MESSAGE FROM OUR PRESIDENT

Now Our Biggest Challenge is More Volunteers

The PR and VPO departments have been working hard to enlist more volunteers. I want to thank and welcome the new recruits. We get 15 to 20 new people every other week. While I am very grateful for EVERY volunteer we get, and already have, we still need over 300 more. I would like to see our new volunteer orientation classes be classes of 30 or 40.

Our Auxiliary Office, Volunteer Placement Office (VPO) and Public Relations (PR) have now moved into their new office in the Hospital on the 2nd floor at the end of the Pharmacy Hall, across from the Chapel, behind the Cafeteria. That is a lengthy, but most complete, description that I can give without personally walking you there. Our ATM department will move into the former Auxiliary office on the 3rd floor of the East Campus. The phone numbers will be listed in the Hummingbird.

The Brandenburg Express Lunch Wagon

The Lunch Wagon in the construction area created additional income but, now that the number of construction workers has lessened, it has become cost prohibitive to continue the Lunch Wagon.

YOTS 2 is Up and Running

The big Grand Opening for Ye Olde Thrift Shoppe 2 was June 10th. The event was a big success and YOTS 1 & 2 really look great. The money that they make goes to the Auxiliary Foundation, which supports our hospital. If you have never been there you really need to go and see all of the new and used furniture and many other items they have for sale. Also, they are always in need of more volunteers and treasures to sell. Please help support our hospital.

Good News for ER Volunteers

There is a new ER Director and her name is Beverly Grimes. The ER Ambassadors had a meeting with Beverly on June 24th to discuss an additional service the Ambassadors can perform, which would help the ER staff/department. This is all very new and exciting. There is a need for approximately 14 more volunteers to completely fill the ER Ambassador positions.

As Usual

I want to close by saying THANK YOU for all the things each of you do to help TVRH and to make our Hospital Auxiliary look good.

~~Jim Lemon, Auxiliary President
Anita Hart is a small whirling dervish . . never idle . . always looking for something to do. You would think that being born with heart and lung problems 30 years ago would have slowed her down, but that is not the case. She moved to The Villages 3 years ago with her Mom and Dad from Drums, Pennsylvania. Less than 3 months after moving here, she was volunteering in Patient Care at The Villages Regional Hospital.

She works on Saturday and Sundays from 10:00 am – 2:00 pm on the 2nd floor and loves helping with discharges and making sure her patients have plenty of ice, water and anything else they might need. The only stressful time is on Sunday when she is the only volunteer in Patient Care on any floor. When there are lots of discharges, the pace is rather intense but she hates to take a break because that means her patients have to wait to go home.

You can tell how fond her hospital co-workers are of her because they have nothing but great things to say about her. Jill, who trained Anita in 2nd floor duties other than patient care, says Anita is constantly looking for things to do and hates to stand around. Jill loves how Anita's face turns red when she is embarrassed and feels fortunate to have her on her floor. "She is a sweet, good person", Jill said. “If a patient needs anything, Anita will go to any lengths to get it for them. She's reliable and interacts well with all patients. She's mine, all mine, and I'm so lucky to get her on Saturday and Sunday."

Anita's health issues will never be truly fixed and she may need more surgery in the future. She also has asthma and with only one good lung out of two, she really needs to stay on top of her condition. When her lungs are compromised, it is difficult for her to talk. Sadly, her identical twin sister was born with the same medical problems and passed away when she was 6 years old.

But, believe it or not, with all of these challenges, Anita loves to play golf on the executive courses with Mom and Dad and any cousins that may be visiting. She participates in Special Olympics Golf, bocce and bowling. She is a member of Aktion Club in Lady Lake, a service club for adults with disabilities sponsored by Kiwanis. This April, Anita went to the famous Daytona Beach Race Track to watch her father's 2008 California Special Mustang (Candy-apple red with black striping) take 3 laps around the track. She loves roller coasters and her favorite is the Millennium at Cedar Point in Ohio but she's tried them all at Bush Gardens and Sea World as well.

Anita Hart may be small in stature, but she draws from a giant well of compassion and kindness to give her patients the best care she can. She's just the kind of volunteer we would love to have care for us if we ever visited TVRH as a patient!!!
Acknowledges the Patient and/or Visitor:

• Follow the 10 – 5 rule: at 10 feet smile and acknowledge and at 5 feet speak.
• Smile, make eye contact and greet them in a pleasant manner. If they look confused or they are looking for something, ask if there is anything you can do for them.
• Anytime you see someone looking for a sign that means they are probably looking for something and could use some help.
• NEVER ask “How Do You Feel”, you know they are sick or nervous because they are in the hospital.

Introduce Yourself

• Depending on the situation and the place you are in ... State your name and your role at TVRH.
• Highlight skills and expertise of self and other healthcare team members.

Duration

• Depending on the situation and the place you are in ...Give the Patient/Visitor a time expectation, even if it is just a time for your return. Keep patient/visitor informed as to the amount of time a procedure or process will take.
• If you don’t know the procedure/process time see if you can find out. Never guess, ask someone in the know.
• If there is a wait time give them the time expectation of that wait.

