The Villages® Regional Hospital Auxiliary Foundation annually provides an elegant evening of dining and dancing at Hearts for Our Hospital Gala. Guests will enjoy a premium liquor open bar, champagne, hors d'oeuvres, wine, dinner and two unique auctions. It’s the only black-tie event in The Villages and is the biggest fundraiser for us each year!

Your Help is Needed!

The Gala cannot be successful without the dozens of auxiliary volunteers who are willing to give extra time and to help that night. The Foundation often calls upon the Auxiliary for help in their fundraising events, but this is their largest. Together, the goal is to raise in excess of $200,000, all of which goes to support our Hospital.

The key to the success of fund raising efforts at the Gala is the live and silent auctions. And those of you who have been at past Galas, either as a volunteer or an attendee, know the quality of the items put up for auction. We attempt each year to generate between 150 and 200 items. That's where you can help. If you have potential auction items, or know of someone who does, just let us know. We can arrange for a member of our committee to pick up your item. Collectibles, health and beauty products, sports items, jewelry, works of art and travel items are just a few categories suitable for the auction. They should have a value of at least $50, but items such as restaurant gift certificates with less value can be combined. A Wheel of Fortune with stars has been added this year. $50 buys a chance to spin the wheel and get a star. The star will be associated with a gift which has a value ranging between $50 and $100 that can be redeemed at local restaurants and stores.

Thank you in advance for your help.

Save the Date
An Evening with The Stars
11th Annual Hearts for Our Hospital Black Tie Gala
Saturday, February 11, 2017
The Savannah Center
The Villages

If you are interested in volunteering for this important event, please contact:
Jeannie Rogale at jeanniero@comcast.net or the Day Captain’s Office at 352-751-8622.
A signup sheet will also be available in the Day Captain’s Office.

If you are able to obtain donations for the auctions or wheel, contact:
Dave Gardner at 352-259-5941 or Diane Kupchak at 352-259-6762 or the Foundation office at 352-751-8871.
As we begin a new year, I want to thank each of you for a great 2016. We are now serving over 35 departments of the hospital and have exceeded the volunteer hours contributed in 2015. I am extremely appreciative of your efforts and your support.

Changes in the Executive Leadership

Recently, Carol Hughes resigned from the position of 1st Vice President, and Jeannie Rogale graciously stepped up from the 2nd Vice position. Please join me in welcoming Joan Hanosek as the 2nd Vice President who is filling the opening from when Jeannie Rogale became 1st Vice President.

Gloria Counselman has assumed the ATM chair with the resignation of Linda Shunk. The Auxiliary extends its gratitude to Linda for a job very well done as Chair of ATM.

This month, the rest of my message has been divided and scatter throughout the newsletter, so keep going - there's pictures and interesting things to come!!

Again, thank you for a very successful 2016 and during 2017.

I encourage you to:
Smile often—Think positively—Give thanks—Laugh loudly—Love others and Dream Big!!!
Maybe it’s because only they can understand the subtle nuances found in the Southern accent (she’s from Tennessee . . he’s from Texas) but Michael and Susan seem to be firmly planted on the same wave length when it comes to creating and implementing plans and goals for improving TVRH. They combine Michael’s administrative outlook and hospital background with that of Susan’s ground roots and administrative nursing expertise while utilizing what she knows and sees on a daily basis.

Susan spoke to the Executive Committee of TVRH Auxiliary on December 14th and shared some information on herself, her background and her excitement about her new role at TVRH. Susan worked at Vanderbilt Medical Center in Tennessee for 23 years and then moved to Miami with her husband. She joined Jackson Health System as the director of their Ryder Trauma Center and was CNO at their Community Center Hospital for 1½ years. From there they moved to Orlando where Susan worked at Orlando Health and at Dr. P. Phillips Hospital where she was their Chief Nurse Officer for 3 1/2 years. Then she went to Lakeland Regional Hospital as their Director of Nursing.

When she first came to TVRH she assisted the Chief Clinical Officer at that time, and helped with the Emergency Department. When she was handed the ED, it was quite a challenge because it had been deteriorating for quite some time. Her first four priorities were 1) to stabilize staffing 2) to identify charge nurses 3) put together a program for improvement and 4) find a qualified Director.

