

THURSDAY, NOVEMBER 9, 2023

YAKIMA CONVENTION & EVENT CENTER

*Create Hope
in the World*



TOM HELLER

THE STORY OF A HOLOCAUST SURVIVOR



Tom Heller, MD, is the son of Holocaust survivors.

Tom's father Paul was born in Chomutov, Czechoslovakia (now Czech Republic) in 1914. As a young student, Paul was the only Jewish student in his class. He attended Charles University and medical school in Prague and graduated in 1938. In March 1939, Nazi Germany invaded and annexed Czechoslovakia. Dr. Heller was poised to leave the country for England, but on the first day of WWII – September 1 – was arrested by the Gestapo for anti-Nazi activity connected to a university group.

He was detained as a political prisoner, sent to Dachau and Buchenwald concentration camps, where he spent 3 ½ years doing hard labor, and then to Auschwitz in 1943. Exploiting his skills as a physician, Dr. Heller was sent by the Nazis to work at a clinic in sub-camp Jawaržno. Dr. Heller was a part of a death march to Gross-Rosen concentration camp before being transported back to Buchenwald in February 1945. Liberation finally came that April. World-famous reporter Edward R. Murrow visited Buchenwald on April 12, and in a live broadcast several days later mentioned Dr. Heller, thus notifying his friends and family that he was alive.

Tom's mother, Liese Florsheim, was from Germany and had met Paul at Charles University in the 1930s. She was able to escape to the United States in 1938, where she earned a master's degree in social work. Liese was at the dock to meet Paul when he arrived in New York in 1946 and they were soon married. Dr. Heller became an internationally recognized medical researcher in blood diseases while raising Tom and daughter, Caroline, with Liese.

Tom also became a doctor and worked for many years in Seattle in a community health center, and subsequently for the U.S. Centers for Disease Control, helping establish HIV treatment services in countries in Asia and Africa. Now retired, he chose to share his family story to help teach students and other audiences the dire consequences of prejudice and hate. Tom joined the Speakers Bureau in 2022. He has three grown children and lives with his wife in Seattle.

PROPOSED NEW MEMBERS

Unless written objection is received by the Board of Directors by Friday, November 10, 2023, the following candidates will be elected to membership:

Curt Wilson

Executive Director

Downtown Association of Yakima

Classification: Community Development

Proposed by: John Baule

Endorsed by: Erin Black

Joshua Shockley

Managing Partner/Owner

Summit Trading Group

Classification: Investments, Trading

Proposed by: Sonia Rodriguez True

Endorsed by: Charlie Robin

FOR THURSDAY'S MEETING

Greeters – Lars Hanson, Celina Sanchez

Program – Quinn Dalan

Attendance – Jake Hambly

FUTURE PROGRAMS

November 16th – Brynn Jacobs, First Tee of

Central Washington

November 23rd – No Meeting

ROTARY MEZCAL TASTING & SOCIAL DECEMBER 7, 2023 – 5:30PM TO 7PM – LARSON GALLERY



Whether you are a scotch drinker, new to mezcal or have been drinking mezcal for years, this will be a unique experience to learn about the rich history, fascinating process, and the complex flavor behind North America's first liquor. Our guest presenter will be Rosalinda Mendoza, the CEO and co-founder of Mocel Mezcal. Born and raised in the Yakima Valley, Rosalinda Mendoza will walk us through an interactive mezcal tasting featuring rare mezcals from Michoacán, Mexico where her family is from.



This is an exclusive event for Rotarians and guests and will include a guided tasting of two pours of Mocel's small batch mezcals and light appetizers. Sign-ups are underway. RSVPs are due by November 17th.

REVIEW

It was another great day that started with our greeters: Clark Permann and newly introduced member Arthur Salido. Our music, chosen by Linda Kaminski, honored our deceased members with a video of *Shall We Gather at the River* sung by VOCES8 – it was a beautiful piece of music. Celisa Hopkins followed with excerpts from an interview of the U.S. Attorney General on loneliness and isolation that so many Americans experience. It included ways to help - spending time connecting with someone outside of your family, giving full attention in conversations, looking for opportunities to serve (Rotary fits that piece), and spending time in solitude whether it is listening to music, reflection, or enjoying nature. President Erin presented blue badges to Teresita Tamez, Jolene Seda, and Chase Powell; presented Anthony Peterson with his winning check from the Marble Raffle Draw; extended an invitation to an exclusive Rotary Mocel Mezcal Tasting; and recognized Darrell Blue as a new member of the Rotary Foundation Polio Plus Society. Doug Rich and Jim DeGrasse ended with an epic sergeant-at-arms inspired by Carnac the Magnificent.

