A NEW Man With A BIG Mission!

In case you didn’t know, for two months we have had a new Chief Clinical Officer and Site Administrator roaming the halls of The Village’s Regional Hospital.

His name is Michael Pittman and he has been very busy assessing, monitoring, considering, discovering and rectifying the main issues for concern he has discovered at TVRH.

He seems to be a man with many goals but more importantly, a man who knows how to reach them.

Michael is from Texas and was raised on a ranch. While growing up he never had time to be bored. His grandfather would pick him up on the last day of school and drive him to the ranch. There were fences to be mended, cattle to be taken care of and hay to be collected. Once in a while Michael would be able to go to town when the cattle were sold at market or they had to get feed for the animals. That was a real treat! He and his cousins worked hard all summer, in fact his longest summer break was 3 days of vacation before school started.

Michael’s life was like this from the time he was eight years old and growing up, he thought everyone else had the same hardworking life-style. So, anytime he hears people complaining about their kids being bored, he thinks, “Ya’ll need to meet Grandpa! He would fix that!”

WE HAVE JUST BEEN APPROVED TO FORM OUR VERY OWN VILLAGES HOSPITAL AUXILIARY CLUB!

Now, for those who want to get to know other volunteers and feel part of the “volunteer family” we will meet every 2nd Tuesday of the month starting on July 12 at the Colony Recreation Center (in the Parlor) from 2:00-4:00 pm

This is a great opportunity to make new friends and to be able to say “Hello” in the hospital halls and when we meet each other outside TVRH.

That’s why we publish articles about our fellow volunteers in The Hummingbird, and a big reason we have “In Service” meetings. There are so many of us, we will never know everyone, yet it would be nice to know and feel like we are not alone in our service.

The Milestone Hours pins will be awarded, and Billie Thatcher will be there to entertain us at our first club meeting on July 12!

(continued on page 7)
JULY-AUGUST 2016
PRESIDENT’S MESSAGE

Remember our AIDET

As a volunteer you may be the first contact a visitor or patient has with the hospital. Our goal is to be a welcoming, friendly and helpful volunteer. Please remember to exhibit these characteristics by following the AIDET philosophy. Ask your department chair if you need a refresher on AIDET. Remember that we want to utilize these characteristics when interacting not only with visitors and patients but with each other. At times we may be requested to do a task that isn’t on our official job description and we should do it willingly. We are here at the hospital to help!

We need MORE volunteers!

The need for volunteers is great as I’m sure you know! As of June 24, we have a variety of openings. Applications from volunteers are still coming in but at a slower rate than before. While the Officer team has a plan for recruitment of new volunteers, we can certainly use your help. Please let your family, friends and other acquaintances know about the volunteer program here and invite them to join us. And if you have another 4 hours to share, think about taking on an additional shift. It is nice and cool in the hospital and a good way to beat the heat of summer. We have a large number of volunteers who already do multiple shifts and we are so grateful to them.

Your VPO (Volunteer Placement Office) is brimming with positions opening up, now is the time to think about adding a shift.

The new Rehabilitation Facility on the 5th floor is opening in July, they will need an Activity Director as well as regular helping staff.

The new ADU (Ambulatory Diagnostic Unit) will be needing staff, as does our PACU/ASU. These are really fast paced departments so if you crave some action! Now is the time to try in either shift, 10 am-2 pm or 2-6 pm.

Just contact us.. 751-8176 or fill out the Additional Department Form #15.2 (a). Or you can visit us at the VPO Office on the 2nd floor next to the Pharmacy.

Teenage Volunteers

We have several new teenage volunteers around the hospital this month. We are pleased that they are willing to spend some of their time this summer to help TVRH.

Its been an exciting two months since I took office and I’m looking forward to the coming months. Thank you for your continuing service to the Auxiliary and TVRH. Enjoy the summer and stay cool!

~~ Lou Emmert - Auxiliary President
NEW VOLUNTEERS

MANDATORY ATM TESTING

For NEW VOLUNTEERS & GOLF CART DRIVERS

July 12 & 26 and August 9 & 23

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.

NO BAKE BANANA SPLIT DESSERT

Prep Time: 30 min.  Total Time: 4 hr., 30 min.  Yield: 12-16

Delicious, rich and creamy, with all the ingredients you love in a banana split, this no-bake Banana Split dessert will be one you make again and again.

