Important things in this issue:

- Highlights from the Volunteer Appreciation Luncheon
- Lou Emmert Welcomed Everyone
- Gary Kadow, Foundation Vice Chairman, led us in the Pledge of Allegiance to the Flag.
- Saad Ehtisham, Senior Vice President & COO shared his appreciation
- Hershel Chapman, a member of the Musicians Team, greeted us inside the Savannah Center with his guitar.
- Gary Kadow, Foundation Vice Chairman, led us in the Pledge of Allegiance to the Flag.

VOLUNTEER AWARDS LUNCHEON
Thursday, April 12

Lou Emmert, Volunteer Coordinator
Welcomed Everyone

“It was exciting to be able to host two luncheons and say “Thank You” to all of you for your service to TVRH.

On March 15 we held the YOTS luncheon and that was covered in the April Hummingbird issue. On April 12, we held our second luncheon at the Savannah Center and it was attended by 330 volunteers and guests. Based on the comments I’ve received, it was a great success. The food was delicious and served hot which is quite an accomplishment when serving over 300 guests. Our officers were installed and lots of pictures taken. One of the highlights of the luncheon was the announcing of the award winners. You can find them in this Hummingbird, along with pictures of the luncheon. If you attended, I hope you enjoyed the day.”

Hershel Chapman, a member of the Musicians Team, greeted us inside the Savannah Center with his guitar.

Everyday Heroes
Here’s to the everyday heroes. The volunteers who do what they can, to ease the suffering of others, and be of service to their fellow person. May they know the true satisfaction that comes from helping others. Less fortunate than themselves.

But no less their sisters and brothers. May they feel the gratitude in the hearts of all the good that they’ve done. The appreciation that we all feel for them is truly second to none.

Thank you for the difference you’ve made and continue to make!!

(Awards luncheon continues on page 4)
OUR PRESIDENT’S LUNCHEON MESSAGE May 2018

“I am pleased and honored to be serving as the TVRH Auxiliary, President. During the past 15 years I’ve worked in many different areas and seen a lot of changes at the hospital and Auxiliary. We have a great group of volunteers who work tirelessly to help the patient and their families have a good stay at the Villages Regional Hospital. For the next two years I hope to continue the growth in both number of hours served and in helping in many more ways than we have been helping. Lou and I are visiting other hospitals to understand how their Volunteer Programs work and to see if we can pick up any new ideas. We will be working closely together over the next two years to continue to make our program the best that it can be.

Of course I would be remiss if I didn’t give a sincere Thanks to Dave Gardner, Chairman, of the Foundation Board and the members for their support of the Auxiliary and all our programs.

Every volunteer is much appreciated and performs a needed service. You are much more than “just a volunteer” to the patients, their family, the Auxiliary and the Hospital. Your volunteering fills an important niche and helps the Hospital and the Auxiliary fulfill their Mission.

I would like to say a big Thank You to Lou, for such a great job she did to make our Appreciation Luncheon such a huge success - she worked hard to get everything right and it turned out beautiful. I shared with her that the tables looked like large Easter Baskets with all the different colors.”

Jeannie Rogale, Auxiliary President, being sworn into her now two year position.

ARC Education
Annual Regulatory Compliance & Risk Safety Module (Same Test, New Name, Still Mandatory!)

For NEW VOLUNTEERS
May 1, 15 & 29 • 7:30-11:30 am
Location is East Campus, 3rd Floor IT Training Room opposite the elevator.

For ANNUAL VOLUNTEERS
Any Tuesday... 7:30 am - 11:30 pm
Location is East Campus, 3rd Floor IT Training Room opposite the elevator. PLUS EXTENDED HOURS
3:00 - 7:00 pm at TVRH Private Dining Room

Outside Transportation volunteers can have their eyes checked any Tuesday when they take their annual test. Eye Tests are available between 8:00 am and 11:00 am at the Employee Health Care Office on the 3rd floor of the East Campus.

Jeannie Rogale
Auxiliary President

Jeannie Rogale, Auxiliary President, being sworn into her now two year position.

MAKE A NOTE ON YOUR CALENDAR BIRTHDAY MONTH TO REMIND YOU.

