November brings to mind football (Ohio State for me), fall foliage (although not so much in Florida), elections (not a good thought this year), pumpkins (specifically Starbucks pumpkin cream cheese muffins) and most importantly it makes me think of Thanksgiving. Each of us has so much to be thankful for and unfortunately we don’t always recognize it.

I’m thankful for my faith, family, friends, my church and my hospital with its 900+ volunteers. My list could go on and on as I’m sure yours could too. This is a great hospital and you help make it that way. Every day without fail I get compliments from patients and hospital staff saying how much they appreciate the volunteers! So I’m very thankful that you spend some of your time volunteering at The Villages Regional Hospital.

We still need Volunteers ... Even though we have a large number of volunteers we continue to have over 90 open positions. While we need help in most departments, the need is great in the Emergency Room, ED admit, Dietary, Acute Diagnostic, and the Rehab Facility. Your help is needed to recruit some new volunteers or maybe even take a temporary second shift. With the seasonal residents returning that will help us also.

The Auxiliary Club had a very successful and fun Fashion Show on October 11. The fashions and models were all from Ye Olde Thrift Shoppe. On December 13 The Club will be having a Holiday Party at Colony Recreation Center from 2:00 to 4:00 p.m. They have a DJ coming and it should be a fun time!

Another Thank You goes to the Auxiliary Foundation for the tickets to Duo Romantico show. The Foundation gave us 50 tickets to give to volunteers which we did through a drawing. Those who won the tickets were very appreciative. See page 8 for more details.

During November I encourage you to spend a few minutes each day thinking about all the things for which you have to be thankful. Again I’m very Holiday for each of you and the time you spend volunteering at the Hospital. Thank you!

Be Kind, Be Thoughtful, Be Genuine, But most of all Be THANKFUL!
(Anonymous)

The Hummingbird for Volunteers
Vol. 8 November 2016 No. 9

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Lou Emmert
TVRH Auxiliary President

What are YOU Thankful For?
On October 13th, **Primerose Vernet, Director of Risk Management**, spoke to the Executive Committee about the role of Risk Management and our contribution as volunteers to the success of that department.

Some of Ms. Vernet’s comments:

**RISK MANAGEMENT’S JOB IS PREVENTION:** prevention of loss, prevent harm and to improve outcomes for patients. Hospital policy on risk management is based on data that has been collected and analyzed nationwide and their guidelines are established to keep patients and staff safe within the hospital.

*We as volunteers are asked to serve as the eyes and ears for Risk Management.*

If you see something that doesn’t seem right or if you are talking to a patient who shared an experience that seems alarming to you, please contact Risk Management at 751-8057. If a visitor has a problem and wants to talk to Case Management or a Patient Advocate, Ms. Vernet suggested the volunteer determine if the issue is Billing, Nursing or Physician related before calling 751-8057. The Risk Management office is open from 8:00 am-4:30 pm Monday through Friday.

If a volunteer sees an accident (like a visitor falling), the volunteer should call security at extension 8050 and wait for medical assistance to arrive. Do not try to lift the patient.

Ms. Vernet said that TVRH is very blessed to be located in an area where the residents want to give back to a hospital that serves our friends, our families and our community. You as volunteers are effective bridges between the community and it’s hospital. Working in the hospital, volunteers can see things on a daily basis that directors don’t see and your feedback is very much appreciated by the hospital staff.

**VOLUNTEERS NEEDED FOR THE BICYCLE CHALLENGE!**

This exciting event will join together over 300 cyclists to ride one of four route options (17, 32, 64 or 100 miles) throughout Sumter, Lake and Marion Counties. The TVRH Auxiliary Foundation need 3 volunteers to help with this event. Contact Chris Miller at 352-430-2638 or **cwoodmiller@msn.com** to learn more! This could be a huge fundraiser for our Auxiliary/Foundation!!
THIRD QUARTER MILESTONE HOURS

7000 HOURS
Rena Marchand

2000 HOURS
John Meakin
Kathleen Zottoli
Ed Wiggins

1000 HOURS
James Berlin
Stanley Remiesiewicz
Lucy Fellers
Mary O’Bryan
Susan Mitman
Patricia Vail
Elizabeth Bondie
Cindy Williams
Bernie Harkins

