefited the patients. She received the Health Services Director's Outstanding Achievement Award and also several awards from the LAC+USC Medical Center. During her tenure at CARES, she has continued to prompt additional services for patients and has been the driving force behind several projects that have greatly enhanced the Medical Center environment for patients. She continues to serve CARES in the position of Development Director.

Thank you, Margie!

Mindy Halls, President



Elia Riley

CARES' Patient Visitor Program Provides Comfort that Makes a Difference

It can be sad and lonely to be in the hospital, and studies have shown that something as simple as a friend or a visitor can make an important difference. When Dr. Alexandra Levine, one of our Board members at CARES, was Chief of Hematology at the Medical Center, her mother came to the 14th floor one day each week to serve as a visitor, talking to the patients, writing letters for them, reading to them. It was a wonderful experience for both the patients and her mother.

Elia Riley, CARES Patient Visitor, has been visiting patients at the LAC+USC Medical Center for 64 years. She started as a Junior in high school, wheeling patients to Mass. She sees the transformation in her patients every time she visits them to offer them a bright smile, comforting conversation, a warm handmade quilt. We invite you to join Elia, as we help our patients to get well again.



Dr. Kaptein & Dr. Spellberg



Dr. Elaine Kaptein, CARES 2018 Woman of the Year in Medicine, Professor of Medicine, Nephrology, USC School of Medicine; Physician Specialist, Nephrology Department, was introduced by **Dr. Brad Spellberg**, Chief Medical Officer, as "The Triple Threat" for her "excellence in clinical care, teaching, and research." While accepting the award, she admitted that she "can't spell the word 'can't.' The impossible just takes a little longer. It takes a village that cares." We applaud you, Dr. Kaptein!

CARES Annual Meeting: CARES Board Members Celebrate Healing Programs



Angel Gowns



Richard Brock, RN, brought music to the event much like he and other musicians present at the meeting (not pictured: **Eddie Smith & Ruth Young**) bring uplifting music to patients and staff at the Medical Center

Board Member **Kathy Lohr, RN**, and her guests: granddaughter **Ava Lohr, Dr. Wayne Wagers, Marie Kelly, Ann Belson, and Diane Hardin** were present to display and explain how the Angel Gowns that are sewn by volunteer seamstresses from wedding gowns are given by the Medical Center to parents who have lost babies. It is as moving for them to sew these tiny articles as it is for the nurses to present them to the grieving parents.



CARES Financial Vice President, **Christine Rufolo** and her guests: **Judith Baines, Shirley Ebberts, Krysia Dankowski, Elaine Marshall and Betty Cholakian**



CARES Special Program Chair for Imagine Health (a program for pre-diabetic teens) **Lois Ramer, RN, NP**, Board Member **Susie Nakao, RN**, and new Board Member **Doris Wong DeHart, RN**



Anita Tsuji, CARES Co-Fourth Vice President of Shops

Mireya Jones, a past President of CARES

Norma Zagorsky frequently arrives at the Medical Center with quilts and blankets lovingly handmade for patients by volunteers like **Maggi Gordon**. New parents who often have nothing of their own for their baby, carefully wrap their newborn in something that tangibly says someone cares. A pediatric patient will get a blanket cheerfully covered with fire engines or dinosaurs or ice cream cones. Palliative care patients will be wrapped in a warm blanket which their families treasure when they pass away as the one thing that had comforted their loved one during their last days. A blanket is so many things, but it always makes a difference.



Guests **Maggi Gordon** and **Marilyn Brisendine** with Co-First Vice President **Norma Zagorsky** showing handmade quilt bid on at the event

CARES Programs were displayed: The Holiday Giving Program, Cough Bears & Hearts for Coronary Care Patients, Community Involvement by Sewing Quilts, Knitting Baby Items, Making Build-A-Bears for Pediatric Patients, and the Patient Visitor Program



