Volunteers do more than just helping the health & quality of life for patients ... they also serve by raising funds for TVRH.

Business is Thriving at TVRH Café

Luncheon Schedule
News from Lou
News from Jeannie
ARC Education dates
Ye Olde Thrift Shoppe
KUDOS
Foundation Sponsors
and MUCH MORE

Have you stopped at the Café for a hot coffee, dessert or breakfast sandwich? It is evident that many hungry people, including Hospital visitors and staff have, because sales have recently increased.

Not only does this mean that our volunteers are getting the job done, but more dollars are going back to the TVRH Auxiliary which can mean the purchase of new medical equipment, a scholarship for Hospital personal or other needs the Foundation can help supply.

Penny and Chris Kasprzak, sisters-in-laws, became Department Co-chairs of the Café in the fall of 2017. When the Café was remodeled and reopened nine months later, things began to change because of their new ideas and positive attitudes.

(Café continues on page 2)
Volunteers do more ...

(Cafe continued from page 1)

A team of 25 dependable, reliable volunteers now staff the Café.

Starbucks coffee appeared and the delicious Lava Cake was born. Recently, breakfast sandwiches were added, which the volunteers say they can hardly keep in stock. And don’t forget they still have the cookies. Departments can now call down for cookies for their meetings and the volunteers bake them and have them ready to pay and pick up without a wait. Need something more? There’s even a new variety of chips.

"We all work hard to make the Café successful, said Chris and Penny, but we make sure that fun is part of what we do."

The volunteers now work three shifts a day, from 8 a.m. to 8 p.m., most every day.

Penny and Chris have found that they work well together and have a closer relationship because they are working at something worthwhile which they enjoy. Last year they won the Leadership Award of Excellence.

So, stop at the Café to say hello to the volunteers and don’t forget to buy something yummy!

The Gift Gallery is Another Fundraising Asset for TVRH

Located right next to the Café, is the Gift Gallery. Under the leadership of Billie Smith, this department is also involved in raising funds for the Hospital. All net proceeds from the sales go to the Foundation to spend as needed to support the hospital's needs to ensure the community has all the most current equipment available to the patients and staff.

Recently, the Foundation installed a new "register" for the volunteers. It was a challenge to learn, but Joyce Maschinot, said the effort made to use it was definitely worth it. Now all the inventory and sales are being tracked. This saves a lot of time in bookkeeping, and gives immediate sales results.

In addition to the merchandise in the Gallery, Billie is constantly working with vendors willing to come into the Hospital and provide lobby sales. These are very successful.

In April, there will be a Sparkle Life Jewelry sale on April 18th.

Upcoming Lobby Sales
April 18 Sparkle Life Jewelry
May 15 – 17 Belk's
July 8 – 9 Masquerade Fundraising (Everything’s $5)
October 2-3 One Touch Linens & More
November 11-12 Masquerade Fundraising (Everything’s $5)
December – no dates

(Volunteers do more ... continues on page 3)
In addition to the involvement in their departments, Volunteers Assist in the Foundation Events.

As reported in the last Hummingbird, the Gala was extremely successful and 82 volunteers worked the event. Volunteers also assist in the golf outings, bicycle races, and any other way the Foundation may need extra hands!

Fashion Flaire

Ye Olde Thrift Shoppe was invited by The Christ Lutheran Church in Summerfield to participate in their fundraiser Luncheon & Vintage Fashion Show at the Wildwood Community Center featuring items from our Shoppe. Joan Wicklas pulled together models, cashiers and an MC. The six models selected their own outfits and accessories for both a casual and an evening or upscale-casual event.

The luncheon items were provided by the Church members and the event was attended by more than 100 people. Although we shared the event with fashions from Love, INC and from the Hospice Thrift Store, our segment definitely took top honors!

Our general clothing is priced at one level, but some of the items were from our “One Step Up” selection that are priced a little higher and priced individually. This might include, Chico, Coldwater Creek, Alfred Dunner, etc.