Ingredients

1 stick butter, melted
1 box graham cracker crumbs
1 (8 oz) cream cheese, softened
1/4 cups butter, softened
3 cups powdered sugar
4 bananas, sliced
1 (20 oz) can crushed pineapple, drained
1 (16 ounce) container Cool-Whip, thawed
1 (4 ounce) jar maraschino cherries, stemmed
1 cup walnuts or pecans, chopped
hot fudge sauce, slightly warmed
1 tablespoon rainbow sprinkles

In a medium bowl, combine graham cracker crumbs and melted butter. Firmly press into a crust in the bottom of 9x13 glass or porcelain dish, let it chill in the freezer for about 10 minutes to firm up.

In a medium bowl, cream together the cream cheese, 1/4 cups butter, and the powdered sugar until creamy, about 5 minutes. (Don't be tempted to add milk, it will take a few minutes, but the mixture will blend up perfectly!)

Spread the cream cheese mixture over the cooled graham cracker crust.

Add a layer of sliced bananas over the cream cheese mixture. Spread pineapple chunks evenly over the bananas.

Evenly spread the Cool-Whip over the pineapple-banana layer. Garnish with the pecans/walnuts and maraschino cherries.

Drizzle the chocolate fudge over the dessert and then sprinkle the rainbow sprinkles over the surface.

Chill for at least 4 hours before cutting to allow the layers to set.

It’s almost time for the Gift Gallery to reopen! The construction is just about complete and shortly the volunteers in the Gift Gallery will begin stocking the displays. We are hoping to open sometime around the middle of July so stay tuned for the big opening announcement. And shortly after the Gift Gallery is opened, construction will begin on the Lobby and Café area. A big “Thank You” to the construction team that did this great job! We appreciate their hard work and their patience in handling our requests.

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TOP TEN THINGS TO DO IN SUMMER

10. Why heat up the house by cooking? Eat out instead at one of our partner “Friends of the Auxiliary.”

9. Stay inside and backup the data from your computer – you know you should do it regularly.

8. Update or create your Hurricane Contingency Plans – where will you go, what about your pet, who can be the family contact, basic supplies of water and food, current list of medicines, etcetera.

7. Don’t flirt with Lightening - remember “When Thunder Roars, Go Indoors”.

6. Exercise or play outdoor sports early in the morning (like before 9 a.m.) and use mosquito repellent – just in case.

5. Wear loose-fitting, lightweight and light-colored clothing.

4. Drink a minimum of 64 ounces (that’s 8 TALL glasses) of water, juice or non-carbonated liquids daily – more if you are exercising.

3. Put on lots of SPF30+ sun screen, wear hats and sunglasses and avoid the mid-day sun.

2. Never leave your pets or grandkids in a car – even for “just a few minutes” and even if the engine is running (this one applies year-round in Florida).

1. Volunteer another shift at The Villages Regional Hospital Auxiliary – just for the summer.

On June 10th, Ye Olde Thrift Shoppe celebrated the first anniversary of our expansion into the second building. Over one-hundred and fifty customers and volunteers enjoyed hotdogs and hamburgers provided by Insight Credit Union Community Foundation. There were cake and hourly drawings for gift certificates as well.

As the temperatures have started getting into the 90’s we have started thinking of SNOW … so why not have a Christmas in July sale to help cool off. Starting on Tuesday, July 12th and going through Saturday, July 30th all Christmas items will be on sale. Pricers have been working overtime to ensure everything is ready for the sale so stop by and see all the lovely items that have been donated.

Pat Wesolowski Cuts the 1st Anniversary Cake

Cinda French may have worked too many hours pricing Christmas items!
Michael Pittman (continued from page 1)

Michael joined the United States Army and worked his way through the ranks. He once was posted to a non-air-conditioned base in Honduras where he learned the true definition of “hot”. Since he was not aware of any arrangements by the Army to provide a cooling system in the near future, he decided to explore a different career choice when he returned to his base.

While looking at a posting of opportunities, he noticed a fellow soldier filling out some forms and Michael asked him what he was doing. The soldier said he was going to be a nurse and Michael asked, “Is it air-conditioned job?” When the soldier replied that it was, Michael said, “Give me that form!”

Michael would go on to attain both an associate’s and a bachelor’s degree in nursing. Because he did not accept a commission, he was deployed wherever he was needed.

This enabled him to work in a variety of settings and gain not only experience in the medical field but valuable leadership experience across the board.

When he left the military, he worked as a nurse and everywhere he worked it seemed as though his superiors put him in charge, most likely due to his military training. Prior to moving to Central Florida, Michael has worked in Brownsville, Texas; Nome, Alaska; San Francisco, California; and Bangor, Maine. The majority of his positions have been in an interim leadership capacity and spanned many departments, including Medical/Surgical and Intensive Care units along with Emergency Room. This has been instrumental in his success as a healthcare executive because he is knowledgeable about several clinical models for hospital procedures, met a lot of people and learned more from watching things done incorrectly than when they were done right.