Mindy and Jim Halls
Dr. James Halls serves on the CARES Advisory Council



Marti Garrido-Young & Doris Wong DeHart, long-time nursing colleagues



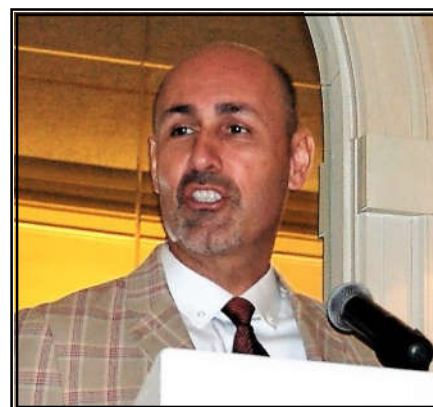
Karen Jarnagin (retired DHS) & **Janis Holody** (Arts Council Volunteer)



Anna Nudelman & Sheila Lynn, retired Social Workers, with **Margie Dolinski**:
“Anna and Sheila made more requests on behalf of their patients than any other Social Workers. They partnered with CARES to assist their patients through the Patient Crises Fund & were true patient advocates!”

More Photos from the CARES Annual Meeting!

Jorge Orozco, new Medical Center Chief Executive Officer



Mr. Orozco, CEO, greeted the CARES volunteers to extend his appreciation for all they do on behalf of the patients of the Medical Center. He told how he was inspired to begin his career in health care through an early volunteer experience. After 11 years as CEO at Rancho Los Amigos, he is returning to his roots here at LAC+USC “in order to provide world-class care to our community. Thank you to CARES for allowing us to enhance the patient care experience.”

Letter from Lydia Lam, MD, FACS, Asst. Professor of Clinical Surgery & ER Medicine:

“This year’s LAC+USC Trauma Survivor Reunion was another success! As it fell on May 5, we chose a Cinco de Mayo theme and we had 49 patients return. Two of our patients were able to speak on their experiences: Tiffanie, a young girl who was involved in a car accident and suffered internal organ injury and endured many operations; and Hector who was involved in a work related accident that required the loss of his legs to save his life. In addition to these two survivors, all those who were present this year had a poster outlining their injuries which they had signed. Every year for the last 11 years, the trauma division has helped coordinate the return of some of the most injured patients that LAC+USC has helped. These are the patients that have made incredible recoveries; many times defying the odds of survival and pleasantly surprising us. Our patients are our true heroes and miracles. They give many providers their renewed spirit and strength to keep going and helping those who may seem hopeless. It is also a time that many patients’ friends and family reunite with those they had come to lean on during the patient’s stay, and the patients meet those who took care of them for the first time. It is truly a special time for everyone involved.”

11th Annual Trauma Survivor Reunion: A moving "Celebration of Life"!



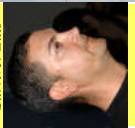
Survivor Antonio



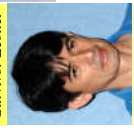
Survivor Damian



Survivor Luis



Survivor Leonard



Survivor Israel



Survivor Jesus



Survivor Horacio



Survivor Daniel



Maureen Flannery

"As a former Health Services employee, I had heard about this special event from a colleague but never had the opportunity to attend. Now as a CARES volunteer, I had the distinct privilege of attending this year and was sincerely blown away by these survivors' stories! What **Tiffany** and **Hector** shared humbled me and sent literal chills up my spine!"

"Hearing these courageous survivors' stories makes me so proud to be a part of this fabulous County collaboration. Dr. Lam and her colleagues have created and sustained something that is beyond amazing and should be replicated across hospitals in Health Services."

Maureen Flannery, CARES Board



Kathy Lohr, RN

"I have been honored to be a CARES volunteer at three Trauma Survivor Reunions. Each has been so meaningful to me. This time, I was especially moved by **Hector's** ordeal:

A courageous gentleman, a trauma survivor, shared his horrific experience of his legs being trapped in a machine while he was cleaning it. Surrounding him as he spoke were the firemen that had been at the scene and his trauma surgeon. He tearfully expressed his thanks to them for saving his life. I felt such a strong connection between his gratitude and love for his caretakers and their compassion, warmth and pride in taking care of him. I too was moved to tears!