Debbie Diehl served as master of ceremonies describing each outfit including the prices because everything shown was for sale after the show. Modeling were Jan Haviland, Mary Lee, Nancy Cummings, Amie Haffner, Cinda French and Gary French. Pat Wesolowski and Jeannie Hendrix served as cashiers.
This is a great time to stop by the Shoppe for that extra suitcase, some light-weight but warm clothes or a gift to take back with if you are headed north. We also have some cute Easter decorations and fuzzy toys for the “kids.”

**OUR VOLUNTEER MISSION**

To improve the health and quality of life of the individuals and communities we serve by volunteering our time and raising funds for The Villages Regional Hospital.
Update from Lou
our Volunteer Coordinator

“IT TAKES SWEAT, DETERMINATION, AND HARD WORK”
by Colin Powell

Happy Easter!
May this time of the year be a time of inner reflection for each of us, not only to assess our priorities, but more importantly allow time to be grateful for our many blessings.

Things continue to move quickly in the Auxiliary Foundation. As we shared in the last Hummingbird, the Gala was extremely successful and now that all the numbers are in...

the net revenue is $420,000.

Congratulations to Diane Kupchak, Foundation Board Vice Chair and Gala Co-Chair; Cathy Reardon who coordinated many components of this event; Nancy Campbell who had oversight of the fabulous dining room decorations; Beth Malak and Nancy Cummings (YOTS) for putting together the fantastic silent auction room; Deidre Rosemond for securing all of the great food for the volunteer break room; and especially to all 82 volunteers who worked the event...for a job WELL DONE! Now on to planning for the 2020 Hearts for our Hospital Gala!

I am happy to share that for the month of February, our volunteers provided 13,117 hours of service and we ended the month with 935 volunteers. The Volunteer Placement Office continues to interview prospective volunteers every other week and have approximately 6-8 prospects each time. As of this writing there are over 60 open shifts available. Do you have a friend or family member that might be interested in volunteering?

When new volunteers attend orientation, we stress that there are two mandatory requirements for volunteers. The first requirement states that each year all volunteers are responsible for completing the ARCE (Annual Regulatory Compliance Education) test, and secondly that they must attend an annual In-Service meeting. In order to be a volunteer in “Good Standing” and qualify for all the benefits afforded to this position, these two requirements are “Mandatory.” The test and in-services are not meant to be inconvenient or punitive; rather they are important modes of communication to help ensure all hospital personnel (leadership, staff and volunteers) are aware of the various plans, procedures and protocols that impact each of us in our roles in some way, shape or form. These are also opportunities to review important issues within the hospital and in your departments, as well as raise concerns that need to be resolved. As volunteers and vital support staff to our Hospital team, it is required that we adhere to these trainings. Beginning in 2020, if a volunteer has not completed these two requirements, they will not qualify for the benefits of “Good Standing” and will not qualify for the benefits of volunteering.

With that said, we recently completed two weeks of In-Service meetings where approximately 75% of all volunteers attended. Department chairs will be contacting those who did not attend to...
have the necessary competency forms signed. My thanks to each of you who attended, and for those who did not; I encourage to please plan to attend next year’s meeting. Each department has at least two dates so that anyone who is unable to attend (e.g. traveling, ill, etc.) can make one of the meetings. I don’t want any volunteer to NOT qualify as a Volunteer in Good Standing.

With all the seasonal residents and visitors this time of year, the Emergency Room has been kept unbelievably busy. My heartfelt thanks go to the volunteers in the Emergency Room and the Emergency Waiting Room for their patience and willingness to go the extra mile. These can be very challenging places to volunteer this time of year.

The week of April 7 – 13 is designated as “NATIONAL HEALTHCARE VOLUNTEER WEEK,” however to each and every one of our volunteers, I thank you for all you do EVERY DAY to make a difference in the lives and communities of those we serve… you truly are Jeannie Rogale our President

Hello Everyone March, 2019 has just passed us by and we are into April, 2019. Spring to me is the prettiest time of the year, to see all the flowers in bloom and our grass starting to turn green again. "New Life Is all Around US".

March was a busy Month with all our Mandatory In-Service Meetings. KUDOS to all of you for attending.

These meeting give us a time to get to meet new Volunteers and see our old friends, and to discuss our concerns and make suggestions for where we are working. If you didn’t attend the In-Service Meetings please get in touch with your Chairperson. He or she has a few important papers for you to sign.

I want to say Thank You to Mike Kauffman, Auxiliary Office and Staff for working many hours to put all the packets together.

We are now preparing for our Appreciation Luncheon, which will be held at Katie Belle’s. This Luncheon is to say Thank You to all our Volunteers. Looking forward to seeing all of you.
Building on the success of last year’s trial of a separate luncheon for Ye Olde Thrift Shoppe and feedback received from volunteers participating in the survey last spring, we have planned four separate luncheons this year – all will be held at Katie Belle’s. Each Volunteer will be able to attend only one of these luncheons, even if you work in multiple departments.

There will be a choice of entrées offered including a vegetarian option. You do not have to choose your entrée until you arrive. Doors will open at 11:00 a.m. and lunch will be served starting at 11:30 a.m.

The luncheons for each department are scheduled as follows:

<table>
<thead>
<tr>
<th>Date</th>
<th>Department</th>
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<tbody>
<tr>
<td>April 16, 2019</td>
<td>Ye Olde Thrift Shoppe</td>
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<tr>
<td>April 17, 2019</td>
<td>Acute Rehab, Ambassadors, ARCE, ASU/PACU/ADU,</td>
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<td></td>
<td>Patient Survey, Pharmacy</td>
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<tr>
<td>April 23, 2019</td>
<td>Cafe, Cancer Center, ED Admit, Emergency</td>
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<tr>
<td></td>
<td>Department</td>
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<tr>
<td>April 25, 2019</td>
<td>Auxiliary Office, Dietary, Express Admit,</td>
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<tr>
<td></td>
<td>Hummingbird, CU/PCU/ICU Waiting/Ortho Imaging</td>
</tr>
</tbody>
</table>

Sign-up to attend your luncheon starting **NOW** in the Day Captain’s office for everything except the YOTS luncheon. Sign-up for the YOTS luncheon will be done at the Shoppe.

Deadline to sign-up for the first two luncheons is Saturday, April 6th and for the last two luncheons is Wednesday, April 13th.

“Kudos” to Bob O’Neal for working with Lori DeForge, director of the Emergency Room, and updating the service description for volunteers in the ER. Great job!
NEW AND RETURNING Volunteers for March
Bowen, Philomena
Carey, Michael
Damron, James
Goldenstein, Bev
Hite, Tim
Latter, Diane
Robertson, Georgia
Avila, Rosa
Dupre, Tyger Albair
Gibson, Anne
Grusmark, Jack
Hickey, Judith
Parker, Annetta
Westphal, Kathleen
Ward, Martine
Zarzycki, Cassandra

We are excited to share that TVRH Auxiliary Foundation is now participating in the Community Bag and Giving Tag Program, which is designed to make it easy for customers of Winn-Dixie, BI-LO, Harveys, and Fresco y Más to contribute to their local community while supporting the environment.

This ongoing opportunity can be taken advantage of at any BI-LO, Harveys, Winn-Dixie, and Fresco y Más store. All you have to do is purchase a reusable Community Bag, follow the instructions on the attached Giving Tag and we will receive a $1 donation!

You can find the two colorful reusable Community Bags with the Giving Tag on the reusable bag rack at the store. The key is to look for the bags with a tag that features a blue heart with $1 on it.

This is a great way to support the environment and fundraise for our cause. We invite you to share the news of this opportunity with all of your family and friends. When more people learn about the program, purchase a Community Bag and use the attached Giving Tag to direct the donation to our Foundation, the more money we will raise.

To learn more about this program, we invite you to visit seg.bags4mycause.com.