Explanation

• Depending on the situation and place you are in ...State your name and your role at TVRH.
• Get correct information from the proper person.

Thank You

• Thank the patient/visitor for choosing TVRH.
• Express appreciation that they have chosen TVRH as their healthcare facility.
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**THE HUMMINGBIRD IS BLESSED TO HAVE ADDITIONAL HELP!**

Introducing: Cindy Williams ....

*The Hummingbird* is getting to be a big project, so when Barb Lovett approached me about partnering with Cindy, I was thrilled. And Cindy is excited about working with all of our co-volunteers to help this newsletter be as informative as it can. Communication is the key in any organization! So I asked Cindy to write about herself so we could all get to know her better. -- *Shari Kumler, editor*

“I was born and raised on a farm in Holmes County, Ohio. I graduated from Ohio State University with a major in Russian language and a minor in History. My husband Joe and I owned a travel agency in Columbus, Ohio and I spent many years booking travel arrangements for and traveling with groups that journeyed all over the United States and the world. I live in the Village of Glenbrook and have lived there for 13 years. My two sons and one daughter have blessed me with six grandchildren ... all of whom live in the Columbus, Ohio area. My hobbies are golf, sewing and genealogy. A few years after the passing of my husband I started volunteering at TVRH and am currently volunteering as a Day Captain on Saturdays. My experiences at the hospital and the new friends and acquaintances I have made while working here have enriched my life and added an entirely new dynamic to my world. I am looking forward to working with Shari and to possibly talking with many of you in the near future.”

* Cindy Williams - co editor

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**ATM SCHEDULE AND DATES FOR JULY & AUGUST**

**FOR NEW VOLUNTEERS & GOLF CART DRIVERS**

(both new and existing)

**Tuesdays, July 14 & 28**

**August 11 & 25**

... you will get your TB test and your eyes checked the same day.

Find us at: East Campus 3rd floor old Auxiliary Office

8:00 to 11:30 am.

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**FOR ANNUAL VOLUNTEERS**

Any Tuesday

*Keep in mind that it may be quicker if you can avoid coming in on the same days as New Volunteers and Golf Cart Drivers - that is up to you, however.*

Annual Volunteers should bring a list of their medications with them since they will have to be listed as part of the information on the TB questionnaire screen.

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

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**OUR VOLUNTEER AIDET**

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• Ask if there is anything else you can do for the patient/visitor before ending the interaction.
The Grand Opening of Ye Olde Thrift Shoppe #2 was June 10, 2015. Ribbon Cutting ceremony was at 9:00 am with a nice crowd of people on hand. The Shoppe was busy all day, but not to worry, they have plenty more items to fill the empty spaces!

Creative displays make everything look like a boutique with spacious aisles.

They are open Tuesday through Saturday from 10:00 am to 4:00 pm and are located at 106 W. Lady Lake Blvd. just two blocks south of the CR 466 and US Hwy 441 intersection. For more information call at 352-259-5853.

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In Honor of EVAN RICHARDS

Ye Olde Thrift Shoppe Steering Committee wanted to acknowledge and honor the significant role Evan Richards played in making Ye Olde Thrift Shoppe a reality. If not for his enthusiasm, encouragement and faith in us the Shoppe would have never been launched seven years ago.

They decided to call the smaller showroom to the east side of the new building “Evan's Place”.

With the expansion to two buildings, we are short on volunteers to cover all the necessary positions – sales, pricing, linens and clothing. If you might like to add a shift, please contact Kathy Greenfield at 352-753-7129 or rkgreenfield@embarqmail.com

Remember to Use Your Restaurant Coupons!

FRIENDS OF THE AUXILIARY FOUNDATION – Who Support Our Members

Ay! Jalisco
Bamboo Bistro Asian Fusion
Billy's Cafe
blu spoon
Bob Evans
Bravo Pizza
Firehouse Subs
China Buffet
City Fire
Cody’s Roadhouse
First Watch
Gator’s Dockside
Honeybaked Ham Cafe
IHOP Restaurant
Jersey Mike's Subs
Jim's Golf Shop
Johnny Rockets
Koyame Asia Express
Luiginos
Margarita Republic
Moe's
Ollie’s Frozen Custard
Panda Express
R. J. Gators
Sakura Japanese Restaurant
Sam's St. John’s
Sonic
Subway
Takis
Tierra Del Sol
TooJay’s

While visiting your favorite vendors, ask them if they might be interested in offering a discount to TVRH Volunteers and become a “Friend of the Auxiliary”.

If they are, contact Carol Hughes (302)222-3621. She’ll take it from there!
It would be hard to find a department at TVRH that has a lower public profile than the TVRH Pharmacy. Tucked away on the second floor, past the Cafeteria and the new chapel with no signage to point the way or even acknowledge its existence, is a busy pharmacy, staffed with pharmacists, certified technicians and volunteers.