Kathy Lohr, RN, CARES Board



Dr. Lam, the force behind the Trauma Survivor event, is honored

Bartha Velasquez, representative from **Hilda L. Solis**, First District, on behalf of **Sorkis Somerdyjans**, Deputy Health Officer, presented commendations to "**LAC-USC Heroes of the Week**," **Drs. Lydia Lam, Jessica Keelley & Bryan**

Dr. Jessica Keelley & Dr. Bryan Love

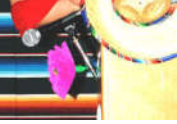
Dr. Lydia Lam acknowledges CARES... *"This event could not happen without the support of CARES. With the years of working closely in the planning, CARES has become much more than just financial support. Its members have wholeheartedly embraced the program and are intimately involved in all aspects of the event. Their enthusiasm and energy have helped to assure the best for our patients. I want to send my sincerest appreciation and heartfelt thanks to all of the CARES sponsors, donors, and volunteers who made this event an overwhelming success! I hope this relationship continues to grow!"*



Dr. Elizabeth Benjamin, (left) CARES 2016 Woman in Medicine and Survivor Speaker **Hector**, thank **Nurse Mgr. Tracy Avignone & Alhambra First Responder Firemen/Paramedics**



Speaker Tiffany



Hector



Survivor Marco



Survivor Scott



Survivor Tiffany

Survivor Hector

Survivor Nick

Survivor Woody

Survivor Juan

Survivor Steven

Survivor Samantha

Survivor Breanna

Survivor Ricardo

Survivor Jeffrey

Survivor Kim

Survivor Miguel

Survivor Jocelyn

Survivor Victor

Survivor Angel

Survivor Lucy

Survivor Fergus

Survivor Brady

Event staff **Lily De Guzman, RN**, **Martha Navarro, RN**, and **Gilma Ramos, RN**, join **Jorge Orozco, CEO**, in greeting young guests!

Injured arrive by helicopter to ER

Helicopter

Emma Farmer, RN, Retired Nursing Director and CARES Board Member, presents CARES Nurse of the Year Awards at the LAC+USC Nurse Recognition Ceremony, May 3rd



Violeta Perez, RN, BSN, CCRN, CARES 2018 Nurse of the Year, is a highly dedicated, qualified, compassionate, and respected nurse caring for the patients of Los Angeles County. As an ICU nurse, she has exceeded the standards of patient care by working with burn patients for the past 16 years. In the Burn ICU, Burn Emergency Evaluation, and Burn Medical Surgical areas of the Burn Complex, she has become an expert in the management of the burn patients (pediatric to geriatric) from the critical acute phase of their injury through their recovery and follow up care. She excels in caring for complex critically burned patients in the ICU and working with multidisciplinary staff and nursing colleagues to help transition the care of patients to the Burn ward and to the outpatient care. Her consistent dedication to our Burn patients and commitment to this specialty field of Nursing is remarkable given that the patients endure many complex physiologic effects of burn injuries as well as suffering long term psychological and emotional trauma. Not only is she exemplary in the care she provides but as a preceptor and mentor to other nurses who learn from her professionalism, bedside clinical skills, expertise and a genuine care for patients and families.



CARES provided flowers & leis



Her participation as a frontline nurse in the American Burn Association is an essential component of our facility achieving the verification as a Burn center. It is no wonder why Ms. Perez has also been named the Los Angeles County Nurse of the Year! Congratulations!

Esmeralda Corona, LVN, CARES 2018 LVN of the Year, began her nursing career by working in home health from 2013-2014 and then came to Orthopedic Clinic A3D. Ms. Corona's calm, patient manner in dealing with the most challenging patients sets her apart from many other staff. She practices holistic care that considers not only the physical aspects of a patients' illness, but also the emotional and spiritual aspects as well. The combination of her strong customer service skills along with her impressive work ethic provides a positive example in the busy Orthopedic Clinic.

Ms. Corona has participated in Team STEPPS, an evidenced based curriculum to help increase teamwork and patient safety, morning briefs to increase communication among the clinic, and is a member of the employment engagement committee where she showcases her technical and musical abilities and is able to coordinate multi-media outlets for the presentations.



