I am pleased to announce that Leesburg Regional Medical Center and The Villages® Regional Hospital have been recognized as High Performing Hospitals by U.S. News & World Report in the categories of Heart Failure treatment and Chronic Obstructive Pulmonary Disease (COPD) treatment.

This annual Best Hospitals ranking is part of U.S. News’ patient portal, which is designed to help patients make informed decisions about where to receive care for life-threatening conditions or for common elective procedures. Scores are based on several factors including patient safety, nurse staffing and more. Hospitals are rated in common procedures and conditions.

At Central Florida Health, we continue to provide top-quality care for our patients and this recognition is evidence of that. I congratulate our team of compassionate, dedicated professionals who have helped us achieve this specialty ranking on the U.S. News & World Report honor roll.

I am also pleased to share that our Wound Care and Hyperbaric Center at The Villages® Regional Hospital has been awarded the President’s Circle award as well as the Center of Excellence award from Healogics.

The center received the honor after achieving patient satisfaction rates higher than 92 percent and a healing rate of at least 91 percent in less than 30 median days to heal, for a minimum of two consecutive years.

Healogics is the nation’s largest provider of advanced wound care services. Out of 413 eligible centers nationwide, only 29 were honored with the President’s Circle Award. Congratulations to the team at The Villages Regional Hospital Wound Care and Hyperbaric Center for maintaining such high quality standards year after year.
Fall is my favorite time of the year. Even though we don’t see the season change here as dramatically as we did up north, things are still changing. Football is back! School is in session! Snowbirds will be returning! And we are very happy they will soon be here.

A challenging summer!

It has been a busy and challenging summer for several of our areas—Emergency Waiting Room, Emergency back rooms, and ASU/PACU/ADU. It was difficult this summer to cover all the shifts and our department chairs in those areas did an exemplary job spending lots of personal hours covering open shifts. Thank you, chairs!

The Daily Sun and The Villages Media Group have given the Auxiliary Foundation great news coverage the past couple of months and we really appreciate it. Every time there is an article in the paper we get new volunteer applications.

Don’t the new doors in the emergency room entrance look great! There is a picture in this Hummingbird of the construction. The doors make entry much more open and easier because they are automatic sliding doors. The main entrance to the hospital will be closed at 9 p.m. and all entries into the hospital will be through the emergency room doors. Main doors will reopen at 6 a.m.

My thanks to each of you who completed one of the recent surveys on communications. The Communications Committee of the Foundation Board will be meeting soon and reviewing your thoughts.

I will make certain you get feedback on the committee’s decisions and actions.

Please watch for my emails regarding volunteers needed for special projects. Coming soon volunteers will be needed for

- the Cycling Expo on Nov. 8 and 9;
- manning a table outside the cafeteria for purchasing tickets to take a chance on one of the baskets of goodies donated by the various hospital departments (funds raised go to the Foundation to support needs in the hospital);
- decorating the hospital on Nov. 23
- selling pre-orders for See’s Candies;
- and, of course, the Gala in February.

You will receive double hours for working these projects and a chance for a ticket to the Gala.

A couple of reminders for all volunteers: shorts are not acceptable (except for shuttle drivers) in the hospital (does include musicians), remember handwashing is critical in protecting yourself and others, and if you should see an incident or accident, please call 352-323-5411 and report it.

Please let me know of any issues, concerns or roadblocks that are keeping you from performing your best. You can send all items to me at lemmert@centflhealth.org. Your support and service is invaluable and you are greatly appreciated.
Dear Volunteers,

Another month has gone by with plenty of rain, Remember the song "Rain, rain, go away ... We want to go out and play”? I am sure many of you felt that way lately and hopefully we’ll have drier weather soon.

We are looking forward to our snowbirds returning. I thank you again for all you’ve done during their absence. KUDOS TO ALL OF YOU!

I would like to share a few things with you. As you know we have been given the privilege of having a free cup of coffee, tea, hot chocolate or water—one per four-hour shift—from the Cafe. I ask that you not abuse this privilege and please let the Cafe volunteer know when you are getting water out of the beverage refrigerator.