One of his top priorities is to be out on the floors, being present and being seen. His philosophy is: The quickest way to build relationships and make people feel comfortable in coming to him with issues is to be accessible for people to know and recognize him. He wants to build the staff’s trust in him so that they understand and believe in the direction he wants to take this hospital.

To date he has hired 31 new people and has established a full set of Clinical Directors. They are hand-picked and passionate about what they do. Each Director is responsible for a specific unit and can be recognized by their scrubs and white jackets. They report to an Administrative Nursing Director who in turn reports to Michael. The Director’s goal is to solve issues before the issue gets to Michael.

Michael knows that winter months are the busiest. With more and more residents staying each year, so he and his team are gearing up for it.

By October of this year, he hopes TVRH will be able to accommodate 100% occupancy with 53 ER beds.

(continued on page 6)
Starting in October, he anticipates being able to serve between 260 and 270 patients in any one day. In the past, because it has been a constant challenge to staff all the beds, it has resulted in increased patient wait times, soaring nurse-to-patient ratios and dissatisfied physicians and staff.

Michael's plan is to get enough staff, and put them in areas where they are needed most.

In his first two months, he has also organized a team of 64 preceptors (trainers and mentors to newly hired nurses). Prior to his arrival there were only 12 on staff. Michael feels it is important to train nursing staff properly from the very beginning of their careers. Proper orientation is vital to the success of each team member's career and is a part of Michael's long term strategy of retaining the best and brightest staff.

Data and numbers are also important to Michael. They assist him in evaluating his progress and the overall effectiveness of his processes and procedures.

Even in the short span of 2 months, all numbers are going in a positive direction.

ER wait times are on the decline and the overall quality of care is consistently moving upward. Incidences of bedsores and wounds have dropped from 20 cases down to three. Three months ago our employee turnover rate was close to 20% and this month it is down to 9%.

Studies have shown that people with advance degrees and additional education always have higher quality work skills and a deeper satisfaction in their jobs.

Investing in our staff now is an investment in the future of TVRH.

Therefore, next summer Michael is going to challenge 50% of the staff in various departments (i.e. Lab, radiology, Operating Room) to obtain an advanced certification or degree. If a staff person passes the course, TVRH will pay for tuition or the examination fee. Michael is also planning training sessions where he will bring professionals to the hospital to conduct special seminars for the staff. To date, we have not had these classes offered in this area of Florida. He plans to offset the cost of this by selling tickets for the seminars to other area hospitals while TVRH staff can attend at no cost. This will be an ongoing program. The end result of further education is a higher feeling of self-worth for the staff person and an improvement in the overall quality of patient care.

The discharge process is also on Michael's radar. Now when a patient comes in the door, there is a case manager who will know the patient's anticipated schedule of tests and treatments. The staff should begin preparing for the patient's discharge 3-4 days out and the day prior to discharge the staff needs to ascertain what additional items the doctor still needs in order to discharge his/her patient the next morning. This allows the staff that evening and into the next morning to be sure all final tests were ordered, discharge instructions were given to the patient and meds are checked so that when the doctor comes in to discharge the patient, the only thing left to do is obtain the patient's signature before they go out the door.

Other areas that are being addressed are improving the follow-up calls to discharged patients and increasing the staff of Environmental Services so rooms can be cleaned and be available to new patients in a more timely fashion. Michael hopes that within three years the hospital will be running at optimum efficiency.

Michael asks us all to help him improve our hospital. As we move about our shift and talk to people, if we notice anything that is just not quite right, we are encouraged to tell Michael about them.

He needs our eyes and ears even when we are out and about in the community and at our clubs. If he doesn't know about an issue, he can't fix it.

He can be reached at 751-8006. Chie (chee) Lampp is Michael's Executive Assistant.

So in the future, if you see large man with a confident air and friendly attitude who says “ya’ll” a lot, that’s probably Michael Pittman. Go and introduce yourselves and tell him what you’re seeing in your hospital and what you’re hearing in the community. He wants to know because he wants to fix it . . and after meeting him, you’ll believe he can. Welcome aboard, Michael. We’re glad you’re here!

Submitted by Cindy Williams
JOE & IRENE
... We will miss you!

Joe and Irene Stec retired from volunteering last month and TVRH Auxiliary has lost two admirable members. Both Joe and Irene have been shining examples of what a volunteer should strive to be. Their dedication, flexibility, and willingness to sub for anyone at any time have been greatly appreciated. They always had a smile and positive greeting for everyone that crossed their paths and were always willing to help others out.