CARES sponsored the Nurses of the Year Event by donating a backpack filled with gifts and a CARES Shops' Gift Card for all 18 Merit Award Winners

The emphasis of the CARES Annual Meeting was definitely the immense power that caring adds to the healing of patients, which is why CARES feels so strongly about honoring special nurses. **Isabel Milan, RN**, Chief Nursing Officer, thanked CARES for supporting the nurses of the Medical Center with the Daisy Program which is the biggest morale booster that the hardworking and compassionate nurses of the Medical Center have. A new tradition at the CARES Annual Meeting is to honor the CARES Nurses of the Year for the previous year as the Nursing Awardees aren't announced before our meeting, so this year we were able to honor **Graciela Montes, LVN**, CARES 2017 LVN of the Year, for her 11 years of service to the OBGYN Inpatient Department. Ms. Milan explained that Mrs. Montes continues every day to be "such a patient advocate and cares 110% for her patients." **Jennifer Quintero, RN**, the CARES 2017 Nurse of the Year, could not attend, but she is always there for her patients "with a big smile, and she is also a Daisy winner!"



Graciela Montes, LVN, CARES 2017 LVN of the Year, with **Isabel Milan, RN**, and husband **Ernie**



No one is more cherished
in this world than someone
who lightens the burden
of another

Heartfelt thanks to the
following generous
supporters who have
donated between
2/1/18-5/17/18:

This heart next to donor indicates donations made in memory of special persons. An * indicates donations made "in honor of."
 CARES Music Program
 Patient Crises Fund

- Felicitas Acosta*
- Anonymous* Patient Crises Fund
- Maria B. Appleman, Ph.D.* Dr. Tom Berne Aida Duarte
- Helen Baatz*
- Gwen & Guilford Babcock*
- Audrey Bahr*
- Margaret Barry*
- A. Majid Bayat, M.D.*
- Ahmet Baydur, M.D.*
- Samuel Behmoiras, M.D.*
- Howard Belzberg, M.D.* Dr. Tom Berne
- & Linda Rever, M.D.*
- Helen Berman*
- Cynthia Berne* Dr. Tom Berne
- Yvonne Biller*
- Mary Brow*
- Mary & Jay John Brown, M.D.*
- Janet Brownell* Ada Brownell
- & Lance Evans*
- Mrs. James C. Caillouette*
- Marjorie Camusi*
- Vicki Carlson, RN*
- Joel & Nancy Castillo* Patient Crises Fund
- Kenneth & Linda Chan*
- Dr. Stebbins & Mary Chandor* Dr. Tom Berne
- Agnes Chaney*
- Charlene DeBie* *Lucy Hickey
- Doris Wong DeHart, RN* Jeffrey DeHart
- Alan Epstein*
- Jessica Espinoza*
- Emma Farmer, RN* James Farmer
- Dr. Don & Jackie Feinstein* Dr. Tom Berne *Dr. Alexandra Levine
- Martha A. Galaif* Horace Hinkston *Dr. Bethune's Birthday
- Marti Garrido-Young*
- Andrew Gero* Sol Bernstein, MD
- Janet Goldberg*
- Maggi Gordon*
- Dr. Jay & K. W. Gordonson*

- Mindy & Jim Halls, M.D.*
- Meg Hamabe, RN*
- David & Phyllis Hancock*
- Ann C. Hayman* Hanna & Gerald O. Hayman
- Kuniko Higaki* *Toby Horn
- Edythe Hinkston* Horace Hinkston
- Dr. Kaaren Hoffman*
- Janis Holody* Dr. Lester Hibbard
- Toby M. Horn* Norman *Carol Dawson, Terrence McNeal, Gus Pizarro, Dr. Mildred Milgrom, Dr. Rodanthi Kitridou Daniel Mishell, MD Val Davajan, MD
- Dr. Robert Israel*
- Karen Jarnagin*
- Elaine Kaptein, M.D.*
- Margaret V. Kaufman*
- Dr. Rodanthi Kitridou* *Dr. Elaine Kaptein
- Dr. Francis Y. Lau*
- Dr. Jeffrey Lee*
- Frankie Llewellyn* *Lucy Hickey
- Kathleen S. Lohr* Aaron Lohr
- José Long* *Cara Buchanan
- Olivia Lubensky*
- Sheila Ann Lynn*
- Elizabeth Mancuso, RN*
- Richard Marciniak* Horace Hinkston
- Weta & Allen Mathies*
- Patricia Matthews*
- Tom & LaDonna Meichelbock* *Chuck & Sharon Kaye
- Cecilia Melendres*
- Jorge Mestman* Florence Mestman
- Isabel Milan, RN*
- Dr. Nancy Miller*
- Carol Mishell*
- Gerald & Ruth Munoz, RN*
- Susie Nakao, RN*
- Carol Salva Nidorf* *Martha Galaif's Birthday
- Hon. Ronald Ohata*
- Barbara Oliver*
- Camille Ortiz-Marroquin*
- Mrs. David M. Parham*
- Marlene & Ted Pendleton*
- Dr. Robert Penny*
- Lois Ramer, RN, NP*
- Christine Rufolo* Helen Rafolo
- Dr. David Sacks*
- Karen Long Santos* Dr. Tom Berne *Joel & Nancy Castillo
- Judith Savage*

