From the outgoing President ~

Dear Members and Friends,

Thank you for the wonderful turnout for our scholarship luncheon. The recipients were a great group of deserving people. We were happy we could aid in their education and pursuit of a new career.

Our thanks to Chairman Barbara Hawthorn, Dorothy Lake, Jenny Eliades and Helen Cook for the excellent job they did in their selection of recipients.

I want to thank all of you for the honor and privilege of being President. I have appreciated all of your support and hard work on our entire many money-raising event. I couldn’t have done this job without all of your help.

I want to thank you for the beautiful parting gifts of roses and my lovely necklace and earrings, it was such a nice surprise.

The hospital will be experiencing a number of exciting changes. I am so pleased with the election of my friend and dedicated volunteer, Valerie Kohler, as our new president. Valerie comes with experience, enthusiasm and a youthful perspective. She is ready to take our organization forward to meet new challenges. I know that you will all give her your full support and help. Your attendance at our general meetings will be very important. Valerie will welcome your thoughts and ideas on how we can continue to make this an outstanding volunteer organization for Northridge Hospital.

Volunteers are the only human beings on the face of the earth who reflect this nation’s compassion, unselfish caring, patience and just plain love for one another.

Erma Bombeck.

We make a living by what we do, but we make a life by what we give.

Winston Churchill

Thank you and blessings,

Jean Kerr

From the new President ~

Dear Members and Friends,

As your new Auxiliary President, I want to thank all of our members for their support as I assume this position. I learned so many things by observing former Presidents Jean Kerr and Mary Newbold; hopefully I can take this knowledge with me and move forward to an exciting new year. I would also like to welcome new Board members Elizabeth Keshishian, Vice President/Programs, Denise Hovivian, Recording Secretary, and Sophie Kondo, Members at Large. I am confident that we will all work together to make our Auxiliary even better than it is today!

There will be no General Meetings in July and August. However, please mark your calendars for our Summer Party on Saturday, August 10th at 6:30 p.m. at the home of Jean and John Cosby. Invitations will be mailed to you in mid-July. This is always a lovely evening, so please join us!

Our September General Meeting will be on the 23rd; please make every effort to attend. We will be discussing upcoming events for the coming year. Currently, I am seeking out someone to chair our Cookie Walk to be held in December. This is one of our fun fundraising events. Please let me know if you can help out.

I wish you all a wonderful, happy and safe summer.

Valerie Kohler
VOLUNTEER NEWS

Thank you to the 84 volunteers who attended our last Customer Service/HIPAA/competencies compliance class. If you weren’t able to attend, it’s not too late to sign up for our next class which will be held on Wed. July 17, 2013, 12:30 pm – 3:30 pm in the Penthouse. Don’t risk suspension due to non-compliance. Please call Gaby at x2961.

We’ve appreciated the energy and assistance that our high school volunteers provide to our Northridge Hospital team. But with the school systems undergoing constant changes, and students heading back to school on staggered schedules, we’re finding gaps in our coverage. If you would like to experience new opportunities, or know someone who could donate a few hours a week, please let us know.

We could use some help at the Information Desk, the Escort Office, as well as various Patient Family Centered Care on nursing units. All of these areas offer individuals opportunities to enhance our patients’ and families’ experience, while supplementing the workload for employees, not to mention the personal benefits to volunteers. Please call Gaby at x2961.

Gaby Evans
Volunteer Coordinator

MERRY MEMOS

In the coming months you will identify changes that will occur, focusing on recognizing the value and commitment and dedication of our staff interacting with patients and those around us on a daily basis. Our devoted Volunteers are valued and appreciated each and every day.

Treating each other with respect and as Family is the key to success, and will always be remembered by those you assist daily. Our industry as a Hospital must recognize how important it is to always demonstrate humankindness in all we do, no matter how small or large the event may be. Just saying a kind word goes a long way. When we end our day, we can recall how we handled a situation in a positive way and how we made a difference for someone who needed that caring spoken word, our own feeling of satisfaction by sharing humankindness.

We can all make a difference in someone’s life.

Mary Grim
Director, Volunteer Services

INQUICKER?

What is InQuicker?
InQuicker is an Online Waiting Service™ that enables patients who are seeking care for non-life-threatening or debilitating conditions to check-into our ER and wait at home instead of the waiting room until their selected projected treatment time.

Who should use InQuicker?
InQuicker is only intended for use by individuals who are seeking care but do not have life-threatening medical issues. Examples of typical users are a mother whose child injures an ankle during a weekend soccer game, or a family caregiver with an ill or injured parent who is uncomfortable sitting in the ER waiting room.

