



601 East 15th Street  
Austin, Texas 78701

INSIDE  
THIS ISSUE:

A word from 2  
Taylor

Profile: Erica 2  
Otero

At the F 2  
Forefront

From our 3  
President

The Gift 3  
Shop

A word From 3  
Erica

Proyectos para 4  
la comunidad

Milestones 4

# The Volunteer VOICE

University Medical Center Brackenridge

Volume 1, Issue 1

## VOLUNTEERS: MAKING A HUGE IMPACT ON THE COMMUNITY

After a very successful year, we want to THANK everyone for working so hard and making several projects possible.

With a total contribution of \$135,000 and +8,67+ hours of service to the hospital, the University Medical Center Brackenridge Volunteers will make it possible for us to continue serving the sick and poor, as this is our mission.

The generous contribution is going to support The Nurse Scholarship Endowment Fund with \$25,000; The Sleeper Chair Project for the 9<sup>th</sup> Floor with \$7,500; The Paul Bass Specialty Clinics with \$75,000 and an initial payment for a garden between CEO and UMCB with \$27,500.

The last two projects were presented by Greg Hartman, Senior Vice President at UMCB and Bruce Brodat,

COO & Vice President, University Medical Center Brackenridge this



past June at our Joint Board Meeting. They are very significant to the community since they will be supporting the underprivileged by providing medical care for people with low income.

Thanks to all of you who made this possible.



## Getting to know: Sr. Patricia

Greetings! Most of you have seen me around the hospital. I am Sister Patricia Bachman, member of the Daughters of Charity. I am from Kansas City, Missouri and I came to Austin from San Antonio to start in this ministry in February. Before I worked as a case manager for FEMA. It was a privilege to work with the families and to journey with them in their adjustment and decisions for their present and future plans. Living in New Orleans in different times for sixteen years, was very helpful for them and me as I was able to better understand their life. Also, I got reacquainted with some individuals and families that I knew from the

past. My background has been in Social Work and Pastoral Care in Parish Ministry. During my years as a Daughter of Charity I have been blessed with the privilege of working in various states and a variety of ministries always in service with and for those who are poor and sick. Our mission is being lived today through our ministries here in Central Texas with the people we have the privilege of serving, through the Seton Family of hospitals. The poor will always be with us and this very reason for our existence as Daughters of Charity.

*Sister Patricia*

## WELCOME!!!

To our new volunteers...

Jennifer Tipton  
6<sup>th</sup> floor IMC/ICUB  
Jennifer Stephens  
NICU & Gift Shop  
Lu (Iesha) Yu  
9<sup>th</sup> floor  
Preeti Venkatraman  
Clinical Research  
Julie Bergstrom  
NICU/March of Dimes  
Elizabeth Blackman  
NICU/March of Dimes  
Karen Greif  
9<sup>th</sup> Floor / Cancer Connection  
Dora Gutierrez  
2<sup>nd</sup> Floor Info Desk  
Jonathan Hughes  
NICU  
Roni Kendall  
9<sup>th</sup> Floor / Cancer Connection  
Emily Maloney  
ER  
Eduardo Maraboto  
ER  
Sung Paik  
ER  
Dee Ann Paul  
NICU  
Melissa Payne  
NICU/March of Dimes  
Carmen Tinajero  
Oncology/Cancer Connection  
NICU  
Tracy Vogel  
NICU/March of Dimes

Thank you for all you do and let us know if we can help you in anyway.

## Happy Birthday #1

September: 3 Ramiyah Bakr  
6 Julie Owen 7 Betty Dvorak  
11 Lan Phuong Tran 13 Eva  
Jenkins 14 Jennifer Stephens,  
Helen Faust 15 Grace  
Hidrogo 19 Howard Slates  
22 Pat Dawson 29 Jessie  
Bradford 30 Gail Spitzer

October: 6 Octavia Smith  
10 Carolyn Holland 21 Selma  
Brador 27 Peggy Litten-  
bacher 29 Duane Weber and  
Constantin Robles 30 Sanjay  
Radhakrishnan


November: 5 Delina Lara  
10 Tamu Garg 11 Xue Ao 13  
Davidson Isokpanwa 15 Ce-  
cilia Richards 16 Preeti  
Venkatraman and Tim Tran  
18 Geri Mosher 22 James  
Tamsitt

VOLUNTEER  
PERKS

free flu shots • training opportuni-  
ties • access to Seton pharmacies for  
low-priced prescriptions and over-  
the-counter medications • free  
garage parking • discounted prices in  
the cafeteria and a free drink per shift • an annual appreciation dinner • 20% discount in Great Habits gift shop • 40% off with your birthday coupon!