It has been noticed that some of us are becoming lax with how we wear our uniforms. Jackets are not buttoned and I’ve seen sleeveless shirts under the aprons. This is not appropriate. Please remember that we are representatives of the hospital and are proud of what we do and what we wear. Our patients and visitors notice this.

Before I close I would like to share a quote that I read in the Villages Edition of Style Magazine: Maya Angelou, the author and civil rights activist stated, “People will forget what you said, people will forget what you did, but people will never forget how you helped them.”

Reading this reminded me of all our volunteers here in The Villages Regional Hospital.

New Doors to ER

The entrance at the emergency waiting room has been replaced with a wider, automatic sliding door. This will make entering the emergency waiting room easier and more inviting. The entrance to the main floor of the hospital remains the same and as in the past will be locked after 9 p.m. After that time, all visitors to the hospital will enter through the emergency entrance.

Team Inspires Confidence

“I came in to The Villages® Regional Hospital late on a Saturday night. I was cared for by a nice, professional, efficient, and confidence-inspiring collection of individuals. Thank you Betty, Lynette, Elena, Mercedes, and Natacha. I have not been to the emergency room before – much less admitted to the hospital. It was so much better than I would have ever anticipated, according to the stories I have heard. I have had a fear of needles my entire life and I needed eight blood draws and an IV while in the hospital. Your staff made them the easiest needle sticks of my life. Thank you!”
Throughout his life Ralph Flood has had a calling. “My focus is charitable kind of work,” he said. The Villages Regional Hospital is now the beneficiary. For almost three years Ralph has volunteered at TVRH, first in outside transportation and now in the emergency room and as chair of the acute rehab hospital.

Not surprisingly, Ralph’s background is in special education. He taught children from 3 years old to high school and future special education teachers at the university level near his hometown in upstate New York. During his summers “off” he worked with medically fragile kids.

When he first moved to The Villages 12 years ago, he continued his calling by volunteering at the Charter School, but he says he always wanted to volunteer at a hospital.

When he switched from teaching to health care, he drove for ground transportation, waiting for an opportunity to work in the emergency department where he now spends some of his volunteer time. He soon will be chairing the volunteers in the new emergency hospital being built near Brownwood, and is now working to recruit new and veteran volunteers for the new facility.

“I was put here to support people,” he said. “My whole life was on that road.”

Ralph volunteers at the hospital 20 hours or more a week, which doesn’t leave much spare time, especially now as he covers shifts for some snowbirds. However, as those snowbirds fly south for the winter, the new emergency facility grows nearer to completion and to the beginning of Ralph’s newest vocation.

~~Submitted by Peggy Roche

Ralph Flood presently chairs the Acute Rehab Hospital, located on the 5th Floor.

He will be chairing the volunteers in the new emergency hospital being built near Brownwood, and he is now working to recruit new and veteran volunteers for the new facility.

Ralph Flood receives Kudos for keeping a patient’s wife calm while her husband was being treated in the Emergency Room. Ralph even stayed beyond his shift to make certain she was OK.

Kudos to Bill Van Riper is the sweetest human being there is. After his shift ended, he would visit a patient he knew to talk and sit with her. He also sang to her, which helped her with her focus. Bill is compassionate with everyone and diligent with his duties. He is a great man! We are blessed to have him as a volunteer.

There is a recruitment event planned for Saturday, Sept. 21 from 9 a.m.–noon at the Fenney Recreation Center—so tell your friends who might want to volunteer “down south” to stop by.
Lots of changes in the Gift Gallery this year!

New volunteers are joining us and a few volunteers are retiring or moving to a different service area. We are always thankful for the volunteers who serve in the store. What a great bunch of women!

We miss you. Kudos and many thanks to these volunteers who worked for many years in the Gift Gallery. We miss all of them, but life's paths take us in many directions during our lifetime. I feel blessed to have known and worked with these lovely ladies:

Donna Hoke is now serving at the front desk. Marty Trone has retired and is enjoying life at home. Margaret Heller will be working in the surgical waiting room. Phyllis Jessup is retired and is recuperating from some health issues. Leslie Lavigne decided to take on a paying job. Karen Taylor is another happy retiree. Irene Rosche moved to be closer to family.