Our featured speaker was Tammy Buyok, the president of MultiCare Yakima Memorial Hospital and Clinics. Introduced by David Hargreaves, she shared how she came to Yakima, what MultiCare has accomplished in the last nine months, and their plans for the future of healthcare in our community. Before Covid began, MultiCare established four pillars outlining who they are and how they would like to grow. They were (1) a moral obligation to deliver the very best health system to our communities in the most cost effective, least burdensome fashion possible, (2) local governance is an essential ingredient to success, (3) the most meaningful asset they can have is the trust their communities place in them and (4) to succeed in transforming the organization from its storied but traditional past to an incredible future state, they need cultural transformation that allows them to become customer and community centric.

As an organization they always start meetings with their mission, vision, and values. Their mission and vision are *partnering for healing and a healthy future and MultiCare will be the Pacific Northwest's highest-value system of health*. Everything is done through the lens of their values - respect, integrity, stewardship, excellence, collaboration, kindness, and joy. Strategies they work through are performance excellence, population-based care, and expanding access to care and services. They are much more than just delivering traditional healthcare. An example shared was that on a regular basis a semi-truck will pull up at Mary Bridge Children's Hospital that has a grocery store at the back allowing them to take patients and their families out to teach them on how to make healthy choices at the grocery store and to help with food insecurity.

The MultiCare family is made up of 12 hospitals and 290 plus primary care, urgent care, and specialty care clinics. On any given day they have 2,325 beds that are being used to provide care. They have almost 23,000 employees and 2,000 employed physicians. On a yearly basis, they deliver 9,500 babies, have almost 80,000 hospital admissions, and experience 550,000 emergency visits. Yakima MultiCare has 226 licensed beds with 30 licensed as medical psychiatric beds (very unique in Washington). On an annual basis, they have about 13,000 admissions and 87,000 emergency visits. That number is on track to reach 90,000 by year end - Yakima is ranked 37th out of 39 hospitals for the busiest emergency departments in the country. They have 2,300 full-time employees and 55,000 patient days with an average daily census of 153. The number of staffed beds was 100 before MultiCare arrived; today it has increased to 150 beds with the ability to surge to 200 beds if needed for a short time. The average stay is 4.21 days - a day better than the rest of the MultiCare system.

As a local executive team, MultiCare showed up at Memorial to listen. What they came away with was an understanding that trust had been broken; they set out to put four cornerstones in place to Build Trust, Inspire Hope, Define Reality, and to create Transparent and Thoughtful Communication. To measure their success, they undertook an engagement process made up of 10 questions. The response rate pre-MultiCare to post-MultiCare increased from 38% to 62%. Overall employee engagement increased by 6%. Employed physicians and APP increased by 20% - that is off the chart. Current improvements and investments have included market-based wages for staff and physicians, competitive physician contracting, and new technology that has upgraded their WIFI and internet, new phone systems, Microsoft 365, and information security hardening. They are working to secure access through relationships with Pulse Heart Institute, Orthopedic Northwest, Mary Bridge Children's Hospital, and Connected Care. They are in the process of achieving a certificate of need for GI and Vascular care. In the past nine months they have recruited 13 physicians and 7 PRNs and 78 RNs. There is a team to improve access to surgical services, they are working to bring in a wound healing center and they have seen a 10% improvement in primary care access.

The future includes investments in EPIC workday, their telemetry system, improving and expanding acute care capabilities, program development (anesthesia is their number one focus), and a first touch ambulatory strategy that includes an off-campus emergency department. The change that needs to happen will not happen overnight. It will time to be at a place where people perceive healthcare should be in our community and they are able to build back everything taken away during the pandemic.