We came one step closer to opening our freestanding emergency room in Wildwood on Thursday, Jan. 16. A ribbon cutting and open house were held for the new UF Health The Villages® Hospital Freestanding ER in celebration and anticipation of the center’s opening.

This project has been in the works since just last fall. The 16-bed facility is slated to open in early February. It’s a special time for UF Health and The Villages®, and hospital officials are especially proud of the team of dedicated professionals and construction partners responsible for bringing our vision to fruition by making this center a reality for our community.

The new freestanding facility includes two trauma bays and is capable of accepting and stabilizing all emergency patient populations. If needed, there is room for additional beds in the 25,000-square-foot facility.

The bigger population in the southern end of The Villages required additional volunteers to assist the patients. Residents living nearby were quick to sign up. Sixty-three volunteers were needed. To date there are over 53 on board.

Gloria and George Counselman are chairs of the emergency waiting room volunteers, and Ralph Flood is the chair of the emergency treatment area. These three are pleased and excited to be part of this new endeavor. Gloria, George and Ralph have done an excellent job recruiting volunteers.
Update From Lou,
Our Volunteer Coordinator

“Optimism is the faith that leads to achievement, nothing can be done without hope and confidence.” – Helen Keller

It’s amazing to me how two people can look at the same change taking place and each view it in such a different way. One individual can see all the opportunities that change can bring while the other just sees the obstacles with the change and worries about the negative things that could happen. If we spend a few minutes each day listing the things we have for which we are thankful, I think we would be much happier.

There is certainly a lot of change happening at the hospital. We are now UF Health The Villages® Hospital Auxiliary Foundation. Our name is the first thing that has changed and I’m sure many other changes will be coming down the road. But these things take time and answers to our questions are not readily there. This arrangement with UF Health has three main goals: (1) improve quality, (2) Increase revenues and market share and (3) reduce operating expense. An integration team has been established to make a plan for bringing the two corporations together. At first there will be a lot of listening and learning about each other. The next step will be strategic and operational planning by the CEOs, COOs, CFOs and legal counsel. So bottom line, please stay tuned for future happenings and answers to all of our questions.

The ribbon cutting for the stand-alone emergency room in Wildwood was held Jan. 16. This is an exciting change and it is a beautiful building. Gloria and George Counselman and Ralph Flood have done a fabulous job recruiting for volunteers for this center, and there are only a couple of open shifts at this time. Opening date is expected to be early in February.

Another change is that our shuttle drivers are no longer able to provide transportation outside the hospital property. This was not a hospital decision but one that we must follow. I know that our golf cart drivers want to provide the best possible service and will do their best to make their passengers satisfied. Our thanks to the Security staff who will help visitors and patients find their cars if they did not park on hospital property. Your understanding and support of this change is greatly appreciated.

At the time I’m writing this, we have 982 volunteers. That is a new high for us. Keep in mind that this number fluctuates daily and I’m sure it will drop some. Overall though we are inching toward the 1,000 mark. We finished the year 2019 with 167,000 hours of service to the hospital. Not a day goes by when I don’t get a compliment on our volunteers. “How helpful they are.” “How pleasant they are.” We provide a visitor or patient the first impression of the hospital so keep up the fabulous work!

Kudos to ER Team

“I want to thank the emergency team at UF Health The Villages® Hospital. My mother-in-law resides in an assisted living facility and was diagnosed with sepsis. After arriving at the ER – despite a cardiac arrest arriving at the same time (which you also saved) – the team rapidly treated her and within hours she had drastically improved.

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

Elected Officers
Jeannie Rogale - President
Gloria Counselman - 1st Vice President
Joan Hanosek - 2nd Vice President
Candy Ginns - Recording and Corresponding Secretary
Rena Marchand - Historian
George Counselman - Parliamentarian

Contact the Auxiliary Offices
The Auxiliary Office 352-751-8061 is staffed … Monday-Thursday 8 a.m.-4 p.m.
Friday 11 a.m.-3 p.m.
The Day Captain’s Office 352-751-8622 is staffed … Monday-Friday 8 a.m.-4 p.m.
Saturday & Sunday 9 a.m.-1 p.m.
The Volunteer Placement Office 352-751-8176 is staffed … Monday-Thursday 8 a.m.-4 p.m.
Friday noon-4 p.m.
The Auxiliary Foundation Office 352-751-8871 is staffed … Monday-Friday, 8 a.m.-4 p.m.

