THE TVRH AUXILIARY APPRECIATION LUNCHEON

Over 350 volunteers ...

attended the Annual Volunteer Awards Luncheon at the Savannah Center on June 2nd. This luncheon is sponsored by the hospital and coordinated by Shellie Hanrahan and Stephanie Clark from the Human Resources department. This year bright yellow sunflowers decorated the tables of yellow and green.

Don Henderson, President and CEO of Central Florida Health, Michael Pittman, Chief Clinical Officer and Site Administrator of TVRH and Dick Campbell, Executive Director of TVRH Auxiliary Foundation all spoke of the incredible difference our volunteers make to the patients, visitors and staff. Lou Emmert, President of the TVRH Auxiliary presented the awards (see page 3) and music was provided by three of the volunteer musicians – Howard Glitt, Pat Kronk, and Hershal Chapman. Luncheon Awards, (continued on page 3)
Patience Needed

You may have noticed that construction is going on in the emergency department and waiting room. During this time, we all need to be patient and help the patients and visitors as they wait for treatment. Thank you to all the volunteers in the emergency department and waiting room for your comfort, care and assistance for those who are being treated and their family and friends. Please check in with the charge nurses when you start your shift to see what they need. It is a very busy area and your calm demeanor can be very helpful. Projected completion date will be October of this year.

Teenage Volunteers

On Saturday, May 20, we interviewed 12 teenagers from schools in the area. They will be working throughout the hospital. I hope you will welcome them and offer your assistance.

Thank You for Stepping Up!

Help me to welcome two new department chairs: George Counselman as chair of the ASU/PACU and Gloria Counselman, chair of VPO (Volunteer Placement Office). George and Gloria work in numerous departments of the hospital and put in many hours of volunteer time.

Last month we added Chris and Penny Kasprzak as chairs of the Café and you may have noticed that the Café is now open every day from 8:00 am to 4:00 pm. Closed on Sunday.

While I’m talking about Department Chairs, I’d like to thank ALL our Chairs. They have challenging and time consuming jobs and I really appreciate each of them.

Please continue to talk to friends and family about the need for volunteers here at The Villages Regional Hospital.

Stepping Up at the Gift Gallery

Marilyn Veldof introduced Billie Smith as her new co-Chairperson. They have also announced that free gift wrap is now available for customers who spend $10 or more.

Billy is also our Holiday Decorating Chair and she is already thinking of Decorating our hospital for the Holidays ... Hear more about this from Billie on page 6.

Have a great summer and safe travels if you are leaving the area!

Lou Emmert
TVRH Auxiliary President

George & Gloria Counselman

Billie Smith
This year we had 46 nominations (more than ever before) so the winners were chosen by a committee of twelve Auxiliary members. In order to properly recognize all the incredible contributions made by various individuals there were two new categories of awards added – Making a Difference and Special Recognition.

**Making a Difference:** There really isn’t a category that fits the positive impact some people have made on TVRH and the Auxiliary. This is the first time an award has been given to hospital employees. **Michael Pittman** and **Susan Williams** have been with TVRH for less than a year but they have already worked magic to improve the reputation of our hospital and the community’s level of satisfaction with TVRH. Together they hold daily management huddles where issues are quickly resolved and improvements are celebrated. Their interaction with the Auxiliary proves they see us as an equal partner in making the hospital first rate. The team of Michael and Susan definitely MAKE A DIFFERENCE.

**Outstanding Team/Department Award:** A team recognized by the TVRH staff as having worked together at an exceptional level to improve patient care and/or services. This award is determined by TVRH staff - this year **Michael Pittman** and **Susan Williams**.

**Patient Survey / Rounding Volunteers** have listened to patients and provided the hospital staff with important feedback on what is working and what needs to be improved. The contribution of this group, chaired by Joan Hanosek, has made a tremendous difference.

**Special Certificates of Appreciation** were also awarded by **Michael Pittman** and **Susan Williams** to the **Emergency Department** and to the **Emergency Room volunteers** to recognize their role in improving the performance of our hospital.

**Going the Extra Mile:** An individual or department whose commitment to excellence consistently surpasses expectations. The volunteer or team who goes above and beyond to make things happen. **Bob Briest** has been called “the best greeter ever”, but he does much more than just “greet” those arriving at the hospital. He will rush out to assist with a wheelchair, cover for the front desk, or assist in the Emergency Waiting room if needed. Bob ensures those coming in have a good first impression of our hospital. He brings the same level of enthusiasm and professionalism to his shift at Surgical Waiting on Friday mornings.
The second winner of this award is **Scott Roberts**. He is our smiling, enthusiastic troubadour who starts his shift by asking the charge nurse “Who needs a Boost?” He then visits that patient’s room and offers a musical diversion by providing a private performance with his guitar and voice; always receiving appreciative smiles from both patients and their family members.