- Pamela Schaff, M.D.*
- Dr. Hervey & Doris Segall* Dr. Tom Berne Dr. Douglas & Nancy Smiley
- Dr. Ellis Seligman*
- Rary Simmons*
- Edward Smith* Bob Pogue
- Sheridan Smith, RN*
- Adelina & Stephen Sorkin* *Martha Galaif
- George B. Stoneman, M.D.* Dr. Tom Berne
- Elayne Techentin*
- Annie Ternate, RN*
- Maria Tomé*
- Dr. & Mrs. Robert Tranquada*
- Ruth Turner* Dr. Tom Berne
- Rita Vitringa*
- Judith Volin*
- Laura M. Wilson & Associates*
- Dr. Samuel Wirtschafter*
- Patty B. Wong, Pharm.D.*
- Elizabeth Woodard*
- Chiuying & Dr. Paul Wu*
- Ruth Young* *Toby Horn
- Mona Ysabal*
- Gloria Zappaterreno, Ph.D.*

"Thank you to all who donate to CARES through the Charitable Giving Campaign!"
Rosa M. Aguirre
Lorraine Apodaca
Adelina D. Contreras
Carol J. Dawson
Leticia Delfin
June Frisbey
Terrence McNeal
José Mendoza
Isabel Milan, RN
Lannie D. Nunez
Mary A. Robinson
Annie Anonas-Ternate
Louis T. White

An envelope is enclosed for your convenience if you would like to donate to CARES.
Thank You!

CARES Welcomes New Directors and Board Members!

New Leadership:

Maritza Morales
Executive Director



Gabriela Valdepeña, Director
Child & Family Program

*Thank
you all for
your
dedication
to
CARES'
mission!*



Maritza began her career at the Medical Center in 1996 as a Junior Volunteer at the age of 14. In 2000, she enrolled at CalState LA where she majored in Child Development while working in CARES Gift Shop, Office, and Childcare. She ultimately graduated in 2004 with a degree in Child Development and became the Director of CARES Child & Family Program, and in 2016, Deputy Director of CARES.

Gabriela began with CARES in 2007 as Childcare Site Supervisor. She brings 17 years of experience in Early Childhood Education to the job. Like Maritza, she has a BA degree in Child Development. Together, they bring years of experience to CARES operations.

New CARES Board Members:

Doris Wong DeHart, RN, retired in 2017 as an Assistant Nursing Director after a 39 year career providing service to the Departments of Nursing, Peri-operative Services, Nursing Education and the L. A. County College of Nursing and Allied Health. She was the recipient of the Operating Room's first Nurse of the Year Award, LAC+USC

Merit Award and recognized by several community schools and colleges for her support in providing clinical sites for the education of their students.



Maureen Flannery, was a Health Educator and then Senior Health Educator in Public Health for 21 years, was then promoted into Human Resources as a Staff Analyst in 2005 where she worked for 12 years in Class/Comp and later Training and Organizational Development as a manager (retired in December 2017)



LOS ANGELES COUNTY/USC
MEDICAL CENTER AUXILIARY



1200 N. State St., Room 1900
Los Angeles, California 90033

CARES Website: lacuscares.org