Welcome, welcome, welcome. We are pleased to welcome three new volunteers to the Gift Gallery. June Hutchison, Winifred Greiner and Shirley Mason are now a part of the Gift Gallery family. Stop in and say hello to June and Winifred on Saturday mornings and Shirley too on Thursday afternoons.

New merchandise
Our buyers attended the Atlanta Mart in mid-July and returned having selected lots of new merchandise for our Gift Gallery. If you have never attended the "Mart," I can tell you that (1) It is fun to Shop and (2) It is exhausting.

Lots of new items will be arriving from now. We are already offering clothing items and will have some holiday clothing for your selection. New purses, wallets, scarves and other clothing items arrive soon. Don't miss our new Wrendale stationery that will be available soon. This stationery is from England and features adorable pictures of woodland creatures.

Lobby sales
Here is a list of upcoming lobby sales, which are fundraising events.

- Sept. 10, 11 – Outside the Box Shoes
  - sandals through athletic shoes
- Oct. 2, 3 – One Touch Linens
  - bedding, sheets, pillows, and more
- Oct. 16, 17 – Comfort Care Linens
  - uniform sales
- Nov. 10, 11 – Masquerade Jewelry
  - everything's $5.
- Dec. 4–6 – Belk Department Store

*Just a Note: With your help, in one fiscal year, we have raised more than $22,000 during lobby sales, all of which goes to the TVRH Auxiliary Foundation.

We are busy working on plans to make the Gift Gallery your one stop shopping destination.

If you have ideas or suggestions for our store, stop by and share with us!
No matter why you have been away—personal leave, medical leave, or seasonal resident—and no matter if you have been gone all summer or less than 10 months, there are a few things you need to do upon your return.

1. Contact your previous department chair.
   a. Make sure your desired shift is still open, or a new shift can be arranged.
   b. Let him or her know when you will be ready to start volunteering.
   c. Your department chair will need to let the Auxiliary office know your return date so your time-tracking account can be reactivated on the kiosk.

   NOTE: if you want a different department or you can’t find a shift that fits, contact the Volunteer Placement Office at 352-751-8176 or tvrhvpo@centflhealth.org

2. Make sure your Annual Regulatory Compliance Education & Risk Safety Module (ARCE) is current:
   a. Did you miss your birthday month while you were gone?
   b. Has it been more than 12 months since you took the test?
   c. If needed, plan to attend the first Tuesday you are back and settled BEFORE you start your volunteer assignment. The open book test is given every Tuesday from 7:30 a.m.–3 p.m. at the East Campus, 3rd Floor IT Training Room opposite the elevator.

3. Stop by the day captain’s office or at Ye Olde Thrift Shoppe to pick up your new copy of the Auxiliary Handbook that came out in June. (you will need to sign a sheet saying you have received this). Obviously you can skip this step if you got one before you left.

4. Locate your uniform and badge ... you will need these when you start volunteering.

If you’ve been gone more than 10 months you will need to contact Volunteer Placement Office to find out exactly what you need to do before starting to volunteer again. VPO can be reached at 352-751-8176 or tvrhvpo@centflhealth.org

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**ARC Education**

**Annual Regulatory Compliance Education & Risk Safety Module**

**For NEW VOLUNTEERS**

Tuesdays: **SEPTEMBER 10 & 24** • 8-11 a.m.

Location is East Campus, 3rd Floor IT Training Room opposite the elevator.

**For ANNUAL VOLUNTEERS**

Location is East Campus, 3rd Floor IT Training Room opposite the elevator. **Any Tuesday** ... 7:30 a.m.–3 p.m.

OUTSIDE TRANSPORTATION VOLUNTEERS can have their eyes checked any Tuesday when they take their annual ARC test. Eye tests are available between 8 a.m. and 11 a.m. at the Employee Health Care Office on the 3rd Floor of the East Campus.
Nurse Shows Exceptional Compassion

“I want to recognize Mandi York, RN Charge Nurse in the Emergency Room (ER) at The Villages® Regional Hospital for being an example of great care. She was assisting in the care of an elderly patient who was brought into our facility. Mandi took the time to play his ‘wedding song’ for him and his wife and he passed shortly after the song played. Mandi said, “He just needed one more dance” and shared how she tries to do this whenever she can. What a touching example of thoughtfulness!”