2018

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

www.centflhealth.org

Our Mission
To improve the health and quality of life of the individuals and communities we serve.
We at TVRH Auxiliary Foundation have the best volunteers any place! Thanks to each of you for your hard work and dedication.

Lou Emmert, our Volunteer Coordinator, swore in our new Auxiliary Officers for the next two years at the luncheon.

L to R: Jeannie Rogale, President; Gloria Counselman, 1st Vice President; Joan Hanosek, 2nd Vice President; Candy Ginns, Recording/Corresponding Secretary; George Counselman, Parliamentarian. and Jan Kumpan, Historian.
Ron Mansdoerfer shared some interesting facts & stats about the Bible?

- Books in the Bible: 66
- Books in the Old Testament: 39
- Shortest book in the Bible: 2 John
- Longest book in the Bible: Psalms
- Chapters in the Bible: 1189
- Chapters in the Old Testament: 929
- Chapters in the New Testament: 260
- Middle chapter of the Bible: Psalm 117
- Shortest chapter in the eEsther: 8:9
- Words in the Bible: 773,692
- Words in the Old Testament: 592,439
- Words in the New Testament: 181,253

Dr. Ron Mansdoerfer was invited to our luncheon to provide us with words of wisdom and to bless us with prayer. He is an author, teacher, counselor, and pastor. Ron’s infectious humor and “to the point” words left us with a lasting impression. His closing Bible verse was ....

“If my people, which are called by my name, shall humble themselves, and pray, and seek my face, and turn from their wicked ways; then will I hear from heaven, and will forgive their sin, and will heal their land.” 2 Chronicles 7:14

New & Returning VOLUNTEERS

Suzanne Campbell, Beverly Conklin, Robert Conover, Michael Dollard, Donald Fortier, Ed Mehew, Patricia Smid

OUTSTANDING TEAM/DEPARTMENT AWARD

Award

A team, recognized by the TVRH staff as having worked together at an exceptional level to improve patient care and/or services. Award is determined by TVRH staff.

Susan Williams, TVRH Administrative Director of Nursing, shared the American College of Cardiology recognized The Villages® Regional Hospital as an Accredited Chest Pain Center with PCI and Resuscitation. Susan also presented the ...

Outstanding Team/Department Award

The department that selected to recognize this year is the Front Desk. The front desk is the first presentation of the hospital to the community. Everyone that comes into the lobby is greeted by the front desk team. This team goes above and beyond to greet, escort and assist everyone. This past year, this team worked consistently with a multidisciplinary team on how to provide the best response to anyone presenting with chest pain. They assisted the hospital in identifying best practice and they were recognized during the chest pain accreditation process. The 2nd accomplishment for this year is how they dealt with service animals. This team questioned on how to provide the correct service to the patient and allow service animals into the hospital appropriately. This team communicated the dilemma and need for training. This request and focus resulted in a system wide education regarding service animals.

(Awards luncheon continues on page 5)
NEW DIGITAL VASCULAR SURGERY SUITE

Imagine a state-of-the-art surgery suite right here in The Villages. Now imagine what this new innovative technology means to you, your family members, friends and neighbors. The Villages’ Regional Hospital is pleased to announce the development of a new Digital Vascular Surgery Suite with financial assistance from the Auxiliary Foundation.

The concept to embark on this project was envisioned two years ago, when the new wing was added to the hospital. At that time, several large surgical suites were shelled-in, but not completed to allow for future expansion. One of these suites has now been dedicated to the installation of the new digital vascular surgery suite.

The term “digital vascular” is used because the suite contains advanced c-arm vascular imaging equipment along with a computerized patient table, which can be moved in any direction. This enables the unit to be used for both the placement of minimally-invasive vascular stents, as well as for more traditional vascular procedures.

The result of this technology is that it will provide the surgeon with 3-D imaging in real-time while a surgical case is underway. This allows the completion of an appropriate vascular procedure with more speed and precision than ever before. “We are proud to be installing the first hybrid unit of its kind in our region.” said Don Henderson, Central Florida Health President/CEO.

Patients will benefit significantly from the addition of the new suite. Previously, many vascular surgeries required large incisions, but now these are done as minimally-invasive procedures.

