Day Captain Chairperson, Barb Lovett arranged to have the office painted and a new floor installed and what a difference that has made. Originally, the Day Captains were in the former chaplain’s office next to the old chapel for 2 years - then they moved to their present location, a one-time storage room, across from Urgent Care. Nothing had been done to the space for almost 10 years. The walls were getting a little dingy and dented and the carpet was a bit scary. Barb said the Maintenance Department was exceptional. They put all the furniture in storage, took down the pictures and bulletin boards and then reinstalled and rehung everything when the painting was finished. The painters repaired the many dents and dings in the walls and did a super job painting. Barb is getting some good-hearted kidding about the bright yellow color she chose, but the Day Captains feel the happy color just reflects how much they enjoy their jobs and the updated office.

THE DAY CAPTAINS OFFICE HAS HAD A FACE LIFT!!

From left to right: Jeannie Rogale, Barb Lovett, Marge Magdasy (sitting), Ruth Ryder, Jim Lemon, Lon Bohnstedt

OCTOBER VOLUNTEER OF THE MONTH

Jackie Sampson works in PACU. But that’s not all ... she works in ER and Patient Care also. She works five days a week, and has been volunteering for 1-1/2 years. Jackie and her husband purchased a house in The Villages in 2005 and were snowbirds for three years. After they moved, it satisfied her to not be busy and around people. But, after while, she realized she thrives on the people. Since she had a medical background, she signed up to volunteer in the hospital. She loves it!! She says her doctor loves it too, she is much healthier, and feels better, and has a better outlook on life. She found a whole new world working at TVRH!

She recently started in PACU and Nancy Duddy couldn’t be happier. She is pleasant, willing to do anything and is a joy to be around. Jackie is glad to be accepted as part of the great PACU team, and thinks Nancy is the best!

~~She was nominated by Nancy Duddy.
MESSAGE FROM OUR PRESIDENT

Day Captains Office

I want to start off this message by thanking the Day Captains for asking to have their office remodeled/cleaned up. The carpet and walls were looking pretty shabby. Not a good presentation for our opening view to the public as volunteers. We were able to get it done in a relatively short time. Barb Lovett and crew came up with good suggestions and the office looks much brighter (wear your sun glasses when you enter) and more spacious. They should now always have a smile on their face and a bright future ahead. We hope you have the same when you enter.

Nomination Petition

Elections for our Auxiliary will soon be upon us. All positions are open. We will elect a President, 1st Vice President, 2nd Vice President, Secretary, Historian and Parliamentarian. Nomination petitions may be picked up in the Day Captain Office. They must be turned in by the first part of December. The duties of each office can be found in our Handbook. The voting will be in the January Hummingbird.

In-Service Meetings

The annual “In-Service” meetings will be held the first 2 weeks of February, 2016. These meetings will be held in the East Campus on the 2nd floor. We have 3 different size rooms so we can have 3 meeting going on at one time.

I have asked the Chairperson ... of each department to set up their meetings so we can get these scheduled.

I ask You ... the volunteers, to keep these dates open so you can attend your assigned meeting. These are vitally important meetings.

This is when you update your job descriptions, sign your required competency form and meet your fellow workers in your department. Some departments will have refresher courses in Infection Control or Security. In our Handbook it is stated that ALL Volunteers are REQUIRED to remain up to date on department procedures and hospital policies. In order for a volunteer to remain an active member of the Auxiliary the volunteer has a responsibility to attend department meetings and annual refresher classes.

Moffitt Center

You will undoubtedly hear that the Moffitt Center is closing and will become the Florida Cancer Specialists Center. Some of the Moffitt Center radiation volunteers have filed for a transfer to other departments. Our goal is to continue our services to the Cancer Center, therefore we will update you as we progress.

The Infusion Department will remain a part of the hospital so those volunteers will remain part of our Auxiliary. The location of the Infusion Department will change (probably more than once) but will remain a hospital department. This will also affect

(Continued on page 3)
the Musicians that play in the Moffitt Center. They too will have to make a choice of where they wish to play. We will have another Lobby when construction is finished (hopefully in November) so there will be plenty of opportunities for them to continue playing. I have not received a decision on the Moffitt Library yet.

**Handbook In Review**

Talking about the Handbook, the Handbook Committee is reviewing it and it will be voted on by the Executive Committee at the October Meeting. We are trying to make it easier to find answers to your questions and more complete. When it is approved it will be posted on the CFH Alliance website at [www.cfhalliance.org](http://www.cfhalliance.org). You may download it and print it from there. Please be sure to read this and become familiar with what it covers.

**Web Site ... Get Acquainted with it ...** [www.cfhalliance.org](http://www.cfhalliance.org)

We are getting our web site set up so that there are more items to look at and use as research.