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 Staff
Editor: Shari Kumler
Writer: Peggy Roche
Proofreader: Kathy Greenfield
Staff Advisor: Rena Marchand

Please stay tuned for future happenings and answers to all of our questions.

Lou Emmert
Volunteer Coordinator

UF Health
The Villages’ Hospitals
1501 N. US Highway 441,
The Villages, FL 32159
352-751-8176

The Hummingbird is a publication of the UF Health The Villages 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.

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WEB SITE https://www.theyvillagesregionalhospital.org

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FUNDAMENTALS OF PATIENT COMMUNICATION

Always Practice AIDET:
This is an easy to remember format to use when working with guest.

Acknowledgment
Acknowledgment includes putting down paperwork and making the patient or guest your focus. Stop whatever you are doing so the individual knows they are important. Be alert! Eye contact and a smile are both non-verbal ways of acknowledging a patient or family member. Anticipate their questions or needs.

Introduce Yourself
Introduce yourself by name and describe what is going to happen.

“Good morning. My name is Lisa and I am a volunteer. I will take you to the ...”.

Duration
Give an estimate of the time it will take to complete a procedure. For example, “It will take us about five minutes to walk to the X-ray department” or “X-ray is just down the hall.”

Explanation
Use easily understood terms when providing information. Avoid acronyms. Offer to resolve any concerns, questions or complaints.

Thank You
Say thank you to the patient and their family. Be sincere.

“Thank you for choosing us for your health care needs. Is there anything else I can do for you?” People will walk away with the message they see versus the message they hear 100 percent of the time. Be aware of your nonverbal communication.

The official new title for our auxiliary:
"UF Health The Villages® Hospital Auxiliary Foundation."

On Thursday, Jan. 16, 2020, the UF Health Villages Hospital Freestanding Emergency Room held a ribbon-cutting celebration and open house. It is hoped the ER will open in early February.

Many new volunteers, especially those who live nearby, have signed up to work there. At the moment there will be 16 beds, but in time I am sure this number will increase. Everyone is excited.

We are preparing for our Gala "Hearts for Our Hospital." A lot of preparation goes into this event. Our volunteers are ready to help and the Auxiliary Foundation truly appreciates it.

I hope all of you picked up your vouchers for your ham, turkey or vegetarian meal. If you did, I am sure you enjoyed your gift.

Remember our dress code and appearance—our uniforms should be clean and wrinkle free. Always wear your uniform while you are on duty. If wearing a jacket it must be buttoned three-quarters of the way. Just remember we are all seen by everyone in the hospital. Be proud of how you look.

Thank you again for all you do. Remember, every volunteer is greatly appreciated.

Yes ... Jeannie Has the Most Hours

Jeannie Rogale was given her 11,000 hour pin by Lou Emmert last month. She has the most hours of any currently active volunteer ... but Sandy Murphy isn’t far behind!

ARC Education
Annual Regulatory Compliance Education & Risk Safety Module

For NEW VOLUNTEERS
Tuesday: FEB. 4 and 18 • 8-11 a.m.
Location is East Campus, Third Floor IT Training Room opposite the elevator.

For ANNUAL VOLUNTEERS
Location is East Campus, Third 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 ARCE test. Eye tests are available between 8 and 11 a.m. at the Employee Health Care Office on the Third Floor of the East Campus.

It is MANDATORY that every volunteer be recertified annually during their birth month.

MAKE A NOTE ON YOUR CALENDAR BIRTHDAY MONTH TO REMIND YOURSELF.
Joyce Lundeen, Our New Musician Chair

Joyce Lundeen, our new musician chair, has been volunteering to play the piano at the hospital for over a year. She comes from Minnesota where she taught piano, wrote instruction books and was very involved with music.

When the chair position opened, she decided to give it a try. Her biggest challenge is finding interested musicians willing to give of their time to participate in sharing their gift. Joyce is hoping that other volunteers might suggest this opportunity to their musical friends as a rewarding way to serve others.

Herschel Chapman

Herschel is a guitarist who has been playing at The Villages Hospital for over six years. He plays a wide range of old standards and can take requests on Mondays from noon to 2 p.m. He calls it his guilty pleasure because he feels he’s playing for his own enjoyment as well, giving him the perfect venue to perform.

He became interested in participating in the TVRH Musicians team more than six years ago when he saw an article in The Daily Sun. Together with Pat and Howard Kronk, he played as part of the trio that entertain at the hospital galas for several years and at the awards luncheons. They still play together frequently at other events. He also plays with the Villages swing band at coffee shops, art shows and private parties.