It is now time for Joe and Irene to take care of each other. Joe has made the decision to retire due to several ongoing medical issues and he needs to take care of himself at this time. The family members are in full agreement and concur with Joe's decision. Irene has also retired since she will be assisting with Joe's care along with family members. Joe and Irene's daughters have been taking turns staying with their parents in order to help them through this challenging time.

Lou Emmert, President of the Auxiliary has arranged for both Joe and Irene to retire with 10,000 credited volunteer hours in special recognition for the Stec's contribution to TVRH. Please keep Joe and Irene in your thoughts and prayers as they move into this new phase of their life.

Thank you, Joe and Irene, for your many hours of volunteering and for being such inspirational colleagues.

~~Submitted by Cindy Williams

The Hospital is establishing an ACUTE DIAGNOSTIC UNIT and is in need of volunteers.

This is a separate department which is physically located within the PACU Unit. Currently the hours are 9:00 am–1:00 pm, which are subject to change. The Service Description for this area is similar to PACU. A copy will be available in the Day Captain's Office for your perusal by July 5th.

If anyone is interested in volunteering in this new department, please complete an “additional shift” form or a “transfer” form and submit to the Volunteer Placement Office.

Our own club (continued from page 1)

Some of the activities and events we have planned include: Holiday parties * Guest speakers * Shows * Games * Award and pin presentations

Right now you can join the fun if you have a Village ID card. A few of our volunteers do not live in The Villages, so to ensure those people can be part of the club, we will have 50/50 ticket sales every month in order to raise money which will enable us to rent the room. (50/50 Tickets: You purchase a ticket when you come into the meeting. Then during the club time, there will be a drawing for 50% of the intake. The other 50% goes into an account for party and room expenses!) This makes it possible for everyone, Villagers and non-Villagers, to attend at no cost. Once we rent the room the Club is open to the public which gives anyone who joins us and isn't a volunteer, an opportunity to fill out an application to join the Auxiliary.

So circle July 12th and every 2nd Tuesday of every month (2:00-4:00 pm) on your calendar and plan to be a part of a good thing!!!
VHA FOUNDATION
a partner & supporter of The Villages Auxiliary Foundation
is hosting another fundraising Bingo game in July.
The proceeds will go to support their Helping Hands initiative
that provides wheelchairs, walkers, canes, bed rails and other
durable medical equipment to local residents free of charge.

Join us in support of this good cause!
Bingo $8.00 /Per Person (2 cards ... $1 each additional card)
CASH Prizes!!
Bingo Location & Date:
The Hacienda Recreation Center
Friday, July 22nd  •  6-8 p.m.
BYOB & SNACKS
Contact Joan Testa cell (817) 247.9677
THHA Foundation is an Auxiliary Foundation Supporter

Discounts from...
Friends
of the
AUXILIARY/FOUNDATION
Who Support Our Members

Carol Hughes, has been working with the Foundation
to expand our Friends of the Hospital list AND include
vendors beyond eateries! GET INTO THE HABIT
of carrying your badge with you and remember to take
advantage of discounts offered at the businesses that are
listed!!

You can help grow the list by asking your favorite place if
they might want to offer a discount to TVRH Volunteers
and become a “Friend of the Auxiliary/Foundation” and be
listed in our Newsletters. If they show any interest, contact
Carol Hughes, and she will take it from there!!
302-222-3621.

Bamboo Bistro
Bear Dance Boutique
Blu Spoon
Cheng’s Chinese Cuisine
China Buffet
Edwin Watts Golf Shops
Firehouse Subs
First Watch Restaurant
Gator Dockside
Giovanni’s Ristorante
Gotta Get Your Name On
Honeybaked Ham
Jersey Mikes
Jim’s Golf
Johnny Rockets
Kilwin’s
Koyame Asian Express
Margaret Republic
Moe’s Southwest Grill

NYPD Pizza
Ollie’s Frozen Custard
Oscar’s Original Donuts
Oreck Clean Home
Patchington
Panda Express
Plantation Flowers
Purple Pig
Softballs R Game
Sonic Drive In
Sports Heaven
Subway
Takis
The Village Groomer
Tierra Del Sol
Truly Nolen Pest, Lawn,
& Termites
Viva Nails & Spa
Village Pet Villas

REASONS WE VOLUNTEER ...

Patients’ families always seem to appreciate
volunteer help!

The comments were written by volunteers who completed the survey at
their ATM. In the survey, they’re asked to describe their best experience
while volunteering at TVRH.