**Just to remind everyone ...**

The ONLY shift that should be eating during their volunteering hours are the 4:00 p.m. to 8:00 p.m. volunteers. That’s because the cafeteria is only open at that time unless they would come into work before 3:00 p.m. Those of you volunteering 8:00 a.m. to 12:00 noon and from 12:00 p.m. to 4:00 p.m. should not be taking 20-30 minute breaks to eat during your volunteering hours. We encourage you to eat and socialize either before or after your shifts. Thank you for volunteering and for your cooperation.

**Construction**

Phase II of the construction is coming along nicely. They are still scheduled to finish Phase II by Thanksgiving. Phase III has started. This will finish off the 2nd floor, which will add more patient rooms, and the 5th floor, which will be an “In House” rehabilitation facility. These should also be done by the end of the year.

The remodel of the Café and Gift Gallery will not take place until after the first of the year.

*Thank you for for all that you do for our Auxiliary.*

--- Jim Lemon, Auxiliary President

**Our Volunteer Aidedt**

**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 ... Keep patient/visitor informed by explaining process & procedures.
- Assist patient/visitor to have a clear expectation of what will be occurring.
- 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.
- Ask if there is anything else you can do for the patient/visitor before ending the interaction.
The Volunteer Auxiliary and TVRH Foundation are Partners. It is good for us to be informed of what we both are doing. The Foundation raises the funds to support us in making our service more effective, as well as purchasing some of the needed equipment for the hospital.

Periodically, you will receive emails ... take note and pass it on. The information sent will come from Jim Lemon, our president and will assist us in being more knowledgeable about the hospital so we can “brag” about where we volunteer and encourage others to join us.

One of the ways the Foundation makes a difference for the volumeters, is by soliciting Vendors in our community to offer discounts to staff and volunteers as a “Thank you” for our services.

September 1st was the end of the discount coupons BUT it never hurts to have your badge with you and try at the businesses that are listed in our Hummingbird as “Friends of the Auxiliary/Foundation”. A revised list will come out next month.

In addition to revisiting these eateries, Carol Hughes, is working with the Foundation to expand the list to include other vendors. You can help by asking your favorite place if they might be interested in offering a discount to TVRH Volunteers to become a “Friend of the Auxiliary/Foundation” and be listed in our Newsletters.

A new “friend” that has recently stepped up is Bear Dance Boutique in Lake Sumter Landing, 1113 Canal St. 352-205-7232. They are offering a 10% discount. Check them out!

One of the ways the Foundation raises money for the hospital is by setting up events that bring awareness and donations. For more information on any of these activities, contact the Foundation office at 352-751-8871.

The Foundation Fundraising Community Schedule

**Annual Foundation Dinner**
Thursday, October 22, 2015
Eisenhower Regional Recreation Center **By Invitation Only**

**1st Annual Hearts for our Hospital Bicycle Challenge**
Friday & Saturday, November 13 and 14, 2015
La Hacienda Recreation Center
Details: www.tvrhfoundation.org/events
Sponsorship opportunities still available for two-day event. Contact Shelly Scarbrough at the Foundation office.

**Chinese Acrobats**
Sunday, November 29, 2015 at the Savannah Center

**Sharon L. Morse Celebration Garden Reception**
Friday, December 11, 2015
Unveiling of Memorial Bricks
Contact Bonnie Albion at the Foundation office.

**Cabaret at the Savannah Center**
Friday, January 1, 2016

**10th Annual Hearts for our Hospital Gala**
Saturday, February 13, 2016
“Our Decade of Elegance” at the Savannah Center

**7-Night Cruise to Caribbean**
onboard: January 24, 2016
Benefiting TVRH Auxiliary Foundation
More information, call Ocala Travel at 352-753-9969

---

**ATM Testing Schedule for October**

For **NEW VOLUNTEERS** & **GOLF CART DRIVERS**
(both new and existing)

**Tuesdays - October 6 & 20**
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.

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.

Find us at: East Campus 3rd floor old Auxiliary Office 8:00 to 11:30 am.
Judy Watts – Judy started as a pricer but quickly showed her talent at staging items for sale. She took over the Shabby Chic area a few years ago and now comes in at least twice a week to make sure the displays in both buildings look perfect. Since this is the first area customers see, her ability to create eye-catching arrangements sets the tone for the entire Shoppe and the expressions of surprise from our customers are continuous.

Ina DelBosco – Ina was one of the original volunteers at the Shoppe and quickly became known for her talent at creating “vignettes” – displays that pull together a variety of items along a color scheme or theme. When we decided to open a separate room for our “Shabby Chic” items, Ina took over the decorating, pricing, display and stocking of that area. Now seven years later she has moved to linens and devotes hours to washing, ironing and packaging the linen donations. She most recently held an informal brunch for the other linen pricers to share her methods and secrets for keeping our linen department pristine.

Kate Peak – Kate took over the clothing department about four years ago when our original clothing leader retired. As is often the case, she had her own ideas for a clothing process that has helped us keep our inventory of clothing constantly changing. She now heads up a group of over 20 volunteers who inspect the donated clothing for any spots or tears, sort by size and type, price and stock the Shoppe. The secret to our phenomenal clothing sales is her system of tagging, hanging and rotating the stock.

Nancy Cummings – Although Nancy just joined the Shoppe two years ago, she has become a valuable asset because she can do everything – pricing, staging or cashiering. She works all day on Monday and then usually covers at least one other shift during the week. Co-workers find her a delight to be with because of her cheerful attitude and “can-do” approach to volunteering.

Donna Austin – Donna is another original volunteer for the Shoppe. She works as the Shift Leader on Friday morning. Despite her recent personal challenges with rebuilding her home after a lightning fire, Donna continues to show up ready to work and is totally unflappable. She is even using the Shoppe as one of her sources for furniture and other replacement items.

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.
THE SUPPLY CHAIN

You won’t believe how amazing they are!!!

When you slip on that sterile glove or sanitize a wheelchair with the ever-present PDI wipes, do you ever stop to consider how many people were involved in making sure that product is conveniently located at your fingertips? The staff and volunteers of The Villages Regional Hospital Supply Chain are the hard working, “behind-the-scenes”, worker bees who quietly and efficiently make our jobs run smoother while lowering our stress levels.

But the Supply Chain does much more than deliver tongue depressors and copy paper to our work areas. Every wheelchair, pacemaker, scalpel, bandage, towel, roll of toilet paper, desk, carpet, pen, light bulb, oxygen tank, operating table, bed, computer, ceiling light, call button, stent, blood vial, syringe, surgical mask, IV pole and blood pressure cuff has been ordered, delivered and is inventoried by the Supply Chain department.

Our Supply Chain (formerly known as Materials Management) department processes and delivers all the medical supplies for the hospital, the East Campus, the Cancer Center and the Alliance Labs.

As you can imagine, it takes a good system to keep the thousands of articles that are needed by a busy hospital organized, inventoried and operating within a budget. The supply budget for TVRH is over $33 million for the 2016 fiscal year. Does that seem like a lot to you? Did you know we go through 28,304 boxes of sterile gloves per year at TVRH and that costs over $151,000? We use 4,604 tubs of PDI wipes per year at a cost of $25,000.

Just consider this.

In the cardiology department alone, the cost of one pacemaker is $3,200-$5,000 and a pacemaker/defibrillator can cost as much as $26,000 each. Cardiology Services at both TVRH and Leesburg Regional Medical Center utilize 2,300 pacemaker/pacemaker-defibrillators each year and the average number of stents used is approximately 250 per month. The hospital is reimbursed by the insurance companies eventually but these items must be kept in inventory and be quickly available when needed. Since people come in all different sizes, our supply has to include every size of stents and tubing that may be needed in a cardiac surgical procedure. The photo above shows only a few of the stents that are stored in the Cardiology supply room at TVRH.

Victor Rodriguez is the Administrative Director of the Supply Chain for Central Florida Health Alliance.

He comes to us from Lakeland Regional Medical Center where he worked for 15 years and has been with CFHA for almost 3 years. His short term goals for TVRH are to reduce total supply costs by improving inventory procedures and to install more automation to reduce labor costs and improve efficiency. His ultimate goal, he says, is “to support the patient in the bed in the most efficient amount of time possible.”

(continued on page 7)
Utilizing today's sophisticated technology, Jennifer Kehde, Supply Chain Manager, implemented a bar code system which streamlines ordering, record-keeping, labeling, auditing and reporting.

A team of eight supply technicians go to each floor of the hospital every day to check the inventory of all supply rooms. There are 19 nursing supply rooms and 16 procedure area supply rooms (surgery, cardiac rehab, etc.).

Any and all the items needed for patient care are stored in bins located on shelves in the nursing supply rooms. When a patient needs an item, a nurse will enter her access code, the patient's name and information in the supply room computer and then scan the bar code of the item needed. In four quick steps, the item has been reduced from inventory, the patient has been billed, and the information has been stored for automatic auditing and reporting.

When the supply technicians inventory the supply room, they simply scan the bar code on the front of the bin, and you can hear the scanner actually say “2” or “153” indicating the amount remaining of the item scanned. The technicians will then complete a purchase order if the inventory on any item is running low. The bar code method has streamlined the entire inventory process and has enabled the Supply Chain to operate within a “just in time” delivery system. The product isn't delivered until it is needed. Orders are processed 6 days a week and are constantly being replenished. This means vital storage space is freed up, less money is spent on supplies sitting on shelves and items do not become obsolete or linger past their expiration date.