A WOW Story from President and CEO Don Henderson’s Friday Update

Infusion Center Open for Business in New Digs

If you’ve visited the day Captain’s Office on the 1st Floor lately, then you’ve passed the new infusion center. This is the third move for the center that handles blood transfusions as well as infusions of antibiotics, iron for iron deficient anemias and prolastin for COPD patients.

The center appears small from the hallway, and it is, compared to its previous home on the 4th Floor. It has additional patient rooms. The new center is still appealing and friendly. Thanks to the dedicated staff and volunteers who work there.

It’s open seven days a week, holidays included, and opens at 7 a.m. and closes as late as 7 p.m. depending on patient needs.

~~Submitted by Peggy Roche

Bennie Exum (left) is a nurse who moved from the old Infusion Center, and volunteer Evey Cote made the move from the 4th floor as well.

Riding in Style

Three transportation volunteers take a few minutes to admire the new carts. From left are: Wendy Smith, Mike Anderson and Bud Rockefeller. This brings our shuttle cart fleet to four 2019 models.
Phyllis Baum is a great communicator and easy to listen to. She is a graduate of University of Central Florida holding both a bachelor’s degree in nursing and master’s degree in business administration. This is in her 34th year as a nurse with Central Florida Health.

Phyllis was involved with the original planning for The Villages® Regional Hospital. She now works with all physicians on credentialing and bylaws, peer review and process improvement throughout the CFH system.

All of the regulatory compliance is under her, including Joint Commission, Hip & Knee certification, Stroke and Chest Pain certification. She supervises the Cancer Program including the Cancer Registry along with the Infection Control Department and Risk Management Department. As you can tell, she is a vital asset to the hospital.

Phyllis talked about the recent increase in Hepatitis A in Florida including our area of central Florida.

She also explained how the patient experience and Emergency Department (ED) represent 44 percent of the Star Report. The hospital team is acting on every possible improvement toward getting the appropriate help to the patient as quickly as possible. She shared that this number has dropped almost four hours off every patient in the ED before being admitted.

New patient experience cards will soon be available to volunteers.

The cards can be given to patients if they had a positive experience, as well as asking them to consider posting that experience on a social media site.

There will also be a new bedside pyramid card that will address Environmental Services, Nursing Team and Linen Team. Phyllis emphasized how important it is to meet and manage the expectations of all our patients.

Standard of Care Impresses

“My wife ended up in the ER at The Villages® Regional Hospital with suspected appendicitis. Vitals were taken within 15 minutes and a CAT scan ordered and received in less than an hour. The imaging was reviewed and the surgical team was called in for immediate surgery. Dr. Kent met with me personally after the surgery to review the process and instructions as well as discharge procedures. Your nursing staff was incredibly professional and compassionate and the standard of care was what every hospital dreams of. I could not ask for a quicker, more organized service – especially on a weekend. Kudos to the ER, technicians, physicians and nursing staff for a job well executed.”

INTEGRITY ...

as shared by Phyllis

Doing what you say you will do and doing it to the expectation of what you say–every time!

Meet Phyllis, a Very Busy Leader

Phyllis Baum, VP Chief Quality

INTEGRITY ...

as shared by Phyllis

Doing what you say you will do and doing it to the expectation of what you say–every time!

New printed information to help communication
Central Florida Health is pleased to welcome Dorothy Cook-Walter, the new manager of Patient Safety and The Joint Commission at TVRH. Dorothy’s role in the Quality Assurance/Infection Control Department will enable her to teach, partner with other healthcare providers and most important, focus on the patient as the center of all that she does.

As a registered nurse for more than 25 years, Dorothy’s experience ranges from bedside nursing and education to nursing administration, compliance, law practice and consulting. She holds a master’s degree in nursing from Emory University, a juris doctor degree from John Marshall Law School and two master’s degrees from Loyola Law School in Chicago.

“My advanced degrees in law focused on quality, risk and compliance in healthcare,” said Dorothy. “My certifications encompass patient safety, risk management, and quality management. I am also currently enrolled in the doctor of nursing program through the University of Alabama in Huntsville.”

