

# HRMC/PBH Auxiliary Newsletter

June 2012



**We are Family**

## President's Message



Going into June ... where did the time go? I guess time does pass fast when you're having fun.

We have been busy with the in-service meetings, so a big *thank you* to all the Chair's who have scheduled

and have already had their meetings. There are a few services that still need to get together with Eve or Peggy to make a date.

As you know, Carole Salvato, President-Elect (2011-2012), had to resign because of health reasons. Members on the Executive Board have been helping to fill the gaps for this year's term, but they have their own jobs and cannot continue indefinitely.

Because there is no one in training for next year's President's position, I have agreed to be a nominee for another term. But I can't do this alone. I need two assistants who are willing to give two days a week and share the responsibilities.

If you can help us keep the Auxiliary running smoothly and efficiently, please call 434-8519 or email [Suzanne.Knerr@Health-First.org](mailto:Suzanne.Knerr@Health-First.org) to set up an interview. Thanks in advance for volunteering to fill these very important roles.

To all who are going away this summer, enjoy yourselves and be safe.

*We are Family.....* Suzanne Knerr

## Attention All Chairmen

According to the Auxiliary Bylaws, Article IX, Section 3, Annual Reports for the fiscal year 2011-2012 must be received by the HRMC President or PBH Vice President by August 1, 2012.

## PBH Vice President



Summer is almost upon us and we are looking forward to swimming and boating.

Lots of our friends have returned North, but we are still here doing what we love — volunteering. It is such a rewarding feeling to help

others and to bring a smile to their faces.

We can do that every day by doing just little things: smiling, giving people a kind word, giving directions or walking them to a location. We get so much more from doing these simple things than we give.

If you know of someone who is interested in joining, please have them contact the Auxiliary office (HRMC 434-8519 or PBH 434-8076) for an orientation date. We would like to have them share this experience with us.

We are looking into "Healthy Ideas" from Volunteers. This is a program where you can submit ideas for improving Health First's customer service or saving money. We will let you know more about the program over the summer.

Have a wonderful summer.

Pauline Daniel

## Important Telephone Numbers

HRMC/PBH Auxiliary  
Information  
434-8833

HRMC Auxiliary Office  
434-8519

PBH Auxiliary Office  
434-8076

## Corresponding Secretary



Received a Thank You card from the family of Jim McGuinnis.

A *Thinking of You* card was sent to Linda Shatzer.

A sympathy card was sent to Joanne Miller whose husband passed. A sympathy card was sent to the family of Rosalie Gentry who volunteered in the HRMC Emergency Department.

Jeanette D'Amico



Happy  
87th  
Birthday,  
Pearl!

The HRMC Auxiliary office helped celebrate Pearl Delzio's 87th birthday with a cake (custom designed and baked by Liz Von Boeckman) that highlights Pearl's fan loyalty to the New York Yankees. Lots of warm feelings were shared on this really special occasion.



Special Edition  
for July

We don't publish a newsletter in July, but will put out a special edition that will list all the services, short descriptions, Chairman names and contact information.

Note the services that need a Chairman and, if you can, please volunteer to fill a leadership role. For more information, contact Suzanne Knerr, Auxiliary President, at 434-8159.

## Director of Volunteer Services



### **Health First – A New Chapter**

As the national environment in Healthcare changes, it is critical that our organization restructures itself to better meet the challenges and opportunities that will arise.

Some of you had the opportunity to meet our Health First (HF) President and CEO, Steve Johnson, at the last Auxiliary luncheon. I would like to share with you the names of some other key executives on the team that you probably have not yet met:

Stuart Mitchell, HF., Executive VP, COO

Joseph Felkner, HF., Senior VP, CFO

Drew Rector, Executive VP, Strategy, Growth officer.

Along with our hospital and Health Plan executives, this team will be introducing a number of initiatives that will help us be more efficient and grow our organization.

Example:

- Lean and six sigma — a proven methodology that helps organizations identify waste and provide more consistency in how they deliver services.
- Service lines — a method by which you develop centers of excellence and reduce the amount of duplication across the system.

Ultimately the goal is for us to operate as a true system and leverage fully the benefits of being a system rather than independent entities.

As these strategies are further developed, I will update you. In the meantime, I, along with the Volunteer leadership, will begin incorporating some of these strategies to look at our department and identify any opportunities that will make us more efficient and accessible.

*"If we all make a few adjustments, it can bring the genius out in all of us"* - Albert Einstein. The key is that we have to be willing to change. If we are to honor our mission of serving our community, standing still is not an option.

I am looking forward to your ideas, continued support and commitment as we navigate this new era.

Continued blessings,  
Marcia

## National Healthcare Week

There were lots of ways National Healthcare Week was celebrated this year. We were treated to ice cream socials, box lunches, spaghetti/chicken parmesan lunches, and Cuban lunches. But the volunteers did some treating too.

The PBH volunteers held its annual Sweets 'n Treats on May 7 that was so anticipated, the doors were opened 30 minutes before schedule to satiate those salivating Associates panting at all the goodies.



Shirley Dunton, Nancy Brainard, Pauline Daniel, Bonnie Stewart

Donna Burns, who provides office and general help in the ICU, brought in a cake to thank the Associates for all they do. The Center for Joint Replacement volunteers also brought in a cake that was enjoyed by both the Associates and some patients. All those lovely smiles tell the story.



Amanda Kassan, Crystalynn Stone, JoAnn Tarbet, Dina Smith  
Noreen Levis, Jenny Traenkle, Gerda Beltrami



# Volunteer Services

May

## Volunteer of the Month



HRMC — Pearl Delzio — Secretary

Pearl is an excellent leader and is willing to volunteer any time she is asked. Pearl gives the extra mile and displays it especially when it comes to her Bake Sales. Pearl has chaired the Information Desk and is now the "Diva" at the Auxiliary Reception Desk both on Mondays and Fridays. If you are looking for a NY Yankee fan, Pearl is your girl...



PBH — Wanda Lopez — PET

Wanda loves to visit patients and if they want to talk for a while, she will stay and talk. She gets them magazines and checks to see if they can have drinks, etc. If patients do not speak English, