Auxiliary Volunteers Get the Green Light for Cautious Return to the Hospital

Lorraine Brown, our chief clinical officer, wants to make sure volunteers feel welcome as they return to their service, so she had two banners made. One banner hangs from the ceiling between the Café and the Gift Gallery and the other is hanging above the desk at the surgical waiting room entrance. Jim Halloran who heads up plant operations and his team put them up.

John McGinnis was one of the drivers on duty when the golf cart shuttle service resumed June 12. At this time traffic is slow due to the restriction on visitations.

Ye Olde Thrift Shoppe has opened as well. See Pages 11 and 12.
Update From Lou,
Our Volunteer Coordinator

"Sometimes you will never know the value of a moment until it becomes a memory." ~Dr. Seuss

It is now three months that the volunteers have been away from the hospital. When this suspension began in March, I would never have thought it would be so long.

Each day I continue to tell myself that we are getting closer to coming back. And we are making progress toward reopening the hospital to volunteers. Plexiglass has been placed at the front desk, Café, Gift Gallery, Surgical Waiting and Ye Olde Thrift Shoppe. Masks are required for all people in the hospital.

All people entering the hospital are being screened by taking their temperature and asking them the screening questions: Have you been traveling? Have you been with anyone testing positive for COVID-19? When volunteers return, they will be screened also.

Golf cart shuttle service resumed June 12 because the drivers do not volunteer in the hospital. And for the majority of the visitors to the hospital, it's a long, hot walk to the front door from the parking lot.

The hospital has been quiet with the number of patients each day about 160-170, but the last few days we have had about 200 patients. One visitor per patient is permitted, and it must be the same visitor the entire stay of the patient.

Jeannie and I have been recording the release/waivers that have been returned. If you have not returned your waiver please do so, even if you are not going to volunteer for a while yet. The waiver will need to be on file for when you return.

A friend recently posted some advice on Facebook that I thought appropriate. We hear people frequently saying “when we return to normal.” That made me think, do we really expect to “return to normal”? Perhaps the better outlook would be “just get used to different.”

In my opinion, things are going to be different for quite a while and we should just accept and adapt. It’s a different world now and “get used to different” is a better description of where our mindset should be.

I’m so looking forward to seeing you all in person, and thank you for hanging in there with me!

Welcome to the Hospital Team

UF Health Central Florida is pleased to welcome Robyn Stowell, MSN, APRN, as the new administrative director of nursing at UF Health The Villages® Hospital.

Robyn comes to us with 19 years of experience in nursing leadership, and she most recently served as chief nursing officer at the former Munroe Regional Medical Center in Ocala.

In her various leadership roles, Robyn has demonstrated success in improving quality measures and patient experience working with multidisciplinary teams. Please join us in welcoming Robyn to her new role.

Lou Emmert
Volunteer Coordinator

Welcome to the Hospital Team

Robyn Stowell, Administrative Director of Nursing
Jeannie Rogale, Our President

I miss all of you. I miss your friendly faces. To me the coronavirus has been like a nightmare. I want to wake up and know it was only a bad dream.

I’m waiting patiently to hear that our volunteers can come back to our hospital. I know some of you are fearful to return and I understand. Only you can make that decision.

The hospital has been working on safety precautions. We want all of you to feel comfortable when you return. I am sure you all know that our jobs will be a little different from when we left the hospital in March.

In some ways it will be like becoming a new volunteer. We will be having new rules and regulations. This will be for our own benefit.

I hope we will soon be able to return to our normal activities. Until then, please stay safe, stay well and remember:

MY MASK PROTECTS YOU - YOUR MASK PROTECTS ME.

Don Henderson, CEO, UF Health Central Florida,
Shares Precautions

Today is Friday, June 12, 2020. As we begin to see a slight rise in the number of COVID-19 cases in our area once again, I want to remind our team of the continued precautions we are taking to reduce the spread in our facilities and in the communities we serve.