Dorothy lived in Atlanta, for 17 years while working at Emory Healthcare as corporate director of medical staff services for six hospitals and a large multi-specialty group. Prior to that, she worked at a community-based hospital and the University of Alabama at Birmingham. Most recently, Dorothy moved from Montgomery, Alabama, where she served as the director of patient safety and quality for two hospitals.

Dorothy is a new resident of The Villages and enjoys spending time with her beagle/dachshund rescue dog named Lucy and visiting her son in Atlanta. Please join us in welcoming Dorothy to our team.

Joshua and Toba Knobel work together as volunteers in ICU Reception. They both record visitors to the ICU and assist those visitors in a variety of ways. As Toba explained it, “Whatever else they ask us to do.” They’ve volunteered together for almost two years now. Josh, a comic book expert, volunteered in a Pennsylvania hospital for 14 years and wanted to continue when they moved to Florida. Since he’s legally blind, Toba assists him, particularly in recording visitors.

~~Submitted by Peggy Roche

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Fall in Florida

Fall seems to include hurricanes!
**A Familiar Face Returns**

Lena Patterson, who has been missing from the cafeteria since April is back—only now dons a volunteer’s green jacket when she works.

When Lena’s husband passed away this spring, she decided to retire, but a few months later she realized she needed to be back among her friends at the hospital. "I’m well known here," she said. "I guess because I’m a friendly person."

She said she was willing to work anywhere as a volunteer. "Where did they put me?" she asked. "Where I used to work!" But, that’s OK with Lena because her work and school experiences were all in food service.

Lena has lived in The Villages for 21 years, volunteering in the Café for four or five years over 10 years ago and working in the cafeteria for the past three years.

The diminutive New Yorker also loves Zumba, line dancing, golf and “whatever I can squeeze in.” If you see Lena on Oct. 2, wish her a happy birthday—a landmark birthday that ends in “0.” Chances are she’ll be in the cafeteria.

~Submitted by Peggy Roche

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**Hospital Offers Seamless Process for Patients**

"In July, I visited The Villages® Regional Hospital for an emergency catheter placement. Everyone was professional and supportive. The process was seamless—from registration through the insertion of the catheter. I was in and out within an hour. I have lived in The Villages for 15 years and this is my first experience at TVRH. We should all be proud that his hospital is ‘doing its job.’ Thank you so much!"

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**Team Ensures Patient Comfort**

"In May, Dr. Sustarsic put a shunt in my right leg. All went well. I was in Room 3152 at The Villages® Regional Hospital and I want to thank Denise, Kim, Chris and Victoria. Every person who cared for me was great. The care and the food were great. I thank everyone for their effort to make me comfortable."

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**Welcome Back Penny!**

Penny Stinton rejoined volunteers in the ER in August after undergoing lung surgery in May. She brought her usual batch of homemade cookies to share with all the staff as she began her shift.

~Submitted by Peggy Roche
Don Henderson recently mailed the following letter about current hospital improvements and statistics to many Villages Residents.

August 7, 2019

Dear Neighbor:

It’s a beautiful day in The Villages® and Central Florida. As many Villagers know, The Villages® Regional Hospital (TVRH) came to fruition in 2002 as an extension of the vision of Harold Schwartz, the founder of The Villages®. Opened originally as a 60-bed facility, TVRH is now a 307-bed full-service hospital with advanced capabilities for cardiac procedures and vascular surgery along with stroke, orthopedics and cancer care.

At TVRH, we believe that our patients deserve to be treated in a timely manner, as well as with respect and care. We have heard your concerns and made a commitment to optimize the patient experience in our Emergency Room (ER). We now have good news to report. Our team has launched a number of strategies that are effectively and consistently reducing the amount of time patients wait to receive care and, in general, provide a more satisfactory experience, in what can be some of life’s most stressful moments.

As the CEO of Central Florida Health (the not-for-profit parent company of The Villages® Regional Hospital and Leesburg Regional Medical Center), I am writing you to share news about the significant progress we have made in the last 12 months specific to TVRH regarding issues that matter most to you.

Emergency Care

Additional resources, including facility expansion and increased staffing, have been deployed to ensure that we improve the quality of your care.