500 HOURS
Chuck LeGare
Beth Malak
Richard Sundeman
Sandy Bhatia
David Schissler
Karen Gill
Penny Kasprzak
Janet Haffner
LuAnn Schiff
Arlene Mensinga
Janet Haviland
Florence Howard-Shortino

300 HOURS
Linda Dombrowskas
Lisa Lee
Douglas (Keith) Bonn
Robert Briest
Robert Martel
Linda Longo
Dorothy Cappi
Harry Woodruff
Patrick Campana
Donald Ashwell
Roy Weimer
Carolyn (Jackie) Cashman
Shirley Heath
Carol Cardamone
Mary Ellen Doyle
Bruce Myers
Garrett Couch
Donna Mowers

Lynn Silvis
Joseph Frangione
Dennis Yanachik
Carla Eenigenburg
Gail Mahoney
Bette Lou Schaum
Rebecca (Beckie) Montgomery
Helen Kupiec
Dennis Phillips

100 HOURS
Michele Glover
Harriet Corgard
Mary Custard
Maria Sandstrom
Karen Foley
Eleanor Applegate
Mary Bundstein
Sylvia Babcock
Raymond Paisley
Diane Marie Stein
Ann Connery
Evelyn Robertson
Sylvia Donnelly
Sharon Stevens
Geraldine (Gerrie) Heslin
Barbara Benfield
Deborah Paar Smith
Elizabeth Betsy Smith
Don Thomas Meddick
Joseph Wray
Barbara Lee Allison
Marion May Gruzalski
Jessie Lis
Kristie Carter
Sue Ann Woolsey
Ginger Wray
Julie Gariepy
Darlene Briest
Diane Moore
Jo Kister
Betty Reed
Genevieve (Genny) McKain
Patrick Nannery
Christine Horan
Jennifer Rae Meddick
Barbara Keiski
Arriyiha Mann
Charles Smith
Elizabeth Bittner
Dora Amoroso
Richard Stein

TVRH TEAM MEMBERS AND AUXILIARY

Due to the increase of medical staff providers, the golf cart parking adjacent to the physicians’ parking will be closed permanently on Wednesday October 12. It will become part of the current physician area and the golf cart parking near the main entrance will remain intact. In the event the golf cart parking is full, golf cart drivers can park over near the helipad lot and the shuttle can pick them up.

Volunteers will be getting new badges. The volunteer ID number will stay the same but the hospital’s NEW logo will be displayed. It has not been determined if the volunteers will be able to have a new ID photo as of yet. Final distribution of the new badges is anticipated to be completed by April 2017.
Joan Wicklas, a Shift Leader at Ye Olde Thrift Shoppe, coordinated the Frugal Fashion Show at the October Auxiliary Volunteers Club.

Each of the eleven models chose one casual outfit and one “out on the town” outfit. All the clothing, shoes and accessories were from Ye Olde Thrift Shoppe. In fact, many of the outfits had been previously purchased by the models from the Shoppe.

The audience was astonished as Debbie Diehl provided commentary including the incredible prices; earrings for $1.00, shorts and shirts for $3.50, name brand “One Step Up” dresses for $9.50 – just to name a few.

If you are looking for casual or holiday clothing, stop by Ye Olde Thrift Shoppe and see what bargains you might find.

David Schoefeld provides background music at the Auxiliary Club events. He is one of the Musician Volunteers who play piano at our hospital.

Ye Olde Thrift Shoppe is open Tuesday through Saturday from 10:00 am to 4:00 pm and is located at 106 W. Lady Lake Blvd. just two blocks south of the CR 466 and US Hwy 441 intersection. For more information call 352-259-5853. To arrange furniture pickup donors can call 352-874-3593.
MAINTAINING COMPLIANCE

Does the HIPAA Privacy Rule permit hospitals to inform visitors or callers about a patient’s location in the facility and general condition?

This question frequently comes up and the following is a reply directly from Health and Human Services (HHS).

Yes….we can use our facility directory to inform visitors or callers about a patient’s location (room number, department) if the patient is asked for by name and the following requirements have been met. The Privacy Rule allows Central Florida Health (CFH) to maintain a directory containing the following information: patient name, location in the facility, health condition in general terms that does not indicate specific medical information or religious affiliation. Religious affiliation may be disclosed to members of the clergy (further defined in the rule).

