As a first-time volunteer, I was worried I would feel out of place at the hospital. Luckily, I had the chance to meet new people—volunteers, employees, and patients, who helped me feel welcome. Thanks to the Volunteer Placement Office, I also had the opportunity to meet Mr. George and Mrs. Gloria, who helped me find areas of volunteering that fit my criteria comfortably. I thoroughly enjoyed my time volunteering at the hospital and hope to do the same next summer as a student volunteer.

2017 SUMMERTIME STUDENT PROGRAM
The Best Year Yet!

Summertime is an opportunity for Teenage Volunteers to sample working in a hospital environment. This year our Student Volunteer Chair, George Counselman, who is also our Statistician, approached his "Student Plan of Action" based on previous statistics: hours of service, volunteer turnover (plus reasons), special talents/abilities/experience of students, departments in need (and willingness to accept teenage students). There were seven schools represented in the program: The Villages Charter School, as well as schools in Ocala, Bushnell, Belleview (2), Dade City, and Leesburg. The students range in age from 14 to 17. Today George is proud to report he has 31 Student Volunteers in his program. His recruitment effort combined the needs of the students with the benefits of experience in a thriving hospital environment. Understanding that every hospital requires more than medical professionals to function properly, he identified volunteer opportunities that focus on other careers, such as food service, logistics, customer service, office functions and retail sales. The available positions require certain physical abilities along with a range of skills including analytical thinking, computer skills, reception and telephone skills.

This year's program started in May with five (of 39) departments accepting teenage students. George's "Good News" is that the students are performing at such a high level this year that additional departments have requested student volunteers. By the end of June the number of departments had grown to eleven (compared to six in 2016). In June, our student volunteers worked a total of 119 shifts, compared to 24 in June of last year, and 43 the year before. Today he is happy to report that six of the students have already fulfilled their school's requirements for volunteer hours, and are continuing to serve with great enthusiasm.

We are pleased to show you a few of the students and what they had to say about their experience at TVRH.

---Submitted by George Counselman, -edited by Patricia Kronk

I love volunteering because it brings me one step closer to my career. I want to be a pediatric reconstructive surgeon, so getting as much exposure as possible in a hospital setting is vital.

I've enjoyed my time volunteering because I couldn't think of a better way to give back to this wonderful community. Also it teaches responsibility and other life lessons that I will need later in upcoming years.

Watch for more student comments throughout this issue.

(Student Program, continued on page 3)
PRESIDENT’S LETTER
September 2017

Chest Pain Accreditation Review and Test

Things continue to be very busy at The Villages Regional Hospital and for the volunteers. Hopefully all of you have taken the Chest Pain Accreditation review and test. You received an email and could do it on the computer or you could stop in the Day Captain’s office and complete the short six question test. The inspection will take place in late September and we want all volunteers to understand their responsibility should someone exhibit chest pain systems. **If someone should approach you and tell you they are having chest pains any place in the hospital (with the exception of the Main Lobby) you should immediately dial 2-2-2-2 from a hospital phone and relay that information with your location.** If you are in the Main Lobby, please inform a volunteer at the Front Desk and they will take over. If you have any questions please send me an email at lemmert@centflhealth.org and I’ll get you an answer.

Emergency Department Overflow Facility

Urgent Care became the Emergency Department overflow facility, effective August 14, 2017. Patients who are experiencing a health issue that is **not life threatening** will be treated in the Emergency Department overflow area. It is expected that this will reduce wait times for a significant number of patients visiting the Emergency Department. Volunteers who were working in Urgent Care have been relocated to new positions.

Volunteers Continue to Provide Much Needed Service

Year to date you, our volunteers, have provided 108,217 hours of service. You are continuing to provide much needed service to the hospital, patients and visitors and it is very much appreciated. The hours of service continue to increase year over year. As usual, we have open shifts for which we need coverage. To help with recruiting new volunteers, business cards have been provided for you to carry and give to friends, family, acquaintances you meet during your social activities. Please pick up some at the Day Captain’s office.