**Unsung Hero**: An individual, deserving special recognition, who has shown consistent reliability, adaptability and service to the auxiliary.

**Brenda Nye** has an incredible work ethic and performs her duties in the Emergency Department with professionalism, reliability and sensitivity. Even the nursing staff acknowledge her because they know she is valuable and willing to do what is needed while retaining her overall pleasant demeanor.

Also recognized with this award was **Jeannie Rogale**. She is always quick to help when special projects need staffing or leadership. She chairs 4 departments but still stepped up with a smile to accept the position of 1st Vice President.

**Leadership Award of Excellence**: An individual who has provided outstanding leadership, support to the organization, and has worked beyond the call of duty.

**Pat Kronk** not only provides music for our guests, she is a very approachable leader who organizes the musicians, creates teamwork and immediately addresses concerns – all the while maintaining her positive outlook.

**Sandy Murphy** goes beyond just being a volunteer and chairperson for the Emergency Department. She is helpful and friendly to the patients and visitors and ensures the other volunteers understand the criticality of their role in the overall perception of our hospital.
**AUXILIARY PLEDGE**

Believing that the hospital has real need for my service as a volunteer worker:

I will be punctual and conscientious in the fulfillment of my duties and accept supervision graciously.

I will consider as confidential all information which I may hear directly or indirectly concerning a patient, doctor or any personnel, and will not seek information in regard to a patient.

I will take any problems, criticisms or suggestions to my department chairperson.

I will endeavor to make my work of the highest quality.

I will uphold the traditions and standards of this hospital and will interpret them to the community at large.

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**Special Recognition:** This year there were several volunteers who were nominated for multiple awards so this special recognition category was added by the Awards Committee.

**Tom Hollister** takes his position as co-chair for Outside Transportation seriously and understands that it is mandatory that every shift be staffed. He spends hours trying to line-up subs but if all else fails, he goes in to drive so there will not be a vacancy.

**Eda Oteri** As Chair of the Front Desk, Edie Oteri practices leadership by example and implementation of ideas from her staff ensures her department can adapt to any changes in hospital policy or process. She is a master of communicating the value of our volunteers.

**Volunteer of the Year:** An auxiliary member who has made an exceptional contribution and shown outstanding dedication to the organization. He or she demonstrates the values of Respect, Stewardship, Integrity, Service, Teamwork, Innovation, and Quality

**Rena Marchand** started her volunteer work 14 years ago on the Special Events /Fundraising Committee. This included work on the “Sharing Our Best” cookbook and launch of the first Gala. Then 9 years ago she led a team to implement *Ye Olde Thrift Shoppe*. She has served as Historian and editor of the Hummingbird and because she has been involved with the Auxiliary for so long, she is the “go-to-gal” for questions about procedures, policies or history.

**President’s Award:** A person who has made a positive contribution to both the organization as a whole and to the President’s term. The award is determined by the Auxiliary President.

**George and Gloria Counselman** have individually contributed to the efficiency of my presidency and the entire organization. George worked in the Membership office helping establish a variety of reports to track the contribution of our volunteers to the hospital. Most recently he has agreed to take on the challenge of managing the Teen Volunteers as well as the Chair of ASU/PACU. Gloria worked in the Volunteer Placement Office and when called upon took over the management of the Annual Training Modules and new volunteer orientation. Most recently, she has agreed to become the Chair of the VPO.

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(Awards Luncheon, continued from page 4)
NEW HONORARY LIFETIME MEMBERS FOR 2017

It is our privilege to pay tribute to these ladies and gentlemen by making them Honorary Lifetime Members of the TVRH Auxiliary. Honorary Lifetime Membership is a special recognition granted to a retired Auxiliary volunteer after a minimum of seven (7) years of distinguished volunteer service to The Villages Regional Hospital and a minimum of 2,000 total hours served.

This year we honor...
Carol Dietrich
Thomas Dietrich
Nancy Duddy
Nellie Frazier
Jack Halb
Joanne Rogan
Charlotte Romahn
Jacqueline Salus
Irene Stec
Joseph Stec
Edwin Wiggins
Mary Zwick

Posthumously

INVOCATION AT THE 2017 AWARDS

Luncheon by Reverend Father Mark J. Niznik, St. Paul’s Parish, Belleview, FL

Dedicated hearts, like yours are rare
You step up to say, “I’ll do it” and dare
Walk with someone, or pull out a chair
You make the burden, easier to bear

It’s genuine to say, you work out of love
And your call to serve, comes from above
Steady as she goes, and gentle like a dove
When you enter a room, remember to glove.

At least one of you, drives a golf cart
At least one of you, loves a pop tart
At least one of you, is pretty smart
At least one of you, is an old---guy.