The above is only allowed if the patient is:

- Informed about the information included in the directory.
- Informed of to whom the information can be released.
- Given the opportunity to restrict this information to only those they choose.
- Opt-Out completely from being listed in the directory.

CFH has implemented a “Privacy Code” practice which is managed by Patient Registration, where patients receive a specific numeric code and can provide this code to whomever they desire. This allows staff to provide additional information (general condition, location, lab work, vital signs, doctor’s instructions, estimated length of stay or diagnostic test results) to any individual providing the assigned code.

In the case of emergency treatment or incapacity, directory information (patient’s name, location in the facility, health condition in general terms) may be provided if doing so is in the best interest as determined by professional judgment (RN, MD) and would not be inconsistent with any previously expressed preference.

On Saturday, November 19
Volunteers will be Decorating the Hospital!

Please come at 9:00 am to put up the trees (male volunteers would be particularly helpful at this time)

Pizza will be served at noon (for those who help decorate).

At 1:00 pm we will decorate the trees and hang beautiful wreaths made by Billie Smith. Billie and her team have been working hard to get all the decorations ready. We thank them for their dedication and for the beautiful decorations.

We look forward to seeing you on November 19.

Billie Smith
There are those who daydream about living the life of an expatriate in a far-off, exotic country embracing unfamiliar customs, enigmatic cultures and novel cuisine. And as companies expand their global presence more Americans are living and working in foreign countries. Don and Jennifer Meddick are Village Regional Hospital volunteers. Jennifer, a retired nurse, assists in ICU/IMCU on Sunday morning and the Emergency Room on Tuesdays, and Don is a Sunday transportation cart driver who can also be found volunteering on Tuesday at the TVRH front desk greeting visitors and answering questions.

But prior to Don's retirement in 2014 he worked abroad as a chemical engineer first in Kuala Lumpur, Malaysia where he and Jennifer lived from 1999 to 2002, and in 2005 his next assignment took them to the Netherlands until 2007, the Philippines from 2007 to 2008, Kuwait from 2008 to 2009, and his last assignment prior to retirement was in India from 2009 to 2014.

The couple also became frequent travelers while living abroad hopscotching the globe visiting: Hong Kong, Macau, Singapore, Germany, Italy, England, Ireland, Australia, Turkey, Greece, Thailand, Spain, Russia, Czech Republic, Egypt, Finland, and Belgium. Anticipated challenges such as cultural norms, dress codes, values and customs which might include business etiquette, local attitudes toward women, and limitations of law enforcement are usually addressed by company sponsored preparation seminars intended to prepare employees before they embark as expatriates.

But there are unexpected challenges no one can anticipate. Jennifer shared a memorable afternoon golfing with a group of ladies in Malaysia that included an incident the indoctrination coach failed to cover. The weather was mild, the golf game progressing until Jennifer's young caddy pointed up a tree that she was standing near where a large cobra lay observing her. Fortunately the dangerous, venomous snake remained in the tree and the game continued unimpeded.

Another activity Jennifer enjoyed with local ladies in Malaysia was High Tea at Carcosa Seri Negara which was the former residence of the British High Commissioner, but exists now as a high-end hotel where the Queen or royal family members stay when visiting. And Jennifer, a talented cook, discovered a few domestic challenges - goods and cooking supplies commonly found in America are not always available in foreign markets or they can be sold under different names i.e., the common avocado in certain countries is known as butternut fruit.

And even Julia Child would have been challenged attempting to create a pumpkin pie crust in Malaysia for Thanksgiving guests. Flour produced in a foreign country can have a different texture and limit cooking and baking options since moisture in flour depends on the amount of rainfall during the growing process.

Available health care can also be a major consideration in other countries. When living in the Netherlands the couple discovered that doctors make house calls which might explain why patients are required to live in their doctor's zip code. But most would agree a doctor that makes house calls is a positive enough practice to overlook the zip code requirement. And in lieu of obtaining a prescription for a medication, other than narcotics, pharmacists dispense medicine upon request and often for less money than the same medicine would cost in America.