Scott Roberts

Our Hootenanny Minister brings his guitar and shoe tambourines to the hospital to cheer patients and staff, usually on the second and fourth floors—his favorites.

Nurses there direct him to rooms with patients who are receptive or need cheering up.

“Michael Pittman gave me a green light to work three years ago,” he said, “and I’ve been playing every week since then, depending on my schedule.”

Although Scott says playing at the hospital is the most rewarding, he also plays at long-term care, memory care facilities and assisted living facilities in The Villages. This retired trial lawyer says, “My calling is to play for those who are disadvantaged.”

“Reprising my role as a camp counselor, I absolutely shine as a Hootenanny Minister,” he says.

— By Peggy Roche, Hummingbird Reporter
Joe Lalonde
Steps Up to Become Our New Gift Gallery Chair

Joe Lalonde is our new chair for the Gift Gallery. He hopes to implement a whole new concept over the next few months.

Based on his extensive experience in retail, management and store setup, Joe LaLonde was asked to take on the chair position in our Gift Gallery. Joe and his wife, Pam, moved to The Villages in 2018. They lived around his work so after his third retirement, Joe knew it was his wife’s turn to have the say in their lifestyle. She wanted to move to Florida, and they chose The Villages because there were so many activities available.

Joe enjoys an occasional game of golf and time at their home the Village of De La Vista. Pam volunteers at Ye Olde Thrift Shoppe and loves it. They take pride in their three children and nine grandchildren.

Joe Lalonde
Steps Up to Become Our New Gift Gallery Chair

Joe retired as the director of corporate development for the Upstate Medical University Foundation in 2016. He is still a board member of the Upstate Medical University Foundation and travels to the meetings as needed.

During his tenure with Upstate Medical University Foundation he served on many fundraising committees, but his most treasured position was that of being chairman for the Children’s Miracle Network helping to raise hundreds of thousands of dollars for the pediatric department at University Hospital.

Prior to that, Joe spent more than 25 years with Fay’s Drugs and became vice president of store operations in the drug division for stores in New York, Pennsylvania and Vermont. Later he joined Kinney Drugs where he was vice president of store development and design, and merchandise.

Meet David Kopka

Cindy Stiles, front desk veteran for one and a half years, is training David Kopka on his very first day of volunteering at the hospital. David is from Michigan but won’t be rooting for the Detroit Lions anymore because he’s a Floridian, living in Summerhill.

He’ll be working at the Front Desk on Monday mornings.

By Peggy Roche, Hummingbird Reporter
First Day on the Job

Pam Smothers wanted a job driving a shuttle. Here is her story: "I got a job as a volunteer at TVRH! I'm SO excited! It will be my first job in about 30 years, so I was a little nervous going into Orientation. First thing the guy asked me was what department I was interested in. I said, "I didn't know there was a name for it; I just want to drive the shuttle." He said, "Oh, that's the OT department." I asked, "Old Testament?" He didn't miss a beat. "That too or Outside Transportation." Well, that was an interesting start, followed by test after test, then training with Jean Price … the FUN part.

A week or so before my big day, I hitched a couple of practice rides with Pete and Paul to get more familiar with everything. They were a big help to me; you know, the two-way radio part, the lingo—all of it.

Briefly, it went fabulously! Everybody was as nice as the bright blue sky above, weather could not have been more perfect (low to mid 70s). Keith, the department chairman, showed up about halfway through my shift and rode with me for a couple of rounds to answer questions and let me know everybody is nervous on their first day and not to worry because nothing is that serious here and I was doing a fine job and enjoy the ride. Phew!

I felt ready for Day One. I went to the hospital entrance at 12:45 to replace whoever was driving Cart #1 and of all people, my friend Charley was there waiting for me! I knew he was a driver, but what are the chances that he, out of 100+/ drivers, would be the one I was replacing? We had a nice chat, he was very supportive, and then I was on my own.

When my first rider got aboard, I said to her, "This is a historic moment for you. You are my first ride on the first hour of the first day of my new job, so buckle up and pray we get to the parking lot without an incident."

She said, "Where are the seat belts?" and we both had a good laugh. I even remembered (just in time) to make my first two-way radio call and alert the crew "the front door is open" meaning one of the other two shuttles needs to come and cover the hospital entrance. My rider and I jabbered all the way to the parking lot, and I found a couple of people to take back to the entrance.