Thank you for shopping at

RANDALLS



Link your RANDALLS card to  
"Brackensridge Volunteers" ac-  
count, #8881. Each time you  
shop, 1% of your purchase goes  
to Brackensridge Volunteers.

## A WORD FROM TAYLOR

by Taylor Thomas Fry, Director, Volunteer Services



It is great to be back at work and to see you all again! I would like to thank everyone for their continued support and well wishes while I was out on maternity leave. I was truly an happy to be back. It has been a phenomenal fiscal year for the volunteers; raising considerable funds for the hospital as well as the individual hours put in by each and every one of you—almost 50,000! That is more than just noteworthy, that is extraordinary! Our hospital was gone through

a year of change and each of you has helped to make it a smooth transition, not only for patients but for the staff as well. We have been able and will continue to make great strides as we work with staff to add new services areas and to ensure that you have a favorable experience while you are here. I must praise our Volunteer Board for the hard work and effort that they put in every day and take this opportunity to say thank you to our past board for an outstanding

year! The work that they put in has really paid off to make this hospital an extra special place for you to volunteer. It is truly an honor to be able to be part of such an amazing group of women and men and thank you for allowing me participate in your life as a volunteer.

Taylor Fry



## PROFILE

Erica Otero-Peña

Chances are the first face you see when you come to volunteer at UMCB is the pretty one of Erica Otero-Peña. Born in Brownsville, Texas, Erica has a degree in Business Administration in Marketing from The University of Texas at Brownsville. As a volunteer coordinator, Erica keeps things running smoothly in the office and successfully manages the volunteer programs of the hospital. She is a trusted person to visit with when anyone has

questions or concerns, and assists in recruiting new volunteers. Erica spends much of her time staying in contact with all other departments so she is aware of their needs and how the volunteers can help. Erica has been with UMCB since 2001 and has served in various roles in the Seton Family of Hospitals.

Peggy Littenbacher

## AT THE FOREFRONT

by Greg Hartman, Senior Vice President, UMCB

This month, we have two great milestones to celebrate at the University Medical Center Brackensridge.

The first is the approval received from the Accreditation Council for Graduate Medical Education to create a surgical residency program that will be focused on the UMCB campus. This is a significant and necessary step for us to achieve Level I Trauma Center designation.

Starting in July, three General Surgery Residents per year will rotate between UMCB, SMCA

and Dell Children's. The goal is to grow to more than a dozen surgical residents.

The other exciting news is later this month we will celebrate the one year anniversary of the Clinical Education Center at Brackensridge.

Since it opened more than 500 students from Austin Community College, University of Texas Medical Branch Galveston, Texas Tech University, University of Texas Nursing School and Seton's RN Residency have trained in our facilities using interactive manne-

quins, skill labs, simulated intensive care rooms and high-tech classrooms.

The CEC @ Brackensridge has received a lot of attention from all over the country. Concordia University has announced they will develop a new School of Nursing at the CEC, which will help to overcome the region's nursing shortage. Also, the CEC has sparked the interest of the U.S. military, who wants to use the center for medical training and disaster management exercises.

Greg Hartman





## FROM OUR PRESIDENT

by Jill Scacco, President, UMCCB Volunteers

Welcome, to a new year at UMCCB! The atmosphere is electric with the prospect of a medical school and Level I Trauma status. In our vital role, we volunteers are challenged to keep up with rapid changes. Together, let's explore the vast scope of care at UMCCB.

