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BE PROUD OF WHERE YOU SERVE!
TVRH is making every effort to keep the hospital prepared to meet the needs of the patients. We are being provided with a wealth of information.

TVRH Goes Above and Beyond to keep from Disrupting Patient Care

Before entering the close quarters of an MRI machine, patients of The Villages Regional Hospital are heading outdoors. While its internal scanner is renovated, TVRH is operating a mobile unit located in the parking lot outside the Cafe door.

“We didn’t want to disrupt care,” said Ted Williams Jr., administrative director of interventional radiology for Central Florida Health, the hospital’s nonprofit parent organization.

So when the facility’s original MRI magnet needed replacing the hospital chose the mobile option to keep things close by. Williams said a lot of planning went into bringing the trailer to the hospital.

However, the actual unloading of the unit from a truck took only about 30 minutes. Patients started using the mobile MRI on May 20. The unit will continue to be on-site until mid August, when renovation of the hospital’s MRI concludes, Williams said.

Ten to 20 of TVRH’s patients receive MRIs on a typical day. A red, lighted canopy covers the path from the hospital to the unit. A lift brings patients in wheelchairs and on stretchers up to the entrance. Some patients are surprised to find out they’re going outside to get to the MRI machine, and some are a little scared going up on the lift, said MRI technologist Karen Hoering.

“A lot of people like coming outside,” she said.

Williams said he thinks patients most appreciate the convenience of continuing to get MRIs at TVRH while its machine is updated.

("Beyond" continues on page 2)
The MRI trailer is located outside the Cafe door.

The hospital cut a hole in the wall to remove the original MRI and install the new one. Williams said the new machine will be faster and produce higher quality images because it’s an all-digital unit. “I think The Villages’ patients will be very pleased,” he said.

~~ Copy from the THE DAILY SUN

Virginia Telford, of our Imaging Transport Team, Loves to Roll

One member of our dedicated Imaging Transport team is Virginia Telford. She has worked in Radiology one year and before that she was an Ambassador in the ER.

Before coming to The Villages, she lived in Centralia, Illinois. She grew up there, spent her youth, married and raised three sons. She still spends a lot of time going back and forth.

She had always wanted to be a nurse, and when her sons were in school her husband encouraged her to go to nursing school. She graduated and went to work at St. Mary’s in Centralia. After 15 years, she took on the role of chief nursing officer for 30 years.

Her husband passed away 13 years ago. While traveling with a friend to Ft. Lauderdale, the friend wanted to check out The Villages. They spent one night and Virginia knew she had found a second home. She only rents because her first home is in Illinois.

She volunteers at TVRH and is a member of many clubs. Her goal is to schedule three activities each day.

Virginia enjoys talking to the patients she transports to Radiology. The patients are positive about their experiences, and frequently praise the Radiology department, she said.

She is still torn between Illinois, her home, and the great life she has in The Villages. Either place, Virginia is enjoying life.
Update from Lou

our Volunteer Coordinator

Lou Emmert
Volunteer Coordinator

The HUMMINGBIRD is a great newsletter, isn’t it? We are so fortunate to have Shari Kumler spearheading each monthly issue. Shari has a team assisting her with this publication: Peggy Roche is a reporter, Kathy Greenfield is new proofreader, and Rena Marchand not only keeps the team abreast of what’s happening at Ye Olde Thrift Shoppe, but also helps with photo editing, proofing, and her long-time involvement as a volunteer makes her a valuable asset to the team. LuAnn Schiff also takes pictures for us at the hospital. Kudos to all of our Auxiliary Chairs who are so willing to help! Please join me in thanking this team for doing such a super job each month.

In this edition, as well as other issues, there is a wealth of information available to keep you informed about the hospital, Auxiliary and Foundation happenings. I encourage everyone to take a few moments to read each of the articles so you are up-to-date with the latest information.

For the month of May, it is very rewarding to report that our Auxiliary, all 976 members, provided 12,854 hours of service to the hospital. This is an amazing display of your dedication, and considering we are missing about 100 seasonal volunteers during this time of year, you should be very proud of this accomplishment ... the hospital and staff most certainly are!