“Instead of large incisions to repair damaged vessels, the surgeon operates through a few small openings,” said Ann Keyes, Director of TVRH Preoperative Services. Other benefits to the patient include less radiation used during procedures, shorter hospital stays, less pain and faster recovery time. “It means patients can get back to their normal activities as quickly as possible,” added Ann.

This year, the Auxiliary Foundation is raising funds to help make this much needed technology a reality for our community. Be sure to watch the video about the new Digital Vascular Surgery Suite. To learn how you can support the project contact the Auxiliary Foundation at (352) 751-8871.

(Awards luncheon continues on page 6)
LEADERSHIP AWARD OF EXCELLENCE
An individual who has provided outstanding leadership, support to the organization, and has worked beyond the call of duty. (usually an Office or Department Chairperson)

UNSUNG HERO
An individual, deserving special recognition, who has shown consistent reliability, adaptability and service to the auxiliary.

GOING THE EXTRA MILE
An individual or department whose commitment to excellence consistently surpasses expectations. The volunteer or team who goes above and beyond to make things happen.

VOLUNTEER OF THE YEAR
An auxiliary member who has made an exceptional contribution and shown outstanding dedication to the organization. He or she demonstrates the values of Respect, Stewardship, Integrity, Service, Teamwork, Innovation, and Quality.

David Gardner and Jeannie Rogale presented the next 5 Awards

Leadership Award of Excellence
Chris Kasprzak & Penny Kasprzak took over the Café chair and have rebuilt a team of volunteers to staff seven days a week and late into the evenings. They have instilled in their volunteers the importance of customer service and the important role the Café has in supporting the visitors and employees. They both work multiple shifts when needed to ensure the café stays open. They have also expanded the offerings and established processes to ensure the food is of high quality and fresh.

Going The Extra Mile
Nancy Cummings and Beth Malak took on the task to setup and staff the Silent Auction room at this year’s Hearts for Our Hospital gala. This meant organizing a team of 20+ volunteers to create an attractive room that was keeping with the theme and providing eye-catching displays but still highlighted the auction item. This year, because of their pre-planning and hard work the entire silent auction process went smoother than ever. They set up a system that allowed for rapid tear-down without loss of item identity thereby making the packaging of items easy and accurate.

Volunteer of the Year
Sandy Murphy seems to be at the hospital everyday making certain the volunteers in ER are well trained. When needed, she covers many of the shifts herself because she understands the important role volunteers play in making ER effective and efficient. She has a solid working relationship with the staff and management in the ER Department and is seen as a true partner in helping improve the overall reputation of our ER department. I know of no one else who has such dedication to her function.

(2 more awards on page 7)
You probably know that a new Bridge Clinic has opened in the former Urgent Care area of our hospital. This unit will provide free transitional care as a patient leaves the hospital and transitions to living at home once again. Some of the issues they address are:

After discharge did the patient contact their Primary Care Physician for an appointment as directed?

Did they contact the specialist, if one cared for the patient?

Do they fully understand their medications - both old and new?

What type of help do they need now that they have returned home after the hospital stay?

In an effort to help with the last item, Case Management has been compiling a list of resources available to them, such as Meals on Wheels, Food Banks, Food Pantries, Medical Equipment, etc.

We know that many of our hospital volunteers also serve at other organizations which could provide these transitional needs. If you are familiar with organizations which might help those coming to the Bridge Clinic, would you send us the contact information for the group? We would like to have the name of the organization and a name and phone number we could contact for details.

Please respond to Cindy Baker at cbaker@centflhealth.org. Thank you for taking time from your busy schedule to help with this project and thank you for all you do for The Villages Regional Hospital.

Jeannie Rogale, Auxiliary President

NEW BRIDGE CLINIC AT TVRH

President’s Award

Shari Kumler is the editor and main driver behind the Award-Winning Publication, The Hummingbird. She identifies items to include, writes articles, does the layouts and proofs the publication. She also has enlisted strong assistants to write and help proof. The Hummingbird is one of the key communication methods to ensure all the volunteers are aware of what is happening in our hospital and includes everything from awards to elections and luncheons. It takes a very special person, like Shari, to publish early in each month.