Please borrow the DVD, Cutting Edge Care, from the office. You will

be proud to see the exceptional medicine practiced in our ER, NICU and Brain & Spine Center. These areas, and Cancer Care, will be the focus of our general meetings.

Join us on October 29. Addressing cancer treatment, we will examine how different elements converge to overcome Brack's patients' challenges and the high cost of care. Representatives from nonprofit

organizations, UMCCB staff and patients will answer your questions. Congratulations, volunteers, on indispensable service at the heart of the action. Welcome, Junior League of Austin, March of Dimes and Cancer Connection volunteers. You are all multi-talented, generous and appreciated!

Best regards,

Jill Scacco



## THE GIFT SHOP

by Holly McGilway, Inbarin Manager



As the summer ends, new merchandise has arrived to our Gift shop. Please, come visit us to see the great selection of items we have in store for you.

Remember that all the proceeds earned will be donated to the hospital at the end of the year. They will contribute to support the needs of our hospital and staff members. Great Habits is located in the 2nd Floor (Lobby).

Also, if you would like to learn about retail services, we will be more than happy to show you all about it. From decorating our gift

shop, pricing or cashing, our great team members will teach you while having fun.

*Volunteers receive a 20% discount at all times. 40% off with a birthday coupon.*



## A WORD FROM ERICA

by Erica Otero-Pena, Volunteer Coordinator

Summers are always sizzling in the volunteer office! This summer we were delighted to have 30 high school volunteers. They dedicated more than 900 valuable volunteer hours in various departments. Each volunteer brought a unique sense of personality and skill that enlightened the patients of the hospital. The volunteer office awarded each high school volunteer with a certificate of completion for

their hours of service donated to the program.

Our college student volunteers are always a big treat for the hospital each semester they are here! Our gift shop, especially, will count the days until their arrival. The new college volunteers dedicate their first semester in the gift shop or at the information desk. They equally enjoy their time spent in these areas because it gives them the opportu-

## KUDDOS!!!

Kudos for Rhonda Alvarado who was recognized for her dedication and excellent work at the 7 West Nursing Station. Staff members of this department expressed that Rhonda was very helpful and kind. Good job, Rhonda!!!!

Kudos for every member of the Volunteer Services department. As many of you know we were just awarded with the 'SMART' award for exemplary service excellence. Thanks to all of you for bringing the best of you to our patients and special thanks to our leader Taylor Fry and our great coordinator Erica Otero-Pena who lead us with professionalism and are a great example of team work.

nity to become familiar with the hospital. The college volunteers this summer gave more than 11,000 hours in many areas of the hospital. Our upcoming group of college students will be here from September through December. Please give them a BIG volunteer welcome!!!

I want to take this opportunity to thank Mary Ellen Clifford and our entire fabulous group of volunteers for a wonderful last year of service!

Erica Otero-Pena

## Mark your Calendar!!!

### SEPTEMBER

09 Adult Orientation  
16,17 Uniforms 21U2 Sale  
2N Hallway (7am-4pm)  
24 Board Meeting/NICU  
Plaque Dedication 12pm

### OCTOBER

14 Adult Orientation  
14,15 Golden Visions  
Jewelry Show 2N Hallway  
29 General Meeting

### NOVEMBER

11 Adult Orientation  
19 Board Meeting

## FACTS

- Our last Jewelry sale sold \$11,343.28 and our 20% is \$2,268.66
- The \$6 Sale sold \$6057 and our 20% is \$1211.40
- UMCCB is the oldest public hospital in Texas (1884)
- UMCCB outpatient visits topped 157,000 in fiscal year 2007
- The emergency department treated more than 74,000 emergencies in fiscal year 2007
- UMCCB's surgical services are capable of handling everything from the most routine day surgery to complex trauma surgeries. UMCCB performed more than 8,000 surgeries (both inpatient and outpatient) in fiscal year



# PROYECTOS QUE BENEFICIARÁN A LA COMUNIDAD

by: Lourdes Zuñiga

Luego de un fructífero año, nos preparamos para iniciar una serie de proyectos que beneficiarán a la comunidad de Austin en especial a las personas más necesitadas.