Here are some reminders:

* GOLF CART PARKING: Recently I have noticed that the golf cart parking lot next to the Emergency Department has been full. It is important to ensure this lot is available for patients going to our Emergency Department. A friendly reminder to those who drive a golf cart, please be sure to park in the helipad parking lot. As you know, we have a wonderful shuttle service team that is available to pick you up promptly and bring you to the main entrance.

* CAFETERIA PURCHASES: When new volunteers attend orientation we share that one of the benefits of being a volunteer is a meal in the cafeteria valued at $7. It is important to note that this is for a meal and not to “Grocery Shop.” In other words, you cannot take multiple items of one product. The director of Dietary Services explained to me that the amount of food, prepare daily is based on historical data. If someone takes too much of one item, there will not be enough for the number of people expected that day. If you don’t use your $7 allotment at one time, remember you can go back during that same day.

* STAFFING OF VOLUNTEERS in all departments has been very tight this past month. We have had an unusually high number of illnesses, surgeries and traveling. If you have four extra hours a week, please let me or your department chair know. We certainly can use your help.

You are AWESOME volunteers. Other hospitals that I have spoken with are so envious of what you do! I can’t say “thank you” enough for how great I think you all are. I always welcome your suggestions and comments so please let me know how things are going with you and your departments.

The Villages Regional Hospital
Auxiliary Foundation
1501 N. US Highway 441,
The Villages, FL 32159
352-751-8176

The Hummingbird is a publication of the Villages Regional 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.

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

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
751-8622 is staffed ...
Monday-Friday 8 a.m.-4 p.m.
Saturday & Sunday 9 a.m.-1 p.m.

The Volunteer Placement Office,
751-8176 is staffed ...
Monday-Thursday 8 a.m.-4 p.m.
Friday Noon-4 p.m.

The Auxiliary Foundation Office
352 8871 is staffed ...
Monday-Friday 8 a.m.-4 p.m.

WEBSITE
https://www.thevillagesregionalhospital.org
**Hallways are a NO GLOVE Zone**

Did you know that glove use in the hospital’s hallways is a violation of regulations of The Joint Commission, Occupational Safety, the Health Administration, Centers for Disease Control and Prevention? No gloves are to be worn for:

- Pushing linen/trash carts
- Delivering/picking up dietary trays
- Ambulating patients in the hallways
- Transporting patients; including isolation patients

The only exception is when you are cleaning up body fluid or transporting biohazard material to a soiled utility room.

~~Taken from the FRIDAY UPDATE 6-21-19

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**Hello everyone,** I am back from my vacation in Seattle, Washington, celebrating my birthday with my twin sister. I had beautiful weather while I was there. I’m sorry you had plenty of rain.

I have a few things to share with you.

- **When was the last time you took a tour of the hospital?** Our hospital is a beautiful place with state of the art equipment. If you haven’t toured in a while I encourage you to stop by the Day Captain’s Office and sign up for a tour. Deidre Rosemond conducts the tours and she will call you and set up a time. You can even bring a friend. Even if you’ve been a volunteer for some time, things are always changing and you will be surprised by what you see and hear. I’m sure you will find the tour interesting, informative and enjoyable.

- **Every Friday afternoon, Don Henderson, president and CEO of Central Florida Health, sends out a Friday Up-Date.** On June 21 he advised that “Hallways are a No Glove Zone”. We are not to use gloves when transporting patients or delivering or picking up dietary trays. There is more on this subject in the left column of this page so please read it carefully.

- **Another item that was in the Friday Up-Date was about the homeless students in Lake County.** There are more than 1,538 students who will need school supplies when entering school in August. It would be greatly appreciated if you can help out. **If you want to help, you can email Debbie Smith at dsmith@centflhealth.org.** Any small item will help.

As always, thank you for your service to TVRH Auxiliary and the hospital. Keep cool and don’t forget to drink your water!

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**Kudos to the entire teams of the ASU/PACU and Surgical Waiting volunteers.** There have been a number of open shifts due to surgeries, family health issues and travels. Both teams have stepped up to fill these openings and keep things running smoothly. Jeannie and Lou want to thank all the volunteers and acknowledge their support and hard work.
NEW AND RETURNING Volunteers

Irish, Gloria
Turner, Edmund
Hardt, Randy
Wambach, Sandra
Roach, Ann
Seitzer, Phillip
Belcher, Paul
Couillard, Norman
Couillard, Susan
Foy, Kathleen (Kathy)
Gilligan, Patricia (Patty)
Smith, Wendy
Wilkinson, Carolyn

ARCE Testing

* ARCE: A Message from Lou ...