- Hospital visitation is limited to one visitor per patient. Visitors are screened and given an arm band upon entry.
- Wearing a mask is MANDATORY for all who enter the hospitals including team members, physicians, patients and visitors.
- Social distancing is encouraged in our waiting rooms and common areas.
- Our environmental services team is working to provide enhanced cleaning of high-contact areas.
- Any patient showing symptoms of COVID-19 is placed in isolation.
- We have eliminated self-service food in our cafeterias and support social distancing in seating areas.
- A total of six new ultraviolet light disinfecting robots (three at each hospital) have recently been purchased and deployed to provide an extra measure of safety.

To help slow the spread, there are several universal precautions we should all take. For example, handwashing must continue to be a priority. Put distance between yourself and other people (at least 6 feet) when you are in a public space. Be sure to continue cleaning and disinfecting frequently touched surfaces such as doorknobs, light switches, desks, phones and more.

I am pleased to announce that a small number of hospital volunteers will be welcomed back into our facilities soon. We are so thankful for their dedication and service and we have missed them greatly! The incremental comeback includes thrift shop volunteers and golf car shuttle drivers first followed by other nonclinical areas over the coming month.

Jeannie Rogale, Auxiliary President

MY MASK PROTECTS YOU - YOUR MASK PROTECTS ME.
Lou asked us, Chris & Penny, to consider coming into the Café and baking Otis Spunkmeyer cookies and serving Starbucks coffee to the hospital staff as a thank you for their dedication.

We said we weren’t comfortable coming into the Café yet, but would she allow us to pick up the cookie dough and bake it in our homes? She went through some hoops to get us permission to do this, and we came home with five plastic bins of frozen cookie dough.

Well, to say the least, this was a major undertaking. It took the two of us almost five hours each to bake all those cookies.

Naturally, the smell was enticing and it was difficult to not sneak a taste. Penny will admit that one of the chocolate chip cookies (her favorite) fell off the spatula (yeah, right) and she felt it was her duty to “take one for the team” and eat it. Chris agreed this was a sacrifice but as a leader someone needed to do it!

We could not imagine baking all those cookies in the small Otis oven in the Café. Quite honestly, we could have been there 12 hours and still not be finished. In total we baked 80 chocolate chip, 56 peanut butter, 200 sugar-free ranger, 76 macadamia nut, 10 oatmeal raisin and 20 M&M cookies.

We were grateful to have been able to do this and hope that the staff enjoyed the taste of the cookies as much as we enjoyed baking them.

We look forward to the day when we can be back in the Café and baking those cookies from there. The smell alone will bring the staff running back to the Café!

(By Chris and Penny Kasprzak)

my mask protects you ... your mask protects me!
Always Practice AIDET: This is an easy to remember format to use when working with guests.

### Acknowledge
Whether you acknowledge patients and guests by name or with a friendly smile, they know that you have connected with them. Acknowledgement 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 nonverbal 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 his or her 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

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### 3rd Fl Receptionist
- Biro, Dorothe 100
- Gaffney, Lorraine 500
- Sica, Samuel 500
- Newland, Susan 300
- Brown, Connie 100

### Acute Rehab
- Gaffney, Lorraine 500
- Sica, Samuel 500

### ASU
- Newland, Susan 300
- Brown, Connie 100

### Cafe
- Tiso, Judith 6000
- Enright, Nancy 1000
- Silvestrucci, Cynthia 1000
- Florio, Mary Theresa 300
- Dute, Carolyn 100

### East Campus Reception
- Pawlowski, Janette 300

### ED
- Hurst, Nancy 2000
- Gariepy, Julie 500
- Woolsey, Sue Ann 500
- Supczenski, Michele 300
- Fielitz, Bob 100
- Hurt, Sophia 100

### ED Admit
- LaBrée, Dottie 500
- Ferens, Linda 300
- Roach, Ann 300
- Jancso, Ray 100
- Kohler, Margaret 100
- Reynolds, Linda 100
- Freund, Diane 100

### Express Admit
- Auble, Cynthia 500
- Strongin, Robert 5000
- Gorup, Connie M 500
- O’Kelly, Kris 500
- Berg, Shirley 100
- Marshall, Marie 100