Under Michael Susan has been given “her wings” to play an active and equal role in creating programs that will bring needed improvements to TVRH. She supports Michael and helps implement their “game plans”. She works on special projects for Michael. One of those is leading the Patient Flow committee which studies how the ED patient is moved to in-patient status. Our 2nd Vice President and Chair of Patient Survey, Joan Hanosek, serves on the Patient Flow committee with the Directors and Susan. They are aware that the snow birds are returning and they are tapping other hospitals in Florida for information to assist in devising a plan for handling the increase in demand. It involves many different areas of patient interaction . . the main patient floors, discharges, housekeeping, imaging and labs. The goal is to assign patients to rooms more quickly. The Joint Commission states that a patient must be in an assigned room within 4 hours after the decision has been made to admit them. It has been a tedious process but plans to resolve these issues are just about finalized. There will be advisories regarding the status of bed availability coded by color: green means everything is fine; yellow means caution (enough patients are not being discharged so that new patients can be admitted) and magenta means disaster status. They have also devised a system to let the physicians know the status of Patient Flow by issuing an email blast to all doctors responsible for discharging.

Susan has improved wound care both here and in Leesburg. Currently, they are working on a program to alleviate the number of falls and to reduce the injury from a fall. Susan also oversees the House Supervisors. They meet with the supervisors from the Leesburg hospital to discuss how to handle diversions, how to handle situations in a similar and coordinated manner and how to work together and talk to each other when situations arise.

There is the challenge of staffing here in The Villages. Susan and Michael have identified three seasons: regular season during the summer, a slight ramp-up from October to December and then a full-blown “all hands on deck” from January to about April. They are meeting their core staffing in the units and turnover has dropped to about 1.5%. She is working with nurses to get used to discharging patients earlier in the day so that beds are available for new patients. That way ED flow will go smoother. The Directors are really working with the front line to help them understand the importance of earlier discharge.

She is stressing the improvement relationship-building skills with all staff. In a “tech” world, it is easier to text or email a request or policy change but nothing compares with a one-on-one discussion that allows people to ask questions and offer ideas. Her philosophy of open and direct communication is manifested in her own warm and candid approach.

Great team, great prospects, great hopes . . . all the best for TVRH

~~ Submitted by Cindy Williams
VOLUNTEER RECRUITMENT FAIR -- A GREAT SUCCESS!

On December 3 we held a very successful Recruitment Event from which we gained over 40 new volunteers. Several department chairs were in attendance actively recruiting for their departments. Alice Dickman thought the Volunteer Recruitment event was superb. She was able to recruit 5 volunteers. Even with the addition of these new volunteers, we still have over 110 shift opportunities that we need to fill.

“You make a living by what you get. You make a life by what you give.”
~Winston Churchill

“Volunteers are the only human beings on the face of the earth who reflect this nation's compassion, unselfish caring, patience, and just plain loving one another.”
~Erma Bombeck

Those interested should call the Volunteer Placement Office at 352-751-8176.

“Everybody can be great. Because anybody can serve. You don't have to have a college degree to serve. You don't have to make your subject and your verb agree to serve.... You don't have to know the second theory of thermodynamics in physics to serve. You only need a heart full of grace. A soul generated by love.”
~Martin Luther King, Jr.

You might have noticed that the Café is open and closed on a very irregular schedule. This is happening because we need volunteers. If you would consider taking an extra shift for a few weeks until we can get fully staffed that would be extremely helpful.
**Howard Glitt** is a riveting gentleman at ninety. When speaking with him it becomes apparent music is an intrinsic part of his life. This talented man plays B-Flat Clarinet, Alto Saxophone, Trumpet and Trombone and has been involved with a number of musical assemblies that have included local groups such as Leesburg’s M&M Swing Band and the Jazz Lovers Club.

You may have noticed Howard playing clarinet with his wife, Pat Kronk, accompanying him on the piano Monday afternoons in the TVRH lobby.

Howard is a World War II Veteran that was stationed in Paris in 1946. And following a few required, military assignments he eventually found a place with other like-minded musicians that welcomed his stellar talent.

After the war Howard became an industrial engineer with NCR and when he retired in 1989 he returned to France to live until the death of his first wife.

Howard is not only generous with his musical talent but he has given graciously to the community to spread the pleasure of music. To date he has donated financial support and thirty five musical instruments to Marion County schools for students who could not otherwise afford them.

When asked about values and principles Howard’s keen sense of humor surfaced. “Don’t try to change other people and if you don’t expect too much you won’t be disappointed.”

-Ninety-year-old Marjorie Enloe has been volunteering at TVRH since it opened. She began volunteering in 1963 in Texas at San Antonio Hospital and continued volunteering in several other hospitals as her husband’s work moved them around the country before they retired to the Villages.

When Marjorie’s husband of 65 years became ill she acted as care giver until he passed away five years ago. When asked about her major values and principles her answer was not surprising. “I like helping people and I also believe it’s important to be a good friend.” How does Marjorie stay in such enviable shape – she’s a member of the drill team. This lovely, compassionate lady can be found in PACU Tuesday mornings.

**Keith Llewwllyn** is ninety-one-years old and after earning a Master of Education Administration degree he taught school before becoming principle in Woodburn, Oregon for thirty-two years.

Keith, an avid golfer, moved to the Villages in 2006 and soon after began volunteering at TVRH and currently he and his wife volunteer Saturdays at the Ye Olde Thrift Shoppe.

When asked how he handled past challenges he said that his first wife, step-father and brother all passed away in 1987. And although losing three loved ones within such a short span of time was a difficult period for him Keith did recover his optimism and in the years that followed his enthusiasm for life also returned and has endured.

Keith’s secret for staying in shape - he gets up at 4 am every morning and walks for an hour.
**Alice Benson** is a creative person who designs jewelry, paints and plays the piano in the TVRH lobby on Saturday. Although she did not begin playing until she was forty she believes music is important in healing and contributes to ones well being.

Alice once taught dance lessons at Arthur Murray Studio and before retiring she sold real estate.

She moved to the Villages in 1999 and enjoys both shuffle board and swimming. Her diet contains a variety of vegetables but she limits carbohydrates and abstains from eating red meat.

When asked about major values Alice said that she believes people should learn to love one another.

**Charles Winter** is a World War II Veteran who enlisted in the Navy at age seventeen. Following his tour of duty he became a New York Highway Patrol motor cycle officer retiring after twenty-three-years.

While working as a patrol officer he met Presidents; Johnson, Kennedy, and Nixon and Governors; Rockefeller and W. Averell Harriman, as well as singer Perry Como and golf legend Arnold Palmer. Although Charles has long since given up his motor cycle he can be found driving a courtesy transportation cart in the TVRH parking lot shuttling visitors about.

When asked about late in life lessons he responded. “It’s important to be patient and with age comes wisdom and that is truly a wonderful thing to acquire.”

**Elizabeth Brigham**, aka Bibus Brigham played a three-man, pipe organ in her church for twenty years and earned a degree in music from Regis College in Denver, Colorado. Later she played piano and became a registered piano tuner and when she married she and her husband became entertainers once headlining in Las Vegas. When asked about other entertainers she’d met along the way she mentioned a fascinating encounter with musician Kris Kristofferson.

This multi-talented ninety-three year-old lady can be found on occasion entertaining visitors playing the piano in the TVRH lobby.

**Adeline Crow** taught grade school before retiring and now makes doll houses for children who might otherwise miss out on that simple pleasure.

Following a past health challenge Adeline says that she learned to embrace patience. And when asked about other values she offered. “Love is the most important thing in a person’s life and when dealing with others be tolerant and don’t be too quick to judge.”

She runs a three quarter mile on a treadmill three times a week – faithfully - and on January 16, 2017 Adeline will celebrate her ninety-first birthday.

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Some people are old at 18 and some are young at 90 - Time is a concept that humans created.
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.

A little Gift Shop Trivia!
Did you know that when you show your badge in the Gift Shop you get 10% off?

Have you ever wondered if the Gift Shop lobbyist sales really make $$ for the foundation?

Belk’s sale came to $26,000 and the foundation received 10% Sparkle made $14,000 and the foundation received 20%

THE “OLDE” BUT GOODIE
To start the New Year, we wanted to share some of the wonderful comments we have heard about Ye Olde Thrift Shoppe.

SPINACH BALLS by Janet Haffner

At the Auxiliary Club Christmas party on December 13, Janet Haffner brought Spinach Balls. They were such a hit it was suggested the recipe be put in The Hummingbird.

2 - 10 oz pkgs. Frozen spinach
2 eggs
1 C shredded Parmesan cheese
2 C stuffing mix - well crushed
1/2 C melted butter
1 tsp garlic powder (optional)

Thaw spinach and drain real well. You can use back of a spoon to squeeze out liquid. Mix all in large bowl. Form into 1 inch balls.

Bake in 350 degree oven for 10-15 minutes.

Every Saturday my friend and I go shopping at the thrifts and we never miss Ye Olde Thrift Shoppe. We even have a name for it... we call it “Our Place.”

I am thankful for the time I was a patient in ER and first found out about hospital volunteers. It led me to the wonderful work at Ye Olde Thrift Shoppe and I am so thankful for all we do there. I’ve met so many wonderful people there and it gives me such great feelings.

We don’t live anywhere near here, but when we come to the area for medical appointments, we ALWAYS make sure to stop in at Ye Olde Thrift Shoppe.

I’ve driven by so many times, but finally decided to stop. I can’t wait to bring my husband back here, the place is incredible.

This doesn’t look like a thrift store.

Gee this is wonderful. I never thought we could afford a tree as nice as this—but with your prices, we can fit it in the budget. Thank you for making our holiday special.

Did you know that when you show your badge in the Gift Shop you get 10% off?

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Thaw spinach and drain real well. You can use back of a spoon to squeeze out liquid. Mix all in large bowl. Form into 1 inch balls.

Bake in 350 degree oven for 10-15 minutes.
The TVRH Auxiliary Club held a fun Christmas Party on December 13 at the Colony Recreational Center. There were about 70 volunteers in attendance to hear and sing-a-long with "Ron the Music Man". Numerous door prizes were awarded and a lucky volunteer took home $107 from the 50-50 drawing. A huge thank you goes to Jan Haffner, Helen Kubiac, Nancy Padden, Jackie Cashman, Lynn Friedman and Rena Marchand for making all the arrangements and providing the food. Be on the lookout for special Club get-togethers during 2017 to be held in various recreational centers and at different times so that other volunteers can attend.

--- Submitted by Lou Emmert

If you are interested in planning one of these special get-togethers, please send your name to Lou Emmert.

lemmert@centflhealth.org

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Fross and Fross donated 3 bottles of wine for the Auxiliary Christmas Party. The Foundation donated 2 bottles of wine, a wine tote, four gift cards to City Fire and Olive Garden, and a box of See's Candy. $214 was collected from the 50/50 so the winner of the 50/50 received $107.
ALWAYS ON THE GO

Volunteers work at a TVRH Auxiliary Foundation booth at various community events to raise awareness about the TVRH Auxiliary Foundation. They recently worked the first annual American Cancer Society Bark for Life creating awareness about the brick program to honor pets.

Chris and her team were very busy last fall supporting all the hospital grand openings including the oncology wing, the lobby, gift shop and cafe.

“Event volunteering is a great choice for someone who is interested in helping out at the hospital, but cannot commit to a regular schedule,” said Miller.

2ND ANNUAL BIG BIKE WEEKEND

The second annual Hearts for our Hospital Big Bike Weekend took place on a beautiful weekend in November. This event, a partnership between Sumter Landing Bicycle Club and the Villages® Regional Hospital Auxiliary Foundation, raised over $40,000.

A new facet of the 2016 Bicycle Challenge, the competing teams, added some good natured rivalry to the event. There were four categories of teams in 2016: restaurants, wealth management, health services and Villages cycling clubs.

Travelling trophies will be awarded to the winning teams at the Hearts for our Hospital Night of the Stars Gala on February 11.

Over 300 riders participated in the Bicycle Challenge. Another new option this year, the one hundred mile route, brought in riders from as far as Miami.

Bikers were treated to breakfast before the ride by KR Management and lunch after the ride was provided by Olive Garden. Quest was the title sponsor.

Also part of the weekend was The Cycling Expo and Health Fair. The 2017 Big Bike Weekend will be held on November 10 and 11. To keep up to date on the latest information for this event, go to www.H4HBikeWeekend.com.

CABARET AT SAVANNAH

Saturday, January 21, 2017
5:00 PM - 11:00 PM

Enjoy a lively evening of entertainment by 20+ well-known and talented Villagers. The night will include a variety of interactive performances such as comedy, magic and music. Entertainment will begin in the lobby one hour prior to the show.