Moving often and living amongst strangers can be isolating but Jennifer wasted no time overcoming this obstacle by joining various American Expatriate social organizations enabling her and husband Don to befriend other expatriate couples to share an evening out for dinner, concerts and shows. And Facebook now allows them to stay in touch with those friends made around the world.

(continued on page 7)
Don offered the following insight acquired during his travels. “Immerse yourself in the country’s culture and if you ask questions about the culture do it in a non-judgmental manner, try new food and activities and always be courteous and respectful to residents in the countries you’re visiting.”

Life as an expatriate is enriching and does broaden one’s viewpoint but it can also force an appreciation for the vast and complex world we inhabit. And perhaps traveling the world also brings about a certain satiating consciousness of how fortunate we are to be able to eventually return home to America.

~ Judi Gray

A Happy Holiday

As the holiday season draws near and we celebrate, we are reminded that as an organization we have much to be thankful for... All of YOU!

As a token of appreciation the TVRH Auxiliary Foundation and Executive Team wish to present you the opportunity to select a holiday delicacy (Honey Baked Ham, Turkey, or Vegetarian) for your family’s dining pleasure.

To assure we provide you with a gift of your choosing, we are asking all members of our Auxiliary to sign up in the Day Captain’s Office or Ye Olde Thrift Shoppe to make your selection anytime beginning

Monday, October 24th - Monday, November 14th

Gift vouchers are available to redeem for Thanksgiving or the December holidays. If you choose to redeem your gift for Thanksgiving you will need to pick up your gift at The Honey Baked Ham Store.

Upon making your gift selection, you will also be asked to choose the location in which to pick up your gift. As the delivery dates draw near, Auxiliary members will receive a voucher to present when picking up their gift.

Please note that no gifts will be distributed without a voucher. Stay tuned for more information via the Auxiliary or Day Captain’s Office.

From our family to yours, we extend our best wishes for a joyous holiday season filled with peace, health, and happiness.

Warm Regards,

TVRH Foundation & The Executive Team

MANDATORY ATM TESTING

For NEW VOLUNTEERS & GOLF CART DRIVERS
November 15 & 29
8:00 to 11:30 am.
You will get your TB test and your eyes checked the same day.

Find us at: East Campus, 3rd floor, right hall, right side

For ANNUAL VOLUNTEERS
Any Tuesday

It is mandatory that every volunteer be recertified annually during their birth month.

FOR EYE TESTS: There have been changes as to when the Employee Health Care nurse will be available.

Eye Tests are available at Employee Health Care Office on the 3rd floor of the East Campus.
A DELIGHTFUL GIFT FROM THE FOUNDATION TO SOME VOLUNTEERS

On October 9th, 27 lucky TVRH Auxiliary volunteers were entertained at the Savannah Center by Duo Romantico, a husband and wife team of Atilio and Christy Marinelli, who sing a range of classical and modern songs. Atilio has a beautiful tenor voice and his amazing area, “Nessun Dorma” is always well received. His wife, Christy, joins him in performing classical numbers but also offers hits from some of Broadway’s greatest heroines. All proceeds benefited the Military Children’s Scholarship Fund through The Villages Regional Hospital Auxiliary Foundation in partnership with Project SOS - Support Our Soldiers, Inc.

Here are some comments from some of the volunteers who attended:

Jo Kister (Patient Survey)
Jo is also one of our musicians who play piano in the lobbies. Jo took her mother to the performance (we can’t tell you how old her mom is but you would be impressed!). The song selection was nice – just as advertised,”Everything from Bocelli to Broadway”. The powerful voices of both Atilio and Christy filled the room and there were several standing ovations. The couple performed for 1 ½ hours with no intermission. Her favorite piece was the opening song of “Granada” since she had just returned to The Villages from a trip to Barcelona, Spain.

Lois Laabs (Auxiliary Office)
Lois thought the show was fantastic, the music was wonderful and Duo Romantico was great. She thanks the Auxiliary Foundation for the contribution they made to this performance.