### Front Desk
- Wright, Dennis 500
- Matekanski, Joanne 300

### Front Lobby Ambassador
- Mason, Shirley 300
- O’Connor, Maureen 100

### Gift Gallery
- Castell, Cas 300

### Infusion
- Morris, Bonnie 3000

### Medical Staff
- Krakowski, Edward 100

### Mended Hearts
- Blackburn, Sandra 500
- Campbell, Nancy Ruth 500
- Fisher, Penelope 500
- Stevens, Sharon 500
- Howard, Barbara 100
- Sibley, Gwen 100

### Patient Care
- Enenigenburg, Carla 1000
- Hopfenspirger, Marc 100
- Osgood, III, Edward 100

### Outdoor Transport
- O’Dell, Robert 2000
- Wiest, Milt 2000
- Eenigenburg, James 1000
- Morrone, Raymond 500
- Burns, Douglass 300
- Carrasco, Pedro 300
- Eaton, Charles 300
- Melew, Ed 300
- Mirror, Marvin 300
- Petitpren, Thomas 300
- Barker, Roy 100
- Bushnell, Gary 100
- Couillard, Susan 100
- Emms, John Thomas 100

### Surgical Waiting
- Teague, Shirley 7000
- Gaumer, Beverley 3000
- Youngblood, Bernadette 2000
- Smith, Valerie 2000
- Costello, Margy 1000
- Miller, Martha 1000
- Linn, Sheila 500
- Sawyer, Patricia 500
- Carter, Kristie 500
- Mills, Dorothy 300
- Coleman, Trish 300
- White, Kay F. 100
- Bailey, Mary Ellen 100
- Lalonde, Pam 100
1. **How will I know when I am allowed to return to my volunteer shift?**

Although there is an overall plan for each department to return to volunteering, you will be contacted by your Department Chair letting you know the exact date for your return. You should NOT return to volunteering until your Department Chair has contacted you.

There may be some changes to shift times and/or the duration of your shift—again your Department Chair will let you know.

**NOTE:** Your release/waiver must be signed before you can come back.

2. **Will I have to wear a mask during my entire shift?**

YES! The requirement from the Center for Disease Control (CDC) is that masks must be worn at all times in hospital settings (this includes the East Campus.) The only exception would be if you work in an office and can social distance with others. But you would still need to put on a mask if you need to speak in person with another department or travel outside your office area.

3. **Can a face shield be used in place of a mask?**

NO! The CDC does not approve use of a face shield as an alternative for wearing a mask.

4. **If I am behind a Plexiglas barrier, do I still have to wear a mask?**

YES, even if you are working behind a clear barrier, you must wear a mask while in the hospital.

5. **Is the hospital cafeteria open?**

Yes, there are some changes such as prepackaged salad items and sandwiches. Hot entrees will still be served and the hours are the same.

6. **What signage is being used in the hospital to identify a COVID-19 patient?**

COVID-19 patients are in isolation rooms and, of course, volunteers are NEVER suppose to enter those rooms. The sign looks very much like the regular droplet precaution signage.

7. **Will I be screened upon entering the hospital for my shift?**

Yes, the screening at the main and surgical waiting entrances will continue for the foreseeable future.

* Screening consists of taking your temperature and answering questions.

** This means you may need to leave some extra time to get through the screening prior to the start of your shift.

*** Once you are cleared you will be given a sticker to wear for that date. DO NOT REMOVE IT as it allows you to enter and leave that day without being screened each time.

8. **My birthday was in April and I didn’t get to take my ARCE. How long do I have to get this done?**

The plan is for ARCE testing to be available starting Tuesday, July 7, and every Tuesday thereafter. Additional days may be added if needed to accommodate the volume. Some of the procedures will change, of course, such as requiring you to wear a mask. Watch for information that will be forthcoming in a separate BLAST from the ARCE department.

(Questions/Answers continue on Page 7)
9. *Is there any change to the “10-month” rule because of the COVID-19 disruption in volunteering?*

No, if you went on a Leave of Absence (LOA) because of not wanting to volunteer during the COVID-19 pandemic, you would still have the 10 months to return to work. This means the LOAs would expire on Jan. 19, 2021, and you would need to either resign or return to work before then. All other LOAs will be reviewed on a case-by-case basis.