It is imperative that all volunteers complete the ARCE during their birth month. A recent delinquency report revealed that approximately 90 volunteers have not yet completed this requirement. If you have been notified that you are on this list, please be sure to note on your calendar birth month to take it. If it has been a year the ARCE, then you will need to complete the module immediately. Unfortunately, this may mean that you will have to take it twice in the next year. It is important to remember that for a volunteer to be in good standing, as well as maintain eligibility to vote, attend recognition luncheons/festivities, or receive the holiday gift (ham/turkey), the volunteer must be current with completion of the ARCE test. I would not want to have to turn down these benefits for any valued member of our team.

Irish, Gloria
Turner, Edmund
Hardt, Randy
Wambach, Sandra
Roach, Ann
Seitzer, Phillip
Belcher, Paul
Couillard, Norman
Couillard, Susan
Foy, Kathleen (Kathy)
Gilligan, Patricia (Patty)
Smith, Wendy
Wilkinson, Carolyn

Joint Center Patient Sings its Praises

“Last week I had a complete knee replacement at The Villages Regional Hospital. From the time I entered the hospital to the time I was discharged, I had nothing but a positive experience. The angels of mercy assigned to me offered treatment that went way beyond their job description. They were Karen Huling, Jean Renauld, Lisa Edelman and Monica Locey. In shorter than a week’s time, I have abandoned my walker and have begun rehabilitation. I hope to be kicking field goals in a couple of months. I would give a five-star recommendation to the doctors, nurses and facilities at The Villages Regional Hospital.”

~Pulled from the FRIDAY UPDATE 6/21/19
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 facing the south side of 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.

A few Sundays ago, a group of about 15 volunteers attacked the Thrift Shoppe with the goal of starting to rearrange items in anticipation of the consolidation that will be required during the construction of a new building. The basic idea (from our Creative Director/General Manager Karen Harkins) was to move the paperback books to the wall inside Evan’s Place, combine the man cave, and electronics items, and rearrange and relocate the small appliances.

By the time the crew was finished, the Evan’s Place section of Building 2 looked AMAZING! There was more space for small furniture items, easier access to the gondolas displaying the housewares and decorator items, and a much more organized display of appliances. Customers and volunteers alike have expressed positive reactions to the new layout. Most are amazed how open the area looks. So our only question is "Why didn’t we think of this before!"

Beat the Heat, come on over to Ye Olde Thrift Shoppe

Santa’s ‘cool’ Summer Sale
Featuring all Holiday themed selections

Hurry ... While Supplies Last

Don’t forget to check out our other items too!
Clothing, Accessories, Housewares, Dishes, Cookware, Furniture, Home Décor, Linens, Wall Art & Books are just a sample of the many "timeless treasures" you can find!
A New Simulator Manikin
is a Real Lifesaver

He doesn't have a name, and he's always in the hospital and will never be released.

"He" is the SimMan Vascular, a simulator manikin that arrived in February at The Villages Regional Hospital. The realistic, full-body patient is part of the hospital's simulation program that teaches critical skills to nurses, physicians and technicians.

The high-fidelity SimMan can be used to simulate heart attack, stroke and acute trauma, and endovascular procedures such as cardiac catheterizations and thrombectomies. Staff members can be checked for individual and team skills, critical thinking and assessment skills based on situations that they will face in the hospital.

"Our goal here at The Villages for Central Florida Health is to simulate twice and act once, which means we no longer are practicing on patients but we're practicing on simulators." said Chloe Storman, clinical educator and leader of the simulation program.

The main goals of simulation education are improving skills, communication, processes, patient safety and patient mortality.

"It's really useful for simulating critical-care scenarios like airway management, so we teach our respiratory therapists to manage emergency airway intubations and how to resuscitate patients," added Dr. Andrew Seevaratnam of Ocala Lung and Critical Care.

The SimMan is not the only type of simulator at TVRH but he's the "Cadillac." He's providing the "wow factor" to staff and community members alike.

"Everyone is astonished by all the things that he can do, how realistic he is, and so people are extremely excited to utilize him in education," Chloe said.