Con una generosa contribución de 135 mil dólares y casi 49 mil horas de servicio, los voluntarios de University Medical Center en Brackenridge apoyarán la fundación de la Clínica The Paul Bass que beneficiará a miles de personas de bajos recursos que no cuentan con seguro médico.

Otro proyecto que será impulsado a través de la generosa con-

tribución de nuestros voluntarios es la construcción del Jardín de Paz, que servirá como un lugar donde tanto pacientes como familiares podrán encontrar alivio al stress generado cuando tenemos una enfermedad o algún ser querido que padece alguna enfermedad que requiere hospitalización.

Desde aquí un sincero agradecimiento a todos nuestros voluntarios y la invitación a quienes quieran apoyarnos. Recuerda que con sólo 4 horas semanales de voluntariado en nuestra Tienda de Regalos puedes ayudar a una causa noble que apoyará a la comunidad



**LOURDES ZUÑIGA**

y a los más necesitados.

**Lourdes Zuñiga**

luziro@hotmail.com

Envíame tus comentarios o sugerencias

**The Volunteer Voice**  
thevolunteerveice@yahoo.com

Editor  
**Lourdes Zuñiga**

Contributing Editors  
**Peggy Luttenbacher**  
**Bob McElroy**

**University  
Medical Center  
Brackenridge**  
VOLUNTEERS

A member of the  
Seton Family of Hospitals

**University Medical Center  
at Brackenridge**  
601 East Fifth Street  
Austin, TX 78701-1996

#### Brackenridge Volunteer Services:

Taylor Thomas Fry 324.7151  
Director  
Erica Olaso-Parks 324.7584  
Volunteer Coordinator

#### Brackenridge Volunteers Board:

All Scacco	President
Cindy Kilmer	President-Elect
Kathleen Bennett	Secretary
Peggy Luttenbacher	Treasurer
Howard Skates	Assistant Treasurer
Daphne Lambert	Member at Large
Mary Ellen Clifford	Past President

#### University Medical Center Brackenridge:

Bruce Broadt 324.0768  
Chief Operating Officer  
Rachel Sander 324.7483  
Administrative Assistant

#### Seton Family of Hospitals:

Greg Hartman 324.3265  
Senior Vice President  
University Medical  
Center at Brackenridge,  
Communications,  
Marketing and Planning  
Jan Cabral 324.1919  
Administrative Assistant

#### CONGRATULATIONS to our volunteers for reaching milestone with hours of service. THANK YOU!!!

250 hours: Maria Colindres, Sean Hanson, Lucia Orrostieta, Elena Perales, Joseph Quander, Mary Saathoff, Lan Phuong Tran.

500 hours: Peggy Amis, Pamela Brooks, Pat Donovan, Delores Minor, Jack Minor, Joe Zamora

1000 hours: Maricela Belman, Sister Edith Thompson, Helen Wright

2000 hours: Joan Baker, Mary Bosdin, Glenda Hinkle, Cindy Kilmer, Delfina Lara, Peggy Luttenbacher, Geri Mosher, James Tammit, Doris Wilhite.

5000 hours: Jamell Arms, Jo Helen Belle, Katherine Bennett, Mary Ellen Clifford, James Dowdy, Daphne Lambert, Jill Scacco.

10,000 hours: Larry Cummings, Joan Morgan, Helen Nibouar, Helen Paust, Howard Suter, Gail Spitzer.

20,000 hours: Jessie Bradford, Betty Evans, Eva Jenkins, Ed Kelley

30,000 hours: Octavia Smith

#### University Medical Center Brackenridge

Attn: Volunteer Services  
601 East Fifth Street  
Austin, TX 78701-1996

**808670**

## THE MISSION STATEMENT OF THE SETON FAMILY OF HOSPITALS

*Our mission inspires us to care for and improve the health of those we serve with a special concern for the sick and the poor. We are called to be a sign of God's unconditional love for all and believe that all persons by their creation are endowed with dignity. SETON continues the Catholic tradition of service established by our founder: Vincent de Paul, Louise de Marillac and Elizabeth Ann Seton.*