So, here’s to all of you, heroes of today
The vision of you, is quite a bouquet
If I see you here, or in the halls or café
Please know it’s you, for whom I pray

MORE SMILING LUNCHON LADIES!

(L to R) Front Desk: Jonie Bohland, Elenor Applegate with Penny Kasprzak who volunteers in the Cafe

L to R) Marge Magdasy, Barb Lovett, and Mike Kaufmann

RING THE BELLS, WE NEED “HOLIDAY ELVES”

YES, IT’S SUMMER AND, WE ARE THINKING CHRISTMAS????

As we all know, no one really wants to be a patient in a hospital during the holiday season.

For many years now, our wonderful volunteers turn into Holiday Elves and work very hard at adding some holiday cheer to our hospital. Beautiful trees and wreaths adorn the hospital from Thanksgiving through New Year’s Day.

Based on the numerous compliments received from patients, visitors, staff, and volunteers, the efforts of the Holiday Elves seem to more than worthwhile.

-- submitted by Billie Smith
JENNY HARDY  
*Chest Pain Coordinator for both Leesburg and The Villages Hospitals*  
Was *GUEST SPEAKER at the May Auxiliary Executive Meeting*

Jenny Hardy gave an update on the current Chest Pain Accreditation process with the ACC, the American College of Cardiology. The process is extremely stringent with many requirements that must be in place before certification is granted. A site review has been scheduled for September. Marie Nichols, an ACC reviewer, will visit both facilities and a round table discussion will held. Part of the review involves assessing the non-clinical staff and the auxiliary; therefore, all volunteers will be trained in ACS (Acute Coronary Syndrome) especially in recognizing A-typical symptoms of heart attacks. A brief 15-minute ACS module has been created that describes the symptoms of chest pain as well as the a-typical symptoms and subsequently the proper response to these conditions. Recently it has been learned the ACC reviewer has been arriving earlier than scheduled and presents to a volunteer or non-clinical staff member in the main lobby or elsewhere as a person having chest pains. Assessment is made as to how well and how correctly the volunteer or staff person reacts.

Ms. Hardy agreed that more training of the ED triage unit, the registration department and clinical staff is needed for a smooth transition into Chest Pain Certification. The Registration Staff will have a chart at their stations that outlines symptoms for all conditions needing immediate assistance. Policies and procedures are under review for change and improvement and ED Triage training is scheduled to begin in the very near future.

Accreditation requires an EKG be completed within 5 minutes of a patient entering the door and complaining of chest pain. The ER doctor has another 5 minutes to review it and sign off on it. So within 10 minutes of a chest-pain patient arriving TVRH, they will have been tested and treated.

~~ submitted by Cindy Williams

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VOLUNTEERS & MUSIC

Ten years ago I learned about a group of pianists playing a piano in our hospital lobby. I thought to myself: well, I can do that! I like to play the piano, am not terrible at playing the piano, and I just might be able to give someone else a mood boost. After all, playing music has benefits for both the musician and listener: *Music makes one happy, reduces stress and depression, and elevates mood.*

The pianos are like a magnet: an irrisistable force that calls to musicians simply by being in the room. We cannot help ourselves...we must sit quietly, look at the instrument, ponder it’s sound, gently touch the keys and marvel at the harmonies that fill the area. Melodies of all types carry down the hallways, and wrap themselves around the hearts and minds of all who walk through lobbies. We like to think our music is a “Cloak of Comfort” that might help ease the burdens of the hour.

Today we have 50 musicians who feel called to share their amazing musical talent with us. Like me, they like to play. Because they understand what it means to be a patient in a hospital, they also strive to deliver that “Cloak of Comfort” to strangers who might share a smile or a wave, to Staff who are engaged and busy at work, and to fellow Volunteers with whom we share a special connection.

Families and visitors stop by the piano, share their stories, request particular songs, or just sit quietly and listen. One wrote the following: “To all the wonderful musicians. My husband was in TVRH and their rehab unit for almost six weeks before he went to Cornerstone and recently passed away. I looked forward to your music every day. It made every day a little easier for me. Thank you for your caring.”

We know we are but one part of a large organization. We all share the same spirit of Community.

We all make a difference. All of us in the Musician Auxiliary are proud to do so...one note at a time.

~~Patricia Kronk, Chair  
Musician Auxiliary
HOSPITAL NEWS & SCOOP

It often enables us to be better volunteers when we have answers to some of the concerns expressed by patients, visitors and even ourselves. So we are passing on some information provided to your Chairpersons at our May meeting.

ORTHOPEDIC WING

The original ICU section on the 3rd floor will now be completely utilized by orthopedic patients. Currently, 8-10 joint operations 3 days a week are performed. 8-10 surgeries used to be the number done in one week. Average stay in the hospital for joint replacement patients is 2.6 days. In 2018, one goal of the hospital will be to achieve Center of Excellence in Joint Replacement.