SimMan is listed for $182,000, but the hospital got him for $165,00—all donated by the foundation.

Auxiliary Foundation President Dick Campbell and Michael Pittman, TVRH chief clinical officer and site administrator, were instrumental to the SimMan project, she said.

The SimMan is a key component of the hospital’s educational suite and keeps staff from having to travel elsewhere for training, Dick said.

With or without a name, the SimMan has a guardian of sorts in Chloe. The lengthy, labor-intensive quest to get him almost was like waiting for a birth, she said.

Chloe's Enthusiasm is Contagious
Chloe is always excited to bring in new and better ways for TVRH to serve our patients, and to provide the best education for the staff!

There's More
See another new piece of equipment that Chloe is excited about on page 10.

Chloe Stroman shows
off the new man in her
department.

He bleeds, he sweats, he cries, he pees. He's just like any other human – almost.

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Story was taken from the June 2019 edition of Lake Healthy Magazine and condensed by Peggy Roche.
Alex Chang, vice president of Support Services, is responsible for all non-nursing areas, all construction projects and the cardiac services at TVRH and LRMC.

Alex noted that we are in a very challenging environment right now because our area is one of the heaviest Medicare penetrated areas in the country. TVRH is at over 80 percent Medicare population. The patient experience, as measured by the HCAHPS survey must have 71 percent of the respondents answering with a 9 or 10 rating regarding their recent stay in the hospital. TVRH ratings are currently in the 60 percent range, which is a big challenge for us, he said. Alex and other Central Florida Health executives will be visiting other hospitals that have high HCAHPS scores to see what we might replicate. Eighty percent of our in-house patients come through our emergency department. This is where we fall short on HCAHPS, Chang said. Communication with the ER patients there is extremely important and three Patient Experience Professionals have been added to the staff, one in Emergency, one on Medical floor and one on the Surgery floor. These team members will meet with patients daily to identify issues and improve communication with the patients. It is hoped that these visits will meet or exceed the patients’ expectations and experience so they will score TVRH a 9 or 10 on the survey they receive after they get home.

Another challenge TVRH is facing is the recent Florida elimination of the requirement for a Certificate of Need to open a new hospital. As a result more competition for new hospitals in our service is expected. One way to meet this expanded competition is the partnership with the University of Florida Shands for the upcoming opening of the free-standing emergency room in Brownwood later this year. Alex stated that CFH is looking at other ways to further our affiliation with UF Shands.

HCAHPS (pronounced "H-caps"), also known as the CAHPS Hospital Survey, is a survey instrument and data collection methodology for measuring patients’ perceptions of their hospital experience.

Groundbreaking NEWS

The groundbreaking for the new free-standing Emergency Department at Brownwood was Jan. 30. It is located directly across from the cattle drive leading into Brownwood. Lou Emmert 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.
In a continuing effort to improve the quality and service of the healthcare our patients and their families receive at TVRH, the Patient Experience Professional has recently become an integral part of the patient care team.

To answer the question "What is a Patient Experience Professional," we begin with the definition of a "Patient Experience." The Beryl Institute, a global community dedicated to improving the Patient Experience through collaboration and shared knowledge, defines the "Patient Experience" as the "sum of all interactions shaped by an organization’s culture that influence patient perception across the continuum of care."

The surveys patients receive after they are discharged do not ask how satisfied they were with their care, rather, they ask patients to report on aspects of their experience that are important to them and for which they are the best and only source of that information ... thus the "Patient Experience".

The numerical scoring system of 1-10 is how this is determined, and nothing less than a 9 or 10 is accepted by the CMS (Centers for Medicare and Medicaid Services). Any number below that is scored as a "0."

Ultimately the Patient Experience is about looking at varying aspects of the healthcare system from communication, to safety, to the hospital environment, while focusing on the individual’s expectations and perceptions to determine if they portray quality care. At the end of a healthcare encounter, patients and families should feel completely satisfied that their own individual needs have been fulfilled.

This is the point where a Patient Experience Professional enters the picture. By definition of their duties, they are leaders specially trained in diverse aspects of communication and patient expectations, as well as community and organizational culture, who influence the systems, processes and behaviors that cultivate consistently positive experiences as defined by the patient and their family, in settings across the continuum of care. They are the liaison acting as an intermediary between hospital departments and patients to bring about the most effective healthcare treatment and positive hospital experience. There are three Patient Experience Professionals on staff; one in the Emergency Room and two on the Medical/Surgical Floors.