ARCE --- Hmmmm, What’s That??

“I would like to offer a friendly reminder that all volunteers are required to complete the Annual Regulatory Compliance Education and Risk Safety Module in their birth month. Previously known as the “Annual Training Module” or “ATM”, the module was renamed earlier this year and is a requirement for continued licensure of our hospitals by the state of Florida.

Many volunteers have previously taken the required module at times other than their birth month. If a volunteer is a seasonal resident or will not be here during their birth month, they should complete a Leave of Absence form, found in the Day Captain’s office, and take the test upon their return -- not before they leave. The Leave of Absence form explains the reason they have not taken the test in their birth month and indicates that testing will be completed upon their return.”

Our Volunteer Handbook

A task force of the Executive Committee has been assigned to review our Volunteer Handbook. If you have any thoughts or suggestions, I encourage you to send those to me at jdemmert@embarqmail.com.

Lou Emmert
TVRH AuxiliaryPresident

The Hummingbird

The Villages Regional Hospital Auxiliary

1451 El Camino Real,
The Villages, FL 32162
352-751-8176

The Hummingbird is a publication of the Villages Regional Hospital Auxiliary Foundation. The information within this publication is designed to communicate and inform the staff and volunteers. The editorial staff reserves the right to author, edit, or deny materials submitted for inclusion.

Feedback: We need to know what you think, what you want to hear, and what you are up to. Send email to the Editor: skumler@gmail.com

Newsletter Editors: Shari Kumler, Cindy Williams, Pat Kronk, and staff advisor, Rena Marchand.

This newsletter is dedicated to the hardworking volunteers at The Villages Regional Hospital.

**Elected Officers:**

Lou Emmert - President
Jeanie Rogale - 1st Vice President
Joan Hanosek - 2nd Vice President
TBD - Recording & Corresponding Secretary
Jan Kumpan - Historian
George Counselman - Parliamentarian

Contact the Auxiliary Offices

The Auxiliary Office 352 751-8061.
It is staffed on ... Monday - Thursday 8:00 am-4:00 pm Friday 11:00 am-3:00 pm
The Day Captain's Office, 751-8622 is staffed 8:00 - 4:00 pm, Monday-Friday and 9:00 am - 1 pm, Saturday and Sunday.

The VPO Office is 751-8176.

The Auxiliary Foundation Office, 751-8871 is staffed Monday through Friday, 8:00 am-4:00 pm.

www.centflhealth.org

**Our Mission**

To improve the health and quality of life of the individuals and communities we serve.
On Saturday, August 12, we had an

END OF SEASON PARTY

George has submitted some updated stats from the season:

- 31 student volunteers, compared to 24 last year (a 29% increase) and 25 in 2015
- 15 departments participating, compared to 6 last year (a 150% increase) and 9 in 2015
- 1,536 hours, compared to 632 last year (a 140% increase) and 661 in 2015.

It's too bad there are no stats to measure enthusiasm, dedication, and ability to learn. If there were, this group would have been off the charts.

It's too early to tell how many will continue through the school year. There were six last year and only three in 2015. So far, we have three who have already started and two who will start this week. There are five others who have expressed an interest.

George is looking forward to next year. The most returning students we’ve had in the last three years is six. I’m guessing we’ll beat that.

Watch for more student comments throughout this issue.
MONDAYS AT NOON IN REHAB

Playing music in the hospital is fun, challenging and rewarding. Each hour of music provides golden opportunities to meet many wonderful people: patients, families, staff and, of course, other Volunteers!

Howard Glitt and I have adopted the noon hour on Mondays to play in the dining room of our TVRH Rehab unit. Each Monday we have been greeted by the ever-smiling volunteer, Kris Franklin. Kris prepares the dining room for patients and families, helps patients settle in at the tables, and tirelessly works with patients, families and staff throughout the meal. She smiles, laughs and chats with everyone, as she encourages, supports, and tidies up. She is the essence of “efficient kindness”, in that she gets the job done quickly, yet is authentically present with each guest.

Kris Franklin is a wonderful volunteer to know, and see in action. She moved to The Villages almost two years ago from Peoria, Ill, and immediately joined our ranks in October, 2016, where she accepted an assignment at the Front Desk in the main lobby. Being a “people person” who derives great pleasure from helping others, Kris added an extra day to her schedule by enlisting for the Rehab Unit on the day it opened. When asked what drew her to Rehab, she responded that she likes the pace, and the patient interaction.

“it is wonderful to witness the progress folks make in 4-6 weeks. Each gain is personal, and I am fortunate to witness the changes as they get back on their feet.”

--- Submitted by Patricia Kronk,
AUXILIARY PRAYER

Almighty God and heavenly Father, bless our endeavors as we strive to bring comfort and hope to all who are in distress of mind or body.

Guide us so that we may use the privilege given us to help the aged, the ill and the very young — and with gentleness.

Give us the strength to labor diligently, and the courage to think and to speak with clarity and conviction but without prejudice or pride.

Grant us both wisdom and humility, directing our united efforts to do for others only as You would have us do.

Amen

Michael Pittman, Vice President, Chief Clinical Officer and Site Administrator for TVRH came to the August Executive Committee meeting. Here are some highlights from his update on happenings at our hospital.

- The hospital is switching from their old Electronic Health Record (EHR) system to the new Cerner system. In fact by the time you read this the cut-over will have occurred. The entire hospital has been involved in the training and preparation for this change-over.

- The Emergency Room will now have three triage rooms as part of the $1.6M expansion/renovation that is underway. This will help expedite the process of providing care for the incoming patients.

- Urgent care area is being converted to overflow for the Emergency Room. This would be used for what is referred to as “low acuity” patients. These are patients who the triage nurse has determined need less immediate nursing care.

- Unlike previous summers, the load on the Emergency Room and hospital has not dropped this summer. They are seeing up to 140 ER patients a day and the hospital has 220 occupied beds on average every day. This is significantly over the planned 100 ER and 180 hospital patients that were forecasted. Needless to say this has caused longer wait times for patients seen by the Emergency Department.

- The hospital has received their Stroke/Resuscitation certification and is now working on qualifying for the Advanced Stroke certification with a September target for obtaining this from the Joint Commission on Hospitals.

- Overall satisfaction with our hospital is increasing while Hospital Acquired Conditions (HAC) have decreased. A typical HAC would be a patient falling while in the hospital. This also includes hospital-acquired infections. The goal is less than 30 HAC’s per month and last month our number dropped to only four!

- There are two ways to monitor hospital satisfaction. Medicare looks at what is referred to as “top box” numbers. This would be the percentage of survey respondents that selected the top two categories (typically answers like “strongly agree” and “agree). The other approach is to look at the mean averages taking into account the total spectrum of responses. TVRH is still striving to improve our 60% “top box” number while our mean average has grown to 82-85%.

- Other advancements include the creation of hybrid vascular surgery rooms that allow live video images of the procedure for improved outcomes.

So as you see Michael and his team are having a tremendously positive effect on our hospital and our community.

—Submitted by Rena Marchard
Great News from The Gift Gallery!

ANNIVERSARY YEAR PINS

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.

15 YEARS
John Ciesco (Bob)  Margaret Dombeck  Marjorie Enloe  Lynn Fulci  Carole Garvin  Nancy Gulemi  Harriet Huschart  Vincent Huschart  Bonnie Morris  Natalie Neufelder  Mary O’Donnell  Sara Pietrantoni  Elvie Uliano

5 YEARS
Carol Bruce  Nancy Lee Carroll  Judy Dean  Cornelia Hahn  Dorothy Hood  Robert Irvine  John Kirkland  Cheryl Mahoney  Carol McDougall  Patricia Nitto  Betty Schneider

3 YEARS
Leonard Alper  Robert Bell  Alice Benson  Donna Boland  Diane Bond  Cliff Cable  Edward Carbone  Hershel Chapman  June Cole  Denise Daluga  Donna Davis  Ronald Davis  Mary Ellen Doyle  John Drewes  Margaret Ganci (Peggy)  Sandra Giannuzzi  Barbara Gladstone

10 YEARS
William Challenger  Mary Dolph  Barbara Kelly  Vivian Kramer  Sandy Murphy

To commemorate this milestone, Auxiliary President Lou Emmert, visited the Gift Gallery to express her appreciation for their service and present pins to each of these very special ladies.

SIGNAGE ON PATIENT ROOMS

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<thead>
<tr>
<th>PRECAUTION</th>
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<tbody>
<tr>
<td>C. DIFF (Clostridium Difficile Bacteria)</td>
<td>TAN</td>
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<tr>
<td>MRSA (Methicillin-Resistant Staphylococcus Aureus)</td>
<td>MAGENTA</td>
</tr>
<tr>
<td>VRE (Vancomycin Resistant Enterococi Bacteria)</td>
<td>VIOLET</td>
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<td>DROPLET</td>
<td>SKY BLUE</td>
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<tr>
<td>AIRBORNE</td>
<td>PEACH</td>
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<tr>
<td>ESBL, CRE, MDROs, RSV (Extended Spectrum Beta-Lactamases enzymes; Carbapenem-Resistant Enterobacteria)</td>
<td>LIME GREEN</td>
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Butterfly Magnet (Do Not Resuscitate)
Bereavement Rose Magnet (death in the patient’s family or the patient’s condition is such that they probably will not be leaving the hospital.)
Stephanie Starnes has never been a big winner at the lanes, her bowling average is below 150, but at the 8-9 Pin Tap Tourney, this year, she won BIG! The tourney was held August 12, at the Spanish Springs Bowling Alley, which has hosted this tourney annually for the past 8 years.

150 women from all over The Villages compete in 2 divisions of pre-qualified bowlers (members of a league.) The first division averages under 150, competes to knock down 8 pins on their first ball, which counts as a strike! The second division averages over 150 and they compete to knock down 9 pins which will count as a strike.

Stephanie normally averages under 150. She has never been a top bowler. On Saturday, after the practice, she throws her ball and it’s a gutter. What a way to start! Then they hear an announcement of a delay due to an alley problem, and after 30 minutes, they are ready to begin with a fresh start! The gutter is wiped away!!! After that, she bowls 11 strikes (over 8) and one real strike. Totally she bowls 278+220+217= 715. She feels pretty good about that. At the luncheon they announce the awards, and unbelievably, she gets the award for the highest score of the whole tournament!! She had fun!!

Stephanie Starnes is our Acting chair of ER Admit while Harriet Huschart is taking time to care for her husband. Stephanie has been a volunteer for 10 years with over 2800 hours. She started at ICU at the East Campus, worked her way to Chair. Then she had a short stay with surgery and now ER, which is her love. She loves it because as a junior high school teacher, “there are never two days alike”. You are the first person a patient sees and you make all the difference for the rest of their stay. She says it’s also great exercise, her Fitbit tells her that she walks 1100-1400 steps each time she works. Her big goal now is to “hold the fort together for Harriet!”

In addition to Stephanie’s “stepping up” to help in ER Admit, We have three additional new chairs:

**Ralph Flood** – Acute Rehab Hospital;

**Beckie Montgomery** – Dietary;

and **Beth Malak** – co-chair of YOTS.
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).

Time is different for a tree. It is not measured in hours or
days. Sometimes not even in years. Like most of us, a tree
has little control over when its existence will end. Disease,
drought and progress can easily terminate the tree’s
growth. This is reason enough to celebrate when a tree
endures over centuries.

Such is the case for a beautiful oak tree that
graces the north edge of the newly purchased lot
just south of Ye Olde Thrift Shoppe. According to
town records, this tree is one of the oldest in the town – somewhere between 200 and 250 years old. That means
that during the American Revolution (1765-1783) this
majestic tree was standing. Definitely when Andrew
Jackson started the First Seminole War (1818) this tree had
established itself as part of the landscape.