- As a result, ER wait times have reached an all-time low. You can now be expected to be seen by a medical provider within 15 minutes on average from the time you first arrive.
- This time is even shorter for patients who arrive via ambulance or are experiencing a life-threatening emergency.
- Current wait times are accessible 24 hours a day on our website (TheVillagesRegionalHospital.org) and also on our mobile app on both the IOS and Google Play app stores.
- We have provided additional staffed beds for patients who arrive to the ER but need inpatient care.
- Our latest data through June 30, 2019, reflects an average total wait time of less than two hours for the treatment of minor illnesses and less than four hours from the time patients arrive to the time that they are admitted to an inpatient room for care.

Patient Experience

We track patient satisfaction through printed surveys that are mailed to a random sample of patients by Press Ganey Associates, an Indiana-based health care company known for developing and distributing patient satisfaction surveys. We take these reports seriously; your comments and opinions play an important role in our decision-making. We hear you.

- Our leadership team has launched a series of best practice techniques for improving patient care, including but not limited to making sure that you have a clean and comfortable room and that your individual needs are met for the entirety of your stay with us.
- To this end, we have launched a new Patient Concierge Service, hiring onsite concierge professionals for the major inpatient medical/surgical units as well as the ER, whose job it is to solely meet your individual needs—whatever they may be.

(The Update continues on Page 12)
In experimenting with this concierge service for the past two months, we have seen a remarkable improvement in our overall patient satisfaction scores which will eventually be reflected in the national reporting system.

We also realize that many times your loved ones are located in another part of the country and we make a special effort to ensure that they are informed about your care and prognosis.

Extensive work has also been done in partnership with our medical staff. Although the majority of the medical staff is independent and not employed by our health system, they have pledged to work with us to improve physician-patient communication to achieve physician satisfaction ratings that are higher than the national average.

We hope that these changes are already being felt in The Villages® community and we pledge to you our dedication to make sure that we continue to progress in these areas.

Thank you so much for your support of our hospital, the TVRH Auxiliary Foundation and the medical community that works hard every day to meet your healthcare needs. As always, if you have any concerns with your care at The Villages® Regional Hospital, please don’t hesitate to contact Michael Pittman, chief clinical officer and site administrator for TVRH, at (352) 751-8006, or me directly through the hospital’s website (TheVillagesRegionalHospital.org).

Sincerely,

Don Henderson, FACHE
President and CEO
Central Florida Health

**A NEW Discount for Volunteers from DEMSHAR’S RESTAURANT**

Dennis Demshar is generously giving The Villages® Regional Hospital Auxiliary Foundation volunteers 10 percent off their food bill for themselves and one guest at lunch or dinner on Tuesday through Saturday. If you dine on Sunday or Monday, you will receive a 20 percent discount.

- Beverages will not receive the discount.
- Volunteers MUST show their badge to receive the discount.
- This offer is not valid with any other offers or special events.
- This offer is valid through Dec. 31, 2019.

A list of discounts for all volunteers is available at the Day Captain’s Office.
**Groundbreaking NEWS**

The construction for the new freestanding Emergency Department in Wildwood is underway and the opening is estimated to be in January 2020. It is located directly across from the cattle drive leading into Brownwood. Lou Emmert, volunteer coordinator, is already looking for 63 volunteers (three in each shift: 8-noon; noon-4 p.m. and 4-8 p.m.).

*For more information, contact The Volunteer Placement Office, 751-8176. Monday-Thursday 8 a.m.-4 p.m. and Friday noon-4 p.m.*

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**Reggae Concert, a Tribute to Bob Marley**

John Truth & Reflexx, featuring orthopedic surgeon John Williams, will perform at La Hacienda Recreation Center in The Villages on Saturday, Oct. 19 to benefit The Villages® Regional Hospital Auxiliary Foundation. Doors will open at 6:30 p.m.

Tickets are $25 in advance or $30 at the door and are on sale at Advanced Orthopedics Institute, 1400 N. US Hwy 441, Sharon Morse Building, Suite 552 in The Villages (Dr. Williams’ office).

Are you ready for the best part? Hospital employees and volunteers can purchase ONE ticket at half price! Tickets can be purchased by cash or check only. Please make checks payable to TVRH Auxiliary Foundation.
Sponsors of The Villages® Regional Hospital Auxiliary Foundation

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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.