Patients are visited in their rooms where the Patient Experience Professional, through effective communication, develops a rapport and identifies any of their needs or concerns. They also have the ability to immediately contact the responsible Director to resolve the issue.

This continuous, timely contact with the patients and their family, as well as the immediate follow-up, enhances the commitment of Service Excellence to not only meet but exceed the expectation of providing Quality Healthcare our patients expect and deserve at some of the most challenging and critical times of their life.

TVRH remains committed and is working diligently to improve patient satisfaction and the Patient Experience of care to assure that every patient who enters our facility walks away satisfied and that their needs and expectations have been fulfilled, and when the CMS Survey arrives, the patient rates the Hospital Experience as a “9” or “10”!”
If you or a loved one has ever experienced a nurse struggling to find a vein to use to draw blood, you will be happy to hear that The Villages Regional Hospital has seven VeinViewers that will scan any site and identify serviceable veins.

The hospital owns those VeinViewers thanks to the Foundation and Jodi Stump, who is in charge of the Vascular Access Infusion Center. "I spotted the device at one of the National Association of Vascular Access conferences and presented it to the hospital as a new tool to use to stop unnecessary sticks," Jodi explained. The hospital bought two and the Foundation donated $4,949 each for five more.

The hospital's clinical educator, Chloe Storman demonstrated the device to Volunteer Executive Committee members in June.

VeinViewers are small, battery operated, noninvasive scanners that scan sites such as a forearm, offering nurses a green screen on which veins appear clearly dark green. Nurses can identify useful veins, track strong veins and eliminate weak veins. Jodi, has been with The Villages hospital six years and worked at Leesburg for 12 years, and uses the device for transfusions and infusions as well as simple blood draws, saving patients from repeated sticks for necessary procedures. She’s trained many nurses in its use as well.

Chloe explained that "evidence based research surrounding the VeinViewers shows that it reduces the number of sticks for patients and can be used by the novice and expert alike."

~~ Submitted by Peggy Roche
Welcome to the Team

Brian Arndt
Administrative Director of Nursing
at The Villages Regional Hospital (TVRH).

Brian holds a master's degree in business administration from DeVry University, San Antonio, Texas, as well as a bachelor's degree in nursing from the University of the Incarnate Word in San Antonio. He comes to us from Medical City Fort Worth, a 320-bed medical center in Fort Worth, Texas, where he was director of Transplant Services from 2017 until joining TVRH.

Please join us in welcoming Brian to his new role at Central Florida Health!

NEW TVRH HANDBOOKS
ARE NOW AVAILABLE

Make sure you pick up your copy of the June 2019 edition of the Auxiliary Membership Handbook. These can be obtained at the Day Captain’s Office or at Ye Olde Thrift Shoppe.

All volunteers are responsible for knowing the contents and using it as a guide in performing their Auxiliary service. You will need to sign an acknowledgment that you have received the new edition.

What’s changed ... just to name a few.
• The mission statement has been enhanced.
• There’s a new version of AIDET that is customized for volunteers.
• Volunteers must notify their chair if they will be gone longer than one month but do not have to start the application process over unless they do not volunteer for 10 months (this used to be only six months).
• Clarifications were added to the accident and incident process.
• The requirements and benefits of being a volunteer in “good standing” are now documented.
• Only Auxiliary members who have completed Orientation on or before June 30 will be eligible to vote in the January elections. Volunteers who are out on leave must have posted hours in the 10 months prior to June 30 in order to be eligible to vote.

If you have questions concerning the changes, please email Lou at lemmert@centflhealth.org

Kudos to the following individuals for exceeding 100 hours of volunteer service in May:

- Sandy Murphy = 153.67
- Gloria Counselman = 148.98
- Jeannie Rogale = 134.55
- George Counselman = 121.48
- Mike Kauffman = 115.88
- JoAnn Reedy = 114.70

These volunteers are going above and beyond to support the hospital and the Auxiliary Foundation. Thank you for your dedication and commitment!
Our Mission
To raise funds and create awareness of the services which our hospital provides to maintain and improve the quality of patient care.