10. *What if I have not signed my release form? Can I still volunteer?*

The release form is a requirement to volunteer, no exceptions. Your Department Chair will be following up with you prior to your return to volunteering to ensure your release form has been signed and returned. If you show up to volunteer without having returned your signed release form, you will NOT be able to volunteer.

11. *Will my volunteer tasks be changing because of the new regulations to prevent the spread of the coronavirus?*

Most likely, especially if you were volunteering in a clinical area such as Patient Care or ICU/PCU. Each function will be re-evaluated to determine what needs to be changed and then your Department Chair will notify you before you return to your shift. The key word for the next months will be “flexibility”!

12. *Are the number of visitors being restricted at the hospital?*

Yes, patients are only allowed one visitor (the same person their entire stay). Visiting hours are now 8 a.m. to 6 p.m.
As the world acknowledges the heroic work of today's nurses, it's a good time to ponder the life of the woman recognized as the founder of modern nursing.

Florence Nightingale, born 200 years ago, came to prominence while serving as a manager and trainer of nurses during the Crimean War, in which she organized care for wounded soldiers.

Stephen Paget in the "Dictionary of National Biography" wrote that Nightingale reduced the death rate from 42 percent to 2 percent either by making improvements in hospital hygiene herself or by calling for the Sanitary Commission to step in.

Her leading-edge infection prevention practices forever changed the way medicine is practiced around the world and has resulted in countless lives being saved.

Nightingale also introduced new approaches to the emotional and psychological side of patient care, with her nurses helping soldiers write letters home and Nightingale herself walking the ward at night with a lantern to check on her charges, thus becoming Lady with the Lamp.

Those ladies of the lamp walk hospitals today as we've all watched and listened to stories of nurses care for both the medical and emotional complications of patients isolated in hospital beds where they fight COVID-19.

Our nurses today especially honor Nightingale’s later work in professionalizing nursing roles for women where she laid the foundation of professional nursing with the establishment of her nursing school at St Thomas’ Hospital in London. It was the first secular nursing school in the world, and is now part of King’s College London.

**Florence Nightingale**

*Set the Pace Many Years Ago*

**Florence Nightingale**

(May 12, 1820-Aug. 13, 1910)

**Nightigale’s legacy in part**

During the Crimean War (1853-1856), Florence Nightingale and her nurses went to work, scrubbing every inch of the facilities, insisting on regular bathing of patients and frequently changed fresh linens from a newly established laundry.

She solicited donations from Britain to purchase desperately needed bandages and soap and served specialized meals out of a new commissary.

She railed against the poor ventilation and sewage system, insisting on bringing as much fresh air to the facility as possible, a decision that would influence the building of future hospitals around the world.

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**Hurricane planning may be different this year due to COVID-19.**

While some things remain standard, it is very important that we take precautions to protect ourselves and others from the coronavirus. Use the following tips to help plan ahead:

- Give yourself more time than usual to prepare emergency food, water and medical supplies.
- Pay attention to local guidance about updated plans for evacuations and shelters.
- Prepare a “go kit” with personal items in case you need to evacuate. Include items such as hand sanitizer, bar soap and two cloth face masks for each person.
- When checking on neighbors and friends, follow social distancing recommendations.
- Keep emergency supply kits in a portable container and include essentials like prescription medications, eyeglasses, hearing aids, nonperishable food, water and a flashlight.
- Have a designated family meeting spot to use when evacuating.
- Have a backup generator to power essential appliances, and trim trees to prevent damage.
- Keep the gas tank in your car full and always keep an emergency kit in your car.

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*“All you need is love. But a little chocolate now and then doesn’t hurt.”*  
~ Charles Schulz
Pandemic Provides Time to Ponder Important Things

Who knew May had 221 days?
Who knew that life would throw us this curve?

Nevertheless, as a close-knit community, we are working it out.

We stay indoors looking through our windows watching the birds fight over a worm (the Cardinals lead the Blue Jays 3-1). And I, for one, found lots of time to dwell on the past, present and future.