Unsung Hero

Lisa Lee, an ICU Waiting Room volunteer is one we can all count on to see that everything that should be done is done! If someone needs her to fill in for them, she does it. Even when she had a job, she would volunteer on weekends. She adapts to any situation and is very friendly and sincere; making a point to know the names and have a brief conversation with all visitors. Lisa was unable to attend the luncheon so unfortunately, we were not able to get a photo.

UNSUNG HERO

An individual, deserving special recognition, who has shown consistent reliability, adaptability and service to the auxiliary.

PRESIDENT'S AWARD

A person who has made a positive contribution to both the organization as a whole and to the President’s term. Award determined by the Auxiliary President. Names may be forwarded to the President for consideration.

Shari Kumler

Lisa Lee

Lon Bohnstedt and Francis DioGuardi are two of our Day Captains.

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Jeannie Rogale, Auxiliary President
WOUND CARE CENTER OF EXCELLENCE AWARD

The Villages Regional Hospital has received the Robert A. Warriner III, MD, Center of Excellence Award, which was given to the hospital’s Wound Care & Hyperbaric Center for the fourth consecutive year. The Center has achieved patient satisfaction rates higher than 92 percent and a healing rate of at least 91 percent in less than 30 median days to heal.

“We are very excited to receive this prestigious award for our Wound Care Center in The Villages,” said Bill Pfingsten, FACHE, VP of Ambulatory Services at Central Florida Health. “This honor gives great recognition to our staff and physicians for the care they provide. The patients we treat are often struggling with very difficult wounds and our Wound Care & Hyperbaric Centers may be their last chance at healing.”

A SATISFIED CUSTOMER

Approaching the end of my shift, a lovely lady walked into the Café and remarked on how tasty our freshly baked cookies are. I thanked her for the compliment and she left.

A short while later, the same customer stepped up to the counter and asked if she could order a “few” cookies and have them delivered to the floor where her mother was a patient. Of course, I would grant her that favor! After asking her how many cookies she’d like, to my surprise she answered, “how about 20?” Taken back a bit by how many cookies she’d like, to my surprise she answered, “how about 20?” Taken back a bit by the amount she requested, I told her I would have the cookies ready in about an hour and personally deliver them to her.

By the time I was ready to trek to the 3rd floor, the patient, whose name was Betty, had been discharged. She and her daughter were gone. By the time I was ready to trek to the 3rd floor, the patient, whose name was Betty, had been discharged. She and her daughter were gone. By the time I was ready to trek to the 3rd floor, the patient, whose name was Betty, had been discharged. She and her daughter were gone. Following her directions, I proceeded to hand out the treat to the nursing staff in the Cath lab. When I finished my task, I had a feeling of joy in my heart!

Even though this seemed like such a small request, it gave one lady, as well as myself, a huge amount of pleasure and happiness that seemed to lift her spirits as well as mine. With a twinkling tear in her eye, the sweet customer told me she “couldn’t find enough words to thank the hospital staff for the wonderful care her mother received.”

She truly was a Satisfied Customer!

~~ Submitted by Chris Kasprzak

Chris and Penny Kasprzak won the Leadership Award of Excellence for their improvement in the Café since they became Team Leaders. (See page 6)
Ye Olde Thrift Shoppe is open Tuesday through Saturday from 10 a.m. to 4 p.m. and is located at 106 & 110 W. Lady Lake Blvd. just two blocks south of the CR 466 and US Highway 441 intersection and part of the Lady Lake Historical Park.

For more information call us at 352-259-5853. We appreciate all your donations and can also pick up large pieces of furniture (just call 352-874-3593).

HELP NEEDED to work the Belk’s Lobby Sale on May 9, 10 & 11.

Please contact Lou Emmert: lemmert@centflhealth.org or Billie Smith: bejwsmith@gmail.com.