Then as more settlers came to the area with
the completion of the Florida Southern Railroad (1813), and
the establishment of Lady Lake, trees were cleared, roads took
shape and buildings were built. But this tree persevered.

More recently this tree oversaw the opening of Ye Olde Thrift
Shoppe in 2008 and the expansion to a second building in 2014.
It will now stand watch as the Auxiliary Foundation decides
exactly how the land should be utilized to continue the growth
of this successful enterprise. Perhaps it will be just a parking
area, which is desperately needed, or perhaps we will see the formation of what some dreamers call
“YOTS Square”…. but whatever, this tree will continue to stand guard as a symbol of endurance and
strength.

--- Submitted by Rena Marchard

THESE OLD LIMBS

“In their highest boughs the world rustles, their roots rest in infinity;
but they do not lose themselves there, they struggle with all the force of
their lives for one thing only: to fulfill themselves according to their own
laws, to build up their own form, to represent themselves… Nothing is more
exemplary than a beautiful, strong tree.”

--- Herman Hesse

2017 LEADERSHIP COMMITTEE

Back row, left to right: Rena Marchand, YOTS; Jackie Sampson, Surgical Waiting, Exp Admit; Shari Kumler, The Hummingbird editor; Beth Malak, YOTS; Stephanie Starnes, Acting chair of ED Admit; Kathy Greenfield, YOTS; Jim Lemon, Outside Transportation, Musicians; Joan Hanosek, 2nd VP, Patient Survey; Sara Valentine, Cath Lab, Ambassador, Cardiac Rehab; Lou Emmert, President; Barb Lovett, Day Captain; Jeanne Rogale, 1st VP, Infusion, Day Captain; Gloria Counselman, VPO, ARCE; George Counselman, Parliamentarian, ASU/PACU; John Valentine, East Campus;

Front row, left to right: Billie Smith, Gift Gallery; Penny Kasprazak, Cafe co-chair, Patient Care; Bob Bell, ADU; Mike Kaufman, Auxiliary Office; Mary Dolph ICU-ICU Waiting, Edie Oteri, Front Desk; Bob O’Neal, Emergency; Shelly Morjoseph, Supply Chair; Pat Kronk, Musicians
**BIG BIKE WEEKEND 2017 --- expecting 500 riders!!**

The Villages® Regional Hospital Auxiliary Foundation invites you to save the date for their “Hearts for Our Hospital Big Bike Weekend” November 10 and 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](http://www.H4HBikeWeekend.com) to learn more.

**TO PURCHASE TICKETS**

visit one of the following locations:

- TVRH - Gift Gallery
- TVRH Auxiliary Foundation Office (2nd Floor - East Campus)

Payment accepted: cash, check, credit card. Make checks payable to TVRH Auxiliary Foundation.

For more information, call the Foundation office at (352-751-8871)

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**LETS HAVE SOME FUN!**

In April 2016, our Auxiliary participated in the St. Patrick Day Parade in Spanish Springs. It was so successful that the TVRH Auxiliary would like to be a participant in this parade. But firstly, we are in need of volunteers to form a Parade Committee. Then we would love to have a grand showing of volunteers to walk behind our banner.

If you are interested in participating in the committee and/or walking in the parade, please respond to this email or call:

The Auxiliary Office at 352-751-8061 or Lou Emmert at 702-203-0570

or [jdemmert@embarqmail.com](mailto:jdemmert@embarqmail.com)

Deadline to sign up is Sept. 1, 2017

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**WOW! - KUDOS FOR THE HUMMINGBIRD!**

Lou Emmert shares a comment from a Foundation/Auxiliary Board member!

Hi Lou, thank you for including the latest issue of The Hummingbird in our board packets.

This was the first time I have seen this publication and was very, very impressed with it. The content, format and overall appearance were most attractive and informative.

Thank you for all you (and your wonderful volunteers) do for our hospital.

Diane Kupchak