How does InQuicker work?
Patients access InQuicker through our website NorthridgeHospital.org. After providing symptom details via an online questionnaire, and agreeing to a set of terms and conditions, the patient “checks in” online and begins waiting until their selected projected treatment time. The system is designed to identify symptom keywords that may indicate life-or limb-threatening medical conditionals that may require immediate attention. In these cases, patients are prompted to dial 911 or go immediately to the nearest emergency room.

What happens if there is a delay in the ER?
Traumas or other events that cause an influx of patients and delay patients waiting at the ER will also affect InQuicker users. In the event of delays to projected treatment times, users will be sent real-time notifications via a phone call and email with updated projected times so they can continue waiting from the comfort of home.

Is InQuicker an appointment or reservation service?
No. InQuicker is not an appointment or reservation service. Emergency room triage processes do not allow for the scheduling of treatment. The program simply allows patients the option of waiting somewhere other than the emergency department waiting room. They are subject to the same triage processes as all other ER visitors, including delays caused by changes in patient traffic. They do not skip in front of other patients. Priority treatment is always given to those with the most urgent medical conditions.

Why has Dignity Health launched InQuicker?
At Dignity Health, quality, accessible emergency room care and patient satisfaction are top priorities. The InQuicker Online Waiting Service™ provides our patients with a convenient check-in process, timely communications about wait times, and the option to wait in a more comfortable environment until their time to be seen.
WAGGING TALES

We wanted everyone to know that Saturday Lucky needed to go off and visit with her friends from the past and leave her present behind. She was unable to breathe comfortably since early yesterday and she had stopped eating last week.

Dogs have such strength as they take us through our daily journeys. Lucky's strength was possessed in her calmness, charm and that non stop tail.

Lucky hit the slippery slope with dignity, smiling from ear to ear and a fairwell wag with the look of thank you for our wonderful life together. She had a bath at the pet wash, rode in the car with the windows all the way down through the canyon from Simi to home. Then enjoyed more treats with some of her best friends. Redd came along for the last ride with us to the vet's office.

She stayed and played a long time with Koty and even loved to run with the horses up in the Chatsworth mountains. Then along comes this bouncy bouncy gift all stuffed with fluff and play. Redd, here at your service, what do ya need, just an ear or will it be a quick kiss!

It’s always the best when you can kind of go out on top! And it definitely has been nothing shy of the top enjoying her for the time she was here.

You and your guests are invited to the 2013 NHMC Auxiliary Summer Party At the home of John & Jean Cosby 19124 Eccles Street, Northridge, California 91324 Saturday, August 10, 2013 6:30 PM - Social Hour; 7:30 PM - Dinner $25 per person RSVP not later than Friday, August 2, 2013 Make checks payable to NHMC Auxiliary & send to Jean Cosby At the above address (818) 886-0579
THE CARING CORNER

Live today for what you believe,
Make a difference today,
You may not get another chance

Mary Ann Farquharson

BIRTHDAYS

<table>
<thead>
<tr>
<th>~ July ~</th>
<th>~ August ~</th>
</tr>
</thead>
<tbody>
<tr>
<td>17 Heather Slutsky</td>
<td>1 Kristie Koenig</td>
</tr>
<tr>
<td>18 Mary Lou Vanderlip</td>
<td>6 Mary Newbold</td>
</tr>
<tr>
<td>21 Jean Kerr</td>
<td>17 Linnea Benning</td>
</tr>
<tr>
<td>23 Shirley Hersh</td>
<td>23 Joan DuPont</td>
</tr>
<tr>
<td>23 Ogen Savoian</td>
<td>25 John Alfenito</td>
</tr>
</tbody>
</table>

PLEASE KEEP THESE PEOPLE IN YOUR HEART

Gerry Anderson
Doris Boulton
Shirley Carter
Marion Hakanson
Bill Newbold
Darell & Thordis Norris
Julia Sweeney
Bette Tenneson

REMINDER DATES

~ July 21, 2013 ~
HIPAA/Orientation/Safety Class
12:30 PM, Hale Penthouse

~ August 10, 2013 ~
Annual Summer Party
6:30 PM, Cosby Home

Northridge Hospital Medical Center
AUXILIARY
18300 Roscoe Boulevard
Northridge, California 91328

PLEASE KEEP THESE PEOPLE IN YOUR HEART

Kristie Koenig
Mary Newbold
Linnea Benning
Joan DuPont
John Alfenito

Gerry Anderson
Doris Boulton
Shirley Carter
Marion Hakanson
Bill Newbold
Darell & Thordis Norris
Julia Sweeney
Bette Tenneson

REMINDER DATES

~ July 21, 2013 ~
HIPAA/Orientation/Safety Class
12:30 PM, Hale Penthouse

~ August 10, 2013 ~
Annual Summer Party
6:30 PM, Cosby Home

Northridge Hospital Medical Center
AUXILIARY
18300 Roscoe Boulevard
Northridge, California 91328