Mary O’Donnell (Gift Gallery)
Mary never wins anything so she was especially pleased to hear she had won tickets to the Duo Romantico’s performance of “Everything from Bocelli to Broadway”. . . even better, she is a big fan of Andrea Bocelli. In 1998, Bocelli was named one of People Magazine’s 50 Most Beautiful People. In 1999, he was nominated for Best New Artist at the Grammy Awards “The Prayer”, his duet with Celine Dion for the animated film “Quest for Camelot”, won the Golden Globe for Best Original Song and was nominated for an Academy Award in the same category. She was surprised to learn that Atilio Marinelli’s cousin is actually married to Bocelli. Her favorite performance of the night was “To My Hero”. . . a piece about soldiers and one she had never heard before. After the performance, Atilio and Christy had all the veterans and active soldiers stand up in the audience for a well-deserved acknowledgement. Mary started the Gift Gallery 12 years ago. She has served as the Gift Gallery Chair. has been a member of the Auxiliary Executive Committee and has held many other Auxiliary positions.

Kate Peak (Ye Olde Thrift Shoppe)
Kate said everyone in the audience was excited about Atilio and Christy Marinelli’s performance. It was especially exciting to hear that Duo Romantico are planning on moving to The Villages! Kate hopes that means she might be able to see them perform again. One of her favorite things about the evening were the beautiful backdrops that were used for each performance. Fiddler on the Roof had a scene from Venice and Phantom of the Opera of course had an opera scene. Kate thoroughly enjoyed the evening!

List of Winners

<table>
<thead>
<tr>
<th>AMBASSADOR</th>
<th>DAY CAPTAIN</th>
<th>EXPRESS ADMIT</th>
<th>GIFT GALLERY</th>
<th>OUTSIDE</th>
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<tr>
<td>Peter Savidge</td>
<td>Barb Lovett</td>
<td>Marilyn Fleisher</td>
<td>Camille Tashy</td>
<td>TRANSPORT</td>
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<td>ASU/PACU and CATH LAB</td>
<td>Jeannie Rogale</td>
<td>Joan Sloan</td>
<td>Marilyn Veldof</td>
<td>John Kachmar</td>
</tr>
<tr>
<td>Candy Gkins</td>
<td>EXPRESS ADMIT</td>
<td>MARY ANNE</td>
<td>Mary O’Donnell</td>
<td>Nancy Kachmar</td>
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<tr>
<td>AUXILIARY OFFICE</td>
<td>Skip Dolan</td>
<td>FRONT DESK</td>
<td>ICU WAITING</td>
<td>PATIENT SURVEY/ROUNDING</td>
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<td>Lois Laabs</td>
<td>Marlene Forberg</td>
<td>Barbara Barrett</td>
<td>Mary Hohne</td>
<td>Jo Kister</td>
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<td>Doris Bouffard</td>
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<td>Joyce Fisher</td>
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<td>Jan Rugg</td>
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<td>Dave Schissler</td>
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<th>SURGICAL WAITING ROOM</th>
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<tr>
<td>Lou Bohnstedt</td>
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<td>Camille Kelso</td>
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<td>Jan Olson</td>
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<tr>
<th>YOTS</th>
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<tr>
<td>Cinda French</td>
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<td>Jan Haviland</td>
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<tr>
<td>Kate Peak</td>
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The Style Show was a lot of fun and fun is what our Auxiliary Club is all about.
See you Tuesday, December 13 at the Holiday Party

Joan Wicklas and Deb Diehl organized the show with clothing and accessories from the Shoppe and presented by models Mary Lee, Cinda French, Sue Bundstein, Dora Amoroso, Nancy Cummings, Pat Wesolowski, Mary Ann Divins, Janet Haviland, Bernadette Youngblood, Jim Bundstein and Bob Brown. Special assistants were Vicky Sanborn, Judi Gray, Pam Marchant and Steven Muench. David Schofield of the Hospital Music Group provided background music. The Ye Olde Thrift Shoppe furnished the prizes.

See’s CANDIES®
PRE-ORDER SALE

The Villages Regional Hospital (TVRH) Auxiliary Foundation is pleased to announce their annual See’s Candy sale fundraiser. For a limited time only, you can order one of the world’s most delicious and renowned candies, perfect for gift giving or sharing with that special someone! To place your order, visit the table in front of the TVRH second Floor Cafeteria November 8 through 10 between 11 a.m. and 2 p.m. Payment can be made by cash, credit card, check or payroll deduction. Your candy purchase will be available for pick up in early December in front of the cafeteria. Proceeds will benefit the services and programs at TVRH.