It is an Institutional Pharmacy, meaning they provide medication and fill prescriptions for inpatients and salaried employees only. Open 24 hours p/day, the pharmacy staffs 4 pharmacists and 4 Certified Pharmacy Technicians (CPHT’s) during the day and one pharmacist and CPHT during the evening hours. University of Florida students can do their internship here during their last year of education. Sometimes, their exposure to the existing staff and their own high work ethic earn them an offer of a permanent salaried position in the TVRH Pharmacy.

The pharmacists have “hands on” interaction with patients from the start to the finish of their stay at TVRH. At admission, they introduce themselves to the patient and let them know that should there be any questions about their medications, the pharmacy staff is available to help them. At discharge, the pharmacists consult with the patient regarding the dosage and use of any new medication that may have been ordered by the patient’s physician.

Medication that is delivered through an IV is prepared under strict protocol. Located within the pharmacy is an anteroom where the CPHT scrubs up and puts on a sterile cap, gown, boots and mask. They then enter the “clean room” where the actual IV mixture is produced. There is a fan constantly blowing clean air through a Hepa filter so the environment is bacteria-free and no contaminants are allowed to gather.

Acudose machines are located on all floors and are basically filing cabinets of drugs. Each nurse has his/her own code to access the machine which is stocked 4 times per day and at night by the pharmacy department. In case of cardiac arrest, the familiar “Code Blue” is announced. Each floor has a vital code cart that is stocked and updated by the pharmacy department with every conceivable emergency drug and instrument that is needed in case a cardiac event occurs.

When a nurse needs a specific medication quickly, we have a “tube” system in all units. The request is sent by the tube to the pharmacy and they send the medication back to the floor in a matter of minutes.

Since all departments in the hospital order and receive their medications and supplies through the TVRH pharmacy, the daily delivery from the outside supplier is massive. The pharmacy operates under a “just in time” inventory system which means most medications will be used in the next day or two.

This is where the auxiliary volunteers play an important role. Jennifer, the pharmacy buyer, describes the volunteers who work there as “my lifeline and my backbone”. She also does the buying for the Leesburg Hospital pharmacy but does not have the help of any volunteers there. She definitely notices the difference. Our auxiliary provides a volunteer 6 days a week from 8:00am-12:00 pm and each volunteer is responsible for unpacking the daily delivery of medications and drugs. Sometimes they have 20-30 bins or

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“totes” to unpack, sort, label and store. There are large boxes of supplies to sort and IV bags to be labeled. They also file paper work and make copies for Jennifer. In appreciation of their help, the volunteers and their spouses are included in the pharmacy social events such as potluck lunches and Christmas parties. The staff donates money to buy the volunteers gift cards and even a lovely replica of a pharmacy award pin that reads “Appreciated Volunteer”. All of us should be proud of this ‘state-of-the-art’ pharmacy that exists at TVRH and the good job our volunteers do there. Sometimes it’s the most hidden places that have the most far-reaching influence on the overall service we provide our patients.

~~Cindy Williams

KUDOS TO . . . MARY PAPA

Mary volunteers in the ICU waiting room on Tuesday mornings. Usually on Monday mornings, Mary is busy at Operation Shoebox, an organization dedicated to sending boxes of “warm fuzzies” to our troops around the world.

But this Monday, Operation Shoebox was not meeting, which was a very good thing as it turned out. At 8:20 am, Mary’s phone rang and Barb Lovett, Day Captain Chairman, was on the other end of the line with a question or two from a relatively new volunteer regarding some SICU difficulties she was having. Not only did Mary give Barb help over the phone, Mary said, “Give me an hour. I’ll take my shower, get dressed and come in.” Mary got to TVRH at 9:15 am and stayed with the new volunteer for the entire shift. Mary said she didn’t want the new volunteer to become overwhelmed. It seems her efforts are paying off because now she hears that the new volunteer learns quickly and is an exceptional young lady. This is a good example of “People caring for People”. It doesn’t always mean just caring for patients . . . it can mean caring for your own team members too!

Nice job, Mary!!!

~~Cindy Williams

The Gift Gallery volunteers wish to thank the Auxiliary Foundation for giving us the Outstanding Department award! What a great surprise!

Also, we are very happy Marge Dombek, a long-time volunteer with the Gift Gallery, was presented with the Unsung Hero award. We have so many volunteers at the Gift Gallery that have been with us since the beginning because it’s just a fun place to be!

Come by to see some of our new merchandise:

Leather Handbags and Wallets
Cute printed Shoulder Bags,
Music Note Scarves,
Quartz movement Geneva fashion watches
Double ball earrings and double ball hook earrings
Wrap Around The Handle scarves for handbags
Insulated thermal lunch bags

or just stop by to say “Hello!” and pick up a candy bar!!

~~Joyce Maschinot

Construction is coming along nicely on phase II. The remodel of the Gift Gallery and Café has been postponed until after the first of the year. This way they can still hold two annual fall sales and their Holiday sales.

We will be opening up a new department shortly. Jim will write more about it next issue.

We are still having problems with the badges in the Cafeteria. All Jim can say is that he is still trying to resolve that.