CATH LAB

In the future, the Cath Lab will expand and move to the 2nd floor of Advanced Surgical Area.

BEDS

We have 297 beds at this time with a goal of 400 beds in two years. This will happen when “shelled” areas of the new wing are built out. The Rehab facility will add 10 more beds to their department making their total 30 beds.

CLEANLINESS

Environmental Services needs to hire 9 people but they are having difficulty finding people who want to work in this area. In the meantime, they are doing their best to keep up with the cleaning demands of the hospital.

FOOD TRAYS IN the Emergency Department

Food trays must be given to the person whose name is on the tray. If that person is not there, the tray must be sent back to dietary. It cannot be given to any other patient.

UNIFORM SALE

Uniforms sales amounted to $9,800. 15% of that or $1,470 is given to the Auxiliary/Foundation.

ARE YOU GUILTY??

Gloria Counselman announced ATM reports are out and approximately 250 people are delinquent with their ATM testing. Gloria had lists of those volunteers for each department chair and asked for the chairs’ help in cleaning up the lists.

MANDATORY ATM TESTING

For NEW VOLUNTEERS & GOLF CART DRIVERS

June 6 & 20 • 8:00-11:30 am

You will get your TB test and your eyes checked the same day. East Campus, 2nd floor, Classroom 2

For ANNUAL VOLUNTEERS

Any Tuesday... But, the 2 Tuesdays above may be busier than the other 2.

FOR EYE TESTS: The Employee Health Care nurse will be available for volunteers eye testing on these Tuesdays. Eye Tests are available at Employee Health Care Office on the 3rd floor of the East Campus.

ATM will remain in their temporary quarters at least through August.

- The Schedule will be the same.
- The location has been moved to the East Campus, 2nd floor, Classroom 2.
- Testing will be on paper rather than the computer version.

It is MANDATORY that every volunteer be recertified annually during their birth month.
Ye Olde Thrift Shoppe is open Tuesday through Saturday from 10 a.m. to 4 p.m. and is located at 106 & 110 W. Lady Lake Blvd. just two blocks south of the CR 466 and US Highway 441 intersection and part of the Lady Lake Historical Park.

For more information call us at 352-259-5853. We appreciate all your donations and can also pick up large pieces of furniture (just call 352-874-3593).

AFTER A GREAT TIME AT THE BANQUET...

they are back, hard at work, getting the Christmas items prepared for the big Christmas in July Sale.

(L to R) Posie Cylmer, Harriet Corgard, Sue Bundstein and Jody Haley

(L to R) Bev Gaumer, Shirley Teague, Vivian Peacock, Cinda French and Dora Amoroso

Ann Kisielica, Lucia Visintainer, and Martha Lash are pricing Christmas items.

Norma Cyr also pricing Christmas items.

Cindy Malacky pricing Christmas items.
PATIENT CARE DONATIONS
Lou presented a list of items purchased by the Auxiliary/Foundation for the enhancement of Patient Care. They are:

- A Platform Gurney Scale
- 16 Standing Stack Stools (Operating Rooms)
- Oxygen Tank Holders for stretchers
- Focus Highback Mesh Chairs
- Cardiosave hybrid
  (A mobile pump/monitor that assists in Cardiac Care)
- Advanced Certification Clinical Education Department
  (Seed money for Nurses’ Continuing Education)
- 20 Wheelchairs w/oxygen tank holders
- 2 AMSCO Blanket Warmers
- 14 Phlebotomy Lab Carts
- 7 Vein Viewers

FOUNDATION NEWS
SAVE THE DATE: BIG BIKE WEEKEND 2017
The Villages® Regional Hospital Auxiliary Foundation invites you to save the date for their “Hearts for Our Hospital Big Bike Weekend” November 10 through 11, 2017.

The Cycling Expo and Health Fair will be held Friday, November 10 from 10 a.m. until 2 p.m. at La Hacienda Regional Recreation Center in The Villages and the Bicycle Challenge will be Saturday, November 11 starting at 8 a.m. There will be five route options, including a 10-mile, 17-mile, 32-mile, 64-mile and 100-mile course. All participants who register by October 22 will receive a free event t-shirt! Visit www.H4HBikeWeekend.com to learn more.

CONSTRUCTION
Money is also slated for donation to the Hospital to assist in construction costs.

SCHOLARSHIPS
Approximately $125,000 is slotted for scholarships both for high school students and the continuing education of clinical staff.

CART PARKING at The Village Regional Hospital
The cart lot next to the main entrance is now limited to the emergency patients only.
The parking on the south side just outside the Cafe is now for Physicians only.

BUT ... A sheltered shuttle stop has been built in the parking lot. Visitors and Volunteers can wait there in inclement weather for the shuttle to come by. Shuttles will STILL drive through the parking lot picking up and delivering people to their cars AND CARTS!