When I was 7 years old, I had the whooping cough. The coughing was “huge” and never seemed to stop. In those days, doctors made house calls. The doctor stood beside Mom at my bedside and verbally prescribed bed rest, juice, juice and more juice.

Doesn’t sound so bad, but I dreaded seeing Mom come into my room as I knew what that meant ... more juice. But I could see the pain in her face and knew I had to swallow it; all of it. Feeling weak and helpless, I thought it was the worst thing that could ever happen to me.

I was a few years older while diving in and out of the waves off the beaches of Santa Monica when I got stung by a jellyfish. As I lay on the beach towel spread on the soft sand, an umbrella above and a lifeguard applying a salve over my thighs that were stinging and turning bright red, I thought that was the worst thing that could ever happen to me.

There were other “worst things” that happened too, but fast forward to March, April and May of 2020 as we wait for the “new normal” to happen. When will it be safe to travel; when will we be able to see our families; when can we go back to work; when will our restaurants and businesses open; when will the recreation centers and theaters open? This “waiting” is another “worst thing that could happen” moment.

If there’s one thing I’ve learned in my not-so-short life, it is that we are not alone, there is a reason for everything, and the doors will open. Things will work out as they always do with a little patience, prayer, helping when and where you can, and faith that something better will come out of this experience.

I take great comfort in knowing God is at work and that with his help we can come together as a nation as we grow in grace and unity, and embrace the fruit of the Spirit—love, charity, joy, peace, patience, goodness, kindness, self-control and do what we can to spread harmony for the good of all.

~Love and air hugs, Pam Smothers

Applause for Caring Nurse

“I am writing to recognize the incredible support and work that Dana Clark, an Intensive Care nurse at UF Health The Villages® Hospital, provided my family during my mom’s illness. Her clear and frequent communications with my elderly father during the pandemic was incredible in providing support for him during Mom’s last days. She demonstrated empathy during that difficult time. When we were at my mom’s bedside for her final moments, Dana was incredibly respectful and supportive. I cannot imagine a better support person for my mom and dad during such a difficult time. Dana was amazing. She deserves to be recognized and applauded for all she did for our family.”
Are you a potato, egg or a coffee bean?

Picture three pots of boiling water. In one pot you put a potato; the next pot put in an egg. In the final pot, add some coffee beans.

The potatoes, the eggs and coffee beans had each faced the same adversity, the boiling water. However, each one reacted differently.

The potato went in strong, hard and unrelenting, but in boiling water, it became soft and weak. The egg was fragile, with the thin outer shell protecting its liquid interior until it was put in the boiling water. Then the inside of the egg became hard. However, the ground coffee beans were unique. After they were exposed to the boiling water, they changed the water and created something new.

Which one are you? When adversity knocks on your door, how do you respond? The moral of the story: In life, things happen around us, and things happen to us. The only thing that truly matters is your choice of how you react to it and what you make of it. Learn, adapt and choose to make the best of each experience.

This is a WONDERFUL lesson to share with those who have the skills when life becomes a pot of hot water.

Nursing Care Shines

“I would be remiss if I didn’t call out how far a year made a huge difference in the hospital’s service. I highly recommend UF Health The Villages® Hospital. I tell everyone about my positive experience. I had a swallowing issue and huge weight loss so I went to the emergency rom. Five days later I was back to eating and up 12 pounds after my procedure. The team was excellent. Morning and night shifts turned over like clockwork. And the food was awesome! I’d like to thank Mary Pat in speech therapy, nurse specialist Mesades, nurse specialist Savanna, as well as Beau, Dale and Janet.”

Boost Your Metabolism

For many of us, staying home over the past few months has opened the door to overeating and extra pounds. As we get back to life "outside" you may notice your clothes fit a little tighter. Staying active and maintaining healthy habits is one of the best things you can do to keep your immune system strong and your metabolism on fire. To let go of the "COVID-19 gain" try these tips: eat a colorful diet, prioritize healthy proteins over processed carbohydrates, focus on aerobic exercise, drink eight glasses of water a day, stay energized, and live an adventurous life. Harness the power of your metabolism and keep your immune system strong to do the things you really love in life.
Shoppers Gather for Thrift Shoppe Bargains

After being closed for eight weeks Ye Olde Thrift Shoppe was able to reopen the clothing building on May 18 and the furniture building was reopened two weeks later.