Now this went on pretty routinely until one man asked, "Can you take me to Denny's?" I hooted, but his expression told me he was NOT joking. I had to be sure, so I asked, "Sir, are you serious?" Yep, he was.

Diplomacy is not one of my assets, but I managed to find nice words to tell him I wasn't allowed to go off the hospital grounds in this 12-foot long, 11 mph golf cart which may, or may not, get him to Denny's around dinner time. He accepted that and said he'd take his own car, which was parked right in front of the hospital.

Then I saw my friend Shelly at the entrance. Somehow, she got word what I was doing and came out to give me a big HUG!

(First Day, Continues on Page 6.)
First Day on the Job

(First Day, Continued from Page 5.)

A couple suddenly appeared out of nowhere and started to get in the cart. He asked to be taken to the parking lot for the Sharon Morse building. I told him I’d love to, but that was off my route and there would be nobody to come pick them up later. He said, “That’s where our car is, and my wife can’t walk that distance.”

He had obviously dropped her off and gone and parked in the wrong lot, so I said, “Get in; I’ll take you there.” I’m told that will often happen.

And then I saw my friend Deidre standing on the corner and I got another big HUG!

Just one more story. Two young ladies asked to be taken to 3B. It always makes it easier when they remember where they are parked. Meanwhile, the medical helicopter had landed on its designated spot right next to our parking lot, whirring and wailing and stirring up leaves. A group of medical personnel were wheeling a gurney with somebody strapped onto it from the hospital to the helicopter. Cops were out stopping the few cars from going through. Before I went up the aisle to the girls’ car, one of them asked if I would stop so she could take a picture of the helicopter, saying, “That’s my dad. They’re taking him to Shands in Gainsville.” Oh my! So I stopped and took a picture too.

Twenty years ago this activity wouldn’t have fazed me. It wasn’t until I got home, heated a large pizza for dinner, ate an ENTIRE quarter of it and slept through most of the television programs that I realized how exhausted I was. My first day is now behind me, and I am looking forward to my next ride with much less anxiety!

– By Pam Smothers, writing her own story.

A January Newsletter Correction

Unfortunately, in the January 2020 Issue of The Hummingbird, these four drivers were mislabeled. My apology for making this mistake.

(Milt Wiest 14 years, 4 months 1,903 total hours)
(Bill Challenger 12 years, 5 months 2,398 total hours)
(Bob Wilkinson 12 years, 2 months 2,848 total hours)
(Jack Swisher 11 years, 7 months 2,491 total hours)

The Villages® Team Earns Praise

"I was admitted for a second stay at UF Health The Villages® Hospital for a continuing urinary tract infection. I must praise my ER nurse Christine and assistant Angela. They were warm and friendly and made me feel right at home by explaining everything I was going through. I also want to thank Tianne, Jean, Tanya, Reggie, Cortney, Donna and Brittney. These employees went out of their way to make me feel comfortable."
Former Dentist Shares His Kind Heart in Cath Lab

Joe Janette, former dentist and current volunteer in the Cath Lab, sold his practice and retired on his 59th birthday. Now at age 83, he said, “I am able to do what I want.”

Besides cooking and playing gin rummy in the Village of Winifred, Joe wants to help others so he volunteers at the hospital. He started in the Records Department, left when it went digital, and now volunteers in the third-floor Cath Lab. He also demonstrates a robust sense of humor.

“If I have a heart—we know dentists are heartless people—I better be all that is kind now,” Joe says.

He claims the Cath Lab job is not difficult but it’s still rewarding. He stocks supplies early on his Monday morning shift, then mans the desk. His station is also opposite the elevators, so he directs a lot of traffic, especially to the Bone Camp for hip and knee replacement patients.

“I act as a liaison for patients and their accompanying visitors and the recovery team,” he said. “Some people are stressed about a patient and want to talk, but others just want to be left alone.”

He’s learned how to identify each type although he’s only worked in the Cath Lab only since May. Joe has nothing but praise for the recovery teams.

— By Peggy Roche, Hummingbird Reporter
Attention Volunteers

The Hummingbird team is in need of help from any volunteer who has experience in writing articles and/or is willing to do simple interviews. If this seems interesting to you, please contact skumler@gmail.com or 352-446-3133.

This would be in addition to your regular volunteer commitment.

Among our volunteers is a treasure chest of incomparable individuals, no one more unmatched than Bill Van Riper aka “Mr. Bill.” If you haven’t met him in the six years he’s volunteered at our hospital, you should definitely take time to meet him.