Supply Chain's long term goals are just as ambitious as the short term goals. It seems impossible, but the Supply Chain team is responsible for processing Purchase Orders for the new construction projects at both Leesburg Regional Medical Center and The Villages Regional Hospital. Every sub contractor, service and trade, all hospital room furnishings and equipment are ordered and organized through the Supply Chain. If this isn't complicated enough, everything has to be perfectly timed to coordinate the delivery and staging of the finishing items to the construction schedule. It would not be good to have 100 hospital beds sitting on the loading dock waiting for the rooms to be completed. To insure regular hospital deliveries are not tied up at receiving dock, Supply Chain has implemented the policy that all furniture and equipment for the new construction area is delivered after 3:00 pm.

Mike Shain is the Shipping/Receiving Clerk at TVRH. Delivery trucks are coming and going from 7:30 am to 4:00 pm, Monday through Friday. When the orders arrive at the dock, he receives all materials, checks the items against the purchase order to verify the accuracy of the delivery and makes the proper entry in the computer. From there, the merchandise is stored on the warehouse shelves, distributed to the supply room by the supply

(continued on page 8)
technicians or distributed to the departments by our Auxiliary volunteers. Mike depends on two volunteers every day. He says his volunteers need to be physically ready for hard work but because of them he has more time to focus on his paperwork and computer updating.

Once the new construction is completed at TVRH, the surgery department will have its own storage area. Currently the Supply Chain is storing the surgical supplies and they are looking forward to having less congestion and more room in the near future.

Bev Grinstead is the Supervisor of the TVRH Supply Chain department and has worked there for 12 years. She supervises the supply technicians and audits the accuracy of the supply replenishments process. Bonnie Dawson, Buyer, has worked there 8 years. Her responsibilities include processing requisitions for medical supplies and placing special orders. She fills out orders for staples, sutures, solutions and meshes but also handles the more unusual requests for skin grafts and breast implants. She handles patient rental equipment such as wound vacuums and processes orders for Plant Operations supplies such as motors, screws and bolts. She also resolves invoice discrepancies and approves payments.

**Approximately 2,400 purchase orders are issued per month.**

As you can imagine, not every order arrives perfectly. There may be items that are on back-order and will result in “open” orders. Four of our Auxiliary volunteers help with all this paper work. They file the stacks of Purchase Orders in proper sequence and call the suppliers to check on when a back-order can be filled. No Purchase Order can be permanently filed until it has been completed properly by the supplier. Records must be maintained for seven years. Bonnie estimates the TVRH Auxiliary performs about 16 hours of paper work per week. She says our volunteers are “awesome” and “save her life” every week!

Victor says (using his words efficiently), “Without volunteers, hospitals don’t work.”

It also seems that without Supply Chains, hospitals would not work either. The TVRH Supply Chain provides every one of us with the tools we need to provide outstanding service and care to the patient. Our Supply Chain is a well-oiled, efficient, technologically-advanced thing of beauty. We can be proud of this team and the role our Auxiliary plays in its success.

**Flu Shots -- FREE**

Beginning October 1 flu shots will be given to volunteers for free. All Volunteers will be able to receive their flu shots at East Campus on the following dates:

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thursday 10/08</td>
<td>8:30 am – 12:00pm</td>
<td>Classroom # 2  2nd Floor</td>
</tr>
<tr>
<td>Thursday 10/15</td>
<td>9:00am – 12:00pm</td>
<td>Employee Health Office  3rd Floor</td>
</tr>
<tr>
<td>Wednesday 10/14</td>
<td>12:00pm – 4:00pm</td>
<td>Employee Health Office  3rd Floor</td>
</tr>
</tbody>
</table>

Those who receive their vaccination at CFHA will receive their sticker at time of vaccination.

If you get your flu shot from another source you need to bring your proof to the Day Captains or Auxiliary Office to have it recorded. An Employee Health Nurse will pick it up every two weeks and after recording the receipt she will supply the Day Captain’s Office with stickers and a listing for distribution.

If you have any questions, please stop into the Day Captains Office or call the Auxiliary Office at 352-751-8061.

Again this year they will be mandatory or else if you work in a patient area you will have to wear a mask, the same as last year.

**TB Testing**

**Important VOLUNTEER ALERTS**

Please take note and comply!!

It has been brought to my attention that there are some newer volunteers that have not complied with their 2nd TB Test. This is a mandatory test, required by the Joint Commission. We are in the window for a Joint Commission inspection. Confirmation of this required test MUST be done or you will not be allowed to volunteer until coming into compliance.

(continued from page 7)