Tickets are available at The Villages Box Office starting at just $17. There will be two showtimes – 5 p.m. and again at 8 p.m. The event is BYOB and snacks. Proceeds will benefit The Villages® Regional Hospital.
Bob Strongin likes to make things operate more efficiently and smoothly. As a TVRH volunteer working at the Front Desk, one of his duties is to distribute the Daily Sun to patients, waiting rooms, the rehab centers and to infusion. In the summer, after making his delivery rounds, he noticed he had a huge amount of papers left over. Well . . to Bob, this was like waving a red flag in front of a bull in the arena. Something was wrong somewhere and he made it his mission to figure it out.

Bob used to work for a company that made electronic connectors and sold them to Lockheed, Raytheon and other large manufacturers. He started in their accounts receivable department and before long he had totally redesigned the department and had it running at top efficiency. Luckily for TVRH, Bob used his great analytical and organizational skills to solve the overabundance of Daily Suns!

He has been working with Chie Lampp, Senior Executive Assistant, who orders our papers.

They calculated an average number of weekly in-patients, knowing that the count is always fluid because of discharges and new admissions. With this, Bob cut the paper count to 150 per day during the summer months but he will still monitor the numbers in 2017 to see if the permanent resident population increases.

From late October to late April, he will need more papers and yet . . the temperature up North effects when snowbirds return to Florida. A mild winter in the north means people won’t head back until later. Currently, the hospital receives 180 papers each day, but rest assured, Bob is watching this with an eagle eye!

When Bob isn’t at the Front Desk on Tuesdays from 12:00 pm-4:00 pm, you may find him volunteering at Seniors vs. Crime, a special project of the Attorney General, who arbitrates disputes between residents in and around the Villages.

Whether he is tracking seasonal newspaper distribution to reduce waste and unnecessary expenses, or enhancing patient transport offerings to and from the Advanced Surgical Center or lobbying for a comprehensive hospital telephone directory – Bob is passionate about building a better hospital community for everyone. Thanks for your efforts, Bob!

~~ Submitted by Chie Lampp
(Michael Pittman’s assistant)
TIME TO THINK ABOUT AWARDS

Now that you have taken down your holiday decorations, made your New Year’s resolutions, and paid the credit card bill for the gifts you purchased – it’s time to think about nominations for the Auxiliary Awards that will be given at the spring luncheon.

The award categories have been updated and the entire Auxiliary Volunteer population (including Musicians and Ye Olde Thrift Shoppe) are eligible to receive an award.

The categories are:

- **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.

- **Unsung Hero:** An individual, deserving special recognition, who has shown consistent reliability, adaptability and service to the auxiliary. (May be anyone.)

- **Leadership Award of Excellence:** An individual who has provided outstanding leadership, support to the organization, and has worked beyond the call of duty. (Usually an Officer or Department Chairperson)

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

- **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. Award determined by TVRH staff but names can be submitted for consideration.

- **President’s Award:** A person who has made a positive contribution to both the organization as a whole and to the President’s term. Award determined by the Auxiliary President. Names may be forwarded to president for consideration

You will start seeing nomination forms and ballot boxes at the sign-in kiosks, in the Day Captain’s office and at the front desk. Deadline for nominations is March 1st.

The Awards Committee is being chaired by Jim Lemon, our Auxiliary Past President. His group will be meeting in early March to review all the nominations and make the final selections.

VOLUNTEERS NEEDED FOR CHILI COOK-OFF

On Saturday, February 4, 2017, the Rotary Club of The Villages will hold its 20th Annual Chili Cook-Off. Do we have any chili masters that would like to help put The Auxiliary on the map and perhaps win? There will be about 50 teams competing including TVRH dietary department.

We need someone with a chili recipe, 4-6 chili-makers and 10 other helpers for the entire day. The Foundation has agreed to support us with the funding.

This event will be an excellent opportunity for the TVRH Auxiliary and Foundation to get visibility and to solicit new volunteers and your help is needed to accomplish this.

Jim Dow of the TVRH Auxiliary is chairing the Chili Cook-Off for the Rotary and if you have any interest in coordinating this event or being part of the team for our Auxiliary, please email jim@dowworld.us or call 417-889-8832.

MANDATORY ATM TESTING

For NEW VOLUNTEERS & GOLF CART DRIVERS

January 3, 17 & 31 • 8:00-11:30 am

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

East Campus, 3rd floor, right hall, right side

For ANNUAL VOLUNTEERS

Any Tuesday... But, the 3 Tuesdays above may be busier than the other 2.

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