Sara Valentine gives kudos to Beverly Maclay who is a Front Lobby Ambassador. She is on her feet most of the 4 hours, ready to greet and meet visitors coming into the Hospital. She is worthy of kudos for her commitment, friendliness and dedication.

Thanks, Beverly!
Don Henderson, President and CEO of Central Florida Health and Michael Pittman, VP Chief Clinical Officer and Site Administrator for The Villages Regional Hospital spoke to an overflow crowd at the March meeting of the Property Owners’ Association of the Villages, Inc. (POA). Mr. Henderson began his talk by discussing the various services we offer at TVRH and got a chuckle from the crowd when he mentioned that we had little need for obstetrical services or even pediatric services since we are the largest Medicare provider in the county. He went on to speak about the new Emergency Department being built just south of Highway 44 at the entrance to Brownwood. This facility is being built in conjunction with University of Florida/Shands and should be open by the beginning of 2020. We are already partnering with Shands in caring for stroke patients and we look forward to expanding those opportunities. He then spoke about the "Star Rating" for TVRH from the Centers for Medicare and Medicaid Services (CMS). Several factors included in the rating are mortality, safety of care, readmission, timeliness of care, effectiveness of care and efficient use of medical imaging. Our hospital ranked above average on safety of care and efficient use of medical imaging. The effectiveness of care ranking was right at the national average. We were below the national average on mortality, readmission, and timeliness of care. Don noted that because our hospital is the largest Medicare provider in the country, that fact has to be considered when reviewing the rankings. With an aging population might come more readmissions and, sadly, a higher mortality rate. He agreed that wait times in the Emergency Department are not what we would like them to be but he stressed that patients are being cared for while waiting for a patient room to become available after the decision is made that they should be admitted.

Michael Pittman indicated that when he joined TVRH nearly three years ago he quickly assessed areas which we needed to address in light of the fact that more than 80% of our patients are Medicare patients. He quickly identified several areas to pursue best practices and receive certification in those areas. He was proud to explain more about those efforts. TVRH has earned the Joint Commission Seal of Approval and the American Heart Association/American Stroke Association’s Heart-Check mark for Advanced Certification for Primary Stroke Centers. In 2017 we earned full accreditation by the
American College of Cardiology as a Chest Pain Center with Primary PCI and Resuscitation. Our hospital performs more than 5,000 life-saving cardiac procedures each year. The TVRH Rehabilitation Hospital is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF). This is the highest level of accreditation that can be awarded to a rehabilitation facility and we recently earned a 3-year accreditation. Central Florida Health also is accredited with commendation by the American College of Surgeons’ Commission on Cancer. And Central Florida Health was awarded the Gold Seal of Approval Core Certification for Hip and Knee Replacement by the Joint Commission and Certification for Primary Stroke Centers. In 2017, we earned full accreditation by the American College of Cardiology as a Chest Pain Center with Primary PCI and Resuscitation. Our hospital performs more than 5,000 life-saving cardiac procedures each year. The TVRH Rehabilitation Hospital is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF). This is the highest level of accreditation that can be awarded to a rehabilitation facility and we recently earned a 3-year accreditation. Central Florida Health also is accredited with commendation by the American College of Surgeons’ Commission on Cancer. And Central Florida Health was awarded the Gold Seal of Approval Core Certification for Hip and Knee Replacement by the Joint Commission.

It was an interesting and informative meeting. Both Mr. Pittman and Mr. Henderson agreed to follow-up with attendees to discuss particular questions about the Hospital. This presentation was a good way to get the conversation started.

submitted by Gloria Counselman

Kudos to Alison Brown. She has quietly taken on the role of training new volunteers on our Thursday 12-4 shift in the Emergency Department, as we very often have new volunteers. She does not seek recognition, but her steady helpful and friendly attitude causes people to be drawn to her. By Bob O’Neal.
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**Our Mission**

*To raise funds and create awareness of the services which our hospital provides to maintain and improve the quality of patient care.*