The first customer, Lynda Gertz, was at YOTS-1 at 8:30 for the 10 a.m. opening because she was excited to see the "quality stuff." She has been a regular customer since she moved to Harbor Hills five years ago.

The first day of YOTS-2 opening created a checkout line to the back of the Shoppe. Masks were everywhere as customers searched for the 50 percent-off bargains. Donations are again being accepted from 10 a.m. – 4 p.m.
What I Know for Sure

Thank you, Oprah, for this title. My mother always said, “Every cloud has a silver lining”. During our grand reopening of Ye Olde Thrift Shoppe furniture building, we saw evidence of this. In May, we started rearranging this building in anticipation of opening during a difficult situation. It meant we needed space for customers to socially distance. Our solution was a lineup of furniture (we joked about being a mini Bargains and Treasures), with tables stacked behind the couches and chairs to use every available foot of space. We managed to make it all fit. And beginning Tuesday, June 2, we were rewarded at YOTS-2 with a continued influx of customers—at 10:40 a.m. on Tuesday, our manager counted 40 in the store (all that we were allowed) and 40 waiting in line outside. They came, they saw, they bought—many, many items, and they were delighted to be back. Several told me Saturday afternoon that they had been in multiple times during the week for our great sale. The line at the cash register never let up all week long; they were still there throughout Saturday, June 6, until we closed. We could manage this only because of all of our volunteers—those who worked extra shifts, those who took on new jobs, those who cheered us on with phone calls and texts, those who donated. Every YOTSie can be very proud.

(By Nancy Cummings)

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.

Carol Young Who Works in our Foundation Office was walking recently when she saw a skywriter.

"You + God = Happy"
As our last edition of Wednesday Wisdom comes to a close, we would like to take this opportunity to again express our deepest appreciation to all of YOU for your monumental support of our Foundation and hospital. Prior to the pandemic outbreak we always felt that we were part of something much greater than ourselves. Over the past several months, we’ve had the opportunity to witness what this greatness is. While so many have said that our hospital and staff are the heroes, of which I will agree, we would be remiss if we did not salute and say thank you to the individuals, groups, clubs, restaurants, and other organizations who gave unselfishly of their time, talents and products to help ensure our staff was taken care of. These people are OUR HEROES!

If you know any of the individuals or businesses listed below, we encourage you to say “thank you” or patronize their establishment(s). While our communities are in the process of reopening and rebuilding, now more than ever, is a time for all of us to come together to help our neighbors.

| Ashley Koskinen Family | Erica Wyatt | Papa John’s |
| Alex Chang | Florence Borad | Pat DeLease |
| Amanda Wettstein | Frank Faust | Pat Jeffrey & Village |
| Amie Richason | Frank Leggerio | Pat Murawski |
| Anne Williams | Frank Visgalio | Pat Pascoli |
| Anonymous | George & Gloria Counselman | Paul & Jeanne Farineau |
| AT & T | Geraldine Thorpe | Paul Frank, Optum/Brovia |
| Audrey Haynes | Hampton Inn & Suites Lady Lake | Phil Braun |
| Barbara West | Heart Smile Foundation | Phyllis Adams |
| Barbara Wheeler | Howdy Doodle Pet Sitting | Phyllis Baum |
| Beckie Montgomery | Jane Grand | Red Lobster |
| Beth Brady | Jean Yingling | Renee Bailey |
| Betty Schneider | Jeannie Rogale | Renee Marcos |
| Bradenton Quilters | Jim & Pam Smothers | Richard & Barbara Cole |
| Bruce Begg | Jim Parr | Richadr Maffuccio |
| Carole Clausen | Jo Weber, Rotary District #6980 | Rob Becker |
| Carolyn Olson | JoAnn Fabrics | Robert Williams |
| Carrabba’s Italian Grill | John & Beth Bondurant | Roger Beyers |
To all our heroes ... we thank you!

Take care and stay safe.
Our Mission: To raise funds and create awareness of the services which our hospital provides to maintain and improve the quality of patient care.