At table (front row) Jeanne Farne, Jacque Funk, Jane Raczkowski, Marilyn Veldof, Second row (standing) Angela Russo, Sylvia Gardner, Joann Earley, Joann Halb, and Joyce Maschinot
VOLUNTEERS RECOGNIZED

In his Friday Update, on Friday, April 20, 2018, Don Henderson, President and CEO of Central Florida Health, wrote ... “Volunteers are some of the super heroes within our hospitals.” During National Healthcare Volunteer Week (April 15 through 21), both the Leesburg & The Villages hospitals set out to honor and thank hospital volunteers for their commitment to patient care and their compassion towards patients, staff and the community.

Volunteers who serve in hospitals and health systems across the nation often exceed expectations and offer selfless acts of kindness on a daily basis. At Central Florida Health, our volunteers are known for their countless hours of service, consideration for the well-being of others, and philanthropy.

It’s a simple fact that volunteering helps you give back in a very personal way. Many of our volunteers connect with our mission and genuinely want to be a part of it. Whether it’s greeting visitors at the information desks, driving parking lot shuttles, or providing clerical assistance in departments that simply need an extra set of hands, our volunteers truly make a difference every day!

Thank you to all of the volunteers who call Leesburg Regional Medical Center and The Villages Regional Hospital home. Your commitment to excellence helps us improve the care we provide to our patients and visitors.”

NEW HONORARY MEMBERS

It is our privilege to pay tribute to these ladies and gentlemen by making them Honorary Members of the TVRH Auxiliary. Honorary Membership is a special recognition that can be granted to a retired Auxiliary volunteer after a minimum of seven (7) years of distinguished volunteer service to The Villages Regional Hospital and a minimum of 2,000 total hours served. An Honorary Member receives the Auxiliary Hummingbird Newsletters, invitations to the Auxiliary annual luncheon, and other events, but has no voting rights. Honorary Membership must be approved by a majority vote of the Executive Committee.

The new Honorary Members for 2018 are:

Sue Bandi
Beverly Llewellyn
Christine Desmond
Keith Llewellyn
Alice Dickman
Barbara Lovett
Eileen Dietz
Raffaela Patterson
Marty Forberg
Kate Peak
Harriet Huschart
Benedict Pilla
Marty Forberg
Kate Peak
Harriet Huschart
Benedict Pilla
Vincent Huschart
Mildred Strauss
Mary Jones
George Van Santen

The beautiful centerpieces at each table were given to one person at the table with designated mark on their program.

Shelly Scarborough, The Foundation’s Senior Development Associate; Jackie Sampson, Chair of the Surgical Waiting Department and Deidre Rosemond, Patient Navigator for the Foundation

(Honorary Members continued on page 11)
The sixteen new Honorees (which include Millie and Harriet & Vince pictured above) have joined the 59 volunteers previously recognized making a total of 73.

Judy Arndt
Sue Bandi
Marion Berg
Karen Bontz
Millie Card
Sandy Conner
Ina DelBosco
Christine Desmond
Alice Dickman
Carol Dietrich
Thomas Dietrich
Eileen Dietz
Nancy Duddy
Bev Edwards
Robert Follas
Carol Follas *
Marty Forberg *
Nellie Frazier
Casey Hagerman *
Jack Halb
Doreen Henning
Harriet Huschart
Vincent Huschart
Audre Jones *
Mary Jones
Sherry Kimble
Donna Kuivinen
Bob Lester
Deedee Lester
Jeannette Lewis
Rev. Ron L’Huillier
Margaret Lindemann
Barbara Lovett
Shirley McConnell *
Theresa McFadden *
Effie Miller *
Beverly Llewellyn
Keith Llewellyn
Myrna Morjoseph *
James Mount
Sandy Nusbaum
Sandy O’Brien
Carol Osten
Judith Paradis
Raffaela Patterson
Kate Peak
Benedict Pilla
Bob Prince *
Sarah Ralph
Evan Richards *
Lorraine Ricker
Charles Ricker *
Joanne Rogan *
Fae Rogers *
Charlotte Romahn *
Jacqueline Salus
Joan Saladore
William Shuster
Gisele Silvestri
Irene Stec
Joseph Stec *
Jim Stivers
Mildred Strauss
Bev Sweeney
Gerald Tucker
George Van Santen *
Dean Wagner
Kay Watters
Richard Waters
Edwin Wiggins
George Wizda
Rosemary Wizda
Mary Zwick

Posthumously
* has since passed away