One way is to drop in at the front desk on Friday afternoons. You can’t miss his welcoming smile, wink or hug as he and a team of women direct visitors, answer questions, deliver flowers and newspapers and so much more.

Another way to meet Mr. Bill is to drop in at Barb’s Barn in Oxford or the Orange Blossom Opry in Weirsdale where he performs two songs at least once a week with a five-piece band. And, oh yeah, he’s 90 years old and a self-described ROMEO:

**Retired**—from a career as a life insurance salesman in New Jersey.

**Old**—he’ll be 91 in June, the oldest singer EVER on the Opry stage, and he’s a WWII veteran.

**Man**—he’s outlived two wives, had six children, and 15 grandchildren and seven great-grandchildren.

**Entertaining**—he began singing “You Are My Sunshine” at his 85th birthday party at the Opry and discovered he could sing.

**Others**—he not only sings at the Orange Blossom Opry, he sings at church, at funerals and he sings “Somebody Loves You” to our patients when he delivers flowers.

This singing volunteer has clocked over 4,000 hours at the hospital and delivers meals, conversation and music to the home bound for his church. He was named Rotarian of the Year twice, and when he was named Volunteer of the Month here in June 2015, his coworkers described him as “adored by everyone, friendly, helpful and goes beyond to help.”

Mr. Bill just describes himself as “blessed.” He has no heart problems, no diabetes and no health worries. His signature song sums up his life and his outlook—Louis Armstrong’s “What a Wonderful Life.”

---

Mr. Bill Shares His Talents, Compassion and Generosity as a Volunteer

Mr. Bill trades his green jacket for a country singer’s getup when he performs.

Phyllis Croteau and Mr. Bill work together at the front desk on Friday afternoons.

– By Peggy Roche, Hummingbird Reporter
As part of the effort to improve customer service for our hospital’s patients, Sonya Zeller, corporate director of quality, gave a presentation on “Customer Service” to the Executive Committee at its January meeting. Here is a brief summary of the key items covered. As a volunteer, you too can impact the customer service experience of a patient or family member.

The basis for behaviors should start with the Mission and Vision of the organization:

**Central Florida Health (CFH).**

**Mission Statement**
To improve the health and quality of life of the individuals and communities we serve.

**Vision Statement**
To fulfill our mission, Central Florida Health must be recognized as meeting each of the following pillars of excellence:

- **Growth**—provider of choice.
- **People**—employer of choice.
- **Safety**—safer hospital.
- **Service**—highest in satisfaction.
- **Quality**—exceed standards of care.
- **Financial**—most cost-effective.

**The Value Standards**
The Value Standards can then be used to focus on the achievement of the Mission and Vision. At CFH this is called the “STAR Standards” and there are four basic dimensions:

- **Service Excellence**
- **Teamwork**
- **Accountability**
- **Respect**

**Why is this important?** Because the perception of care by the patient is what colors their responses when given surveys such as the Hospital Consumer Assessment of Health care Providers and Systems or “HCAHPS” for short. The cumulative answers to these standardized questions are used to make comparisons between hospitals, create incentive for improvement and provide a transparent summary of quality of a hospital.

The STAR Standards of Behavior cover the following dimensions:

- ★ **Courtesy / Caring for Others / Hello Principle / Escorting Those Needing Directions**
- ★ **Privacy / Confidentiality**
- ★ **Respect / Personal Dignity**
- ★ **Communication / Education**
- ★ **Quiet Environment**
- ★ **Phone Etiquette**
- ★ **Commitment to the Team**
- ★ **Call Lights**
- ★ **Hourly Rounding / Patient Communication Board**
- ★ **Fix-It-Solutions**
- ★ **Safety**

It would take the rest of this issue to go through the expected behaviors for each of these standards, but those of you who deal directly with patients will be given the details as part of your in-service training in March.
For the third year, Ye Olde Thrift Shoppe has sponsored a table at the annual Vintage Collectible Sale held last week at the Savannah Center. Proceeds from our table go to support our hospital.

Clara Janet and Bev Gaumer were busily selling items at the YOTS table. Do you think anyone bought Clara’s hat?

President of the Villages Vintage Jewelry Club, (organizer of the event) Caryn Krisha (left), and Shirley Teague, merchandise manager at YOTS.

Wellness Corner

The health of our team members is a top priority at Central Florida Health. Our Healthy You, Healthy Us wellness program is pleased to offer learning opportunities for our team members, volunteers and our communities.

Watch the weekly Friday Update for the topics, times and schedules. They are always changing and often repeated!

Self-Reflexology for Hands and Feet

Our hands and feet are home to thousands of nerve endings. Learn how a quick massage may help improve sleep patterns and increase physical well-being. A $3 supply fee is required to participate. Classes will be held from noon until 1 p.m. Monday, Feb. 17, in the Private Dining Room at UF Health The Villages Hospital.

Spice Up Your Life—Cooking With Herbs and Spices

Your spice rack can be a treasure chest of zesty, sweet, savory and spicy flavors. Join us to learn how to use herbs and spices to add a little pizzazz to your meals. Classes will be from noon until 1 p.m. Tuesday, Feb. 11, in the Private Dining Room at UF Health The Villages® Hospital.

Email HealthyUs@centflhealth.org to learn more about any of these events.
### SCHOLARSHIP SPONSORS
- Diana Ballard & John Capone
- John & Beth Bondurant
- Boy Scouts of America
- City Fire Restaurant
- George & Gloria Counselman
- Kathryn Deering
- Russ & Marie D’Emidio
- Florida Cancer Specialists
- Grace AMC Church & William F. Crumel Jr. Foundation
- Insight Credit Union
- Gary & Barbara Kadow
- Lake Sumter State College
- Dr. & Mrs. Edwin McDaniel
- Project S.O.S.
- Fred Robey
- Rotary Club of The Villages Foundation
- Jim & Pam Smothers
- Daniel & Alberta Sullivan
- Sumter Landing Bicycle Club
- Dave & Cindy Taylor
- Gerald & Marilyn Ten Eyck
- The Villages Insurance

### ROOM NAMING SPONSORS
- Patrick Acevedo, M.D.
- Advanced Orthopedics Institute
- Diedre Anderson
- Arden’s Fine Jewelers
- Stephen & Mary Jane Autry
- Walter & Robin Bell
- John & Beth Bondurant
- Buffalo Crossings
- Cardiac and Vascular Consultants
- Cart World
- Catholic Charities of Central Florida
- Cebert Wealth Management
- City Furniture
- Richard & Barbara Cole
- George & Gloria Counselman
- David’s World Cycle
- Demshar’s Electrical Services Inc. – ESI
- Raymond Joyce & Ruth Bitner
- Fisher Foundation
- Florida Cancer Specialists
- Fross & Fross Wealth Management
- Frederick & Jacqueline Funk
- Alan & Carolyn Ann Goldstein
- Robert Griffin
- Hill York
- HoneyBaked Ham
- Humane Society/S.P.C.A. of Sumter County
- Maen Hussein, M.D., & Michelle Vivieros
- Insight Credit Union
- Maurice & Betsy Joy
- Joseph & Millie Klemish
- James Kozinski
- Robert & Barbara Kubea
- Diane Kupchak
- Ken & Beth Lunsford
- Lady Lake Area Chamber of Commerce
- Lake Medical Imaging
- LeeSar
- Allen & Waneita Menke
- Harry & Beth Miller
- Nash Inc.
- Jutta Owens
- Project S.O.S.
- Quest Diagnostics
- John & Cynthia Parr Rabley
- Mary Ann & Evan Richards
- Francis & Linda Robacker
- Fred Robey
- Robins & Morton
- Rotary Club of The Villages Foundation
- Ruggie Wealth Management
- Sabal Trust
- Sander & Associates, P.A.
- Charlie & Debbie Smith
- Jim & Pam Smothers
- Eugene & Marcia Spada
- Ron & Carol Spira
- Wendy L. Staniforth
- Dan & Alberta Sullivan
- Style Magazine
- Sumter Landing Bicycle Club
- Gerald & Marilyn Ten Eyck
- Trinity Springs
- Lee & Kay Van Horn
- The Villages Golf Cars
- The Villages Homeowners Association
- The Villages Insurance

### SPECIAL EVENT PARTNERS
- The Original Cabaret at Savannah
- Sumter Landing Bicycle Club
- John Truth & Reflexx

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

Name of Nominee or Department:______________________________

Dept:____________________________________

Your name:____________________________________

May the Awards Committee contact you for additional information? ☐ YES ☐ NO

Your Phone or email____________________________________

Why have you selected this nominee or team? What contribution has the nominee or team made to our hospital community? How does this person/team fit the criteria of the Award?

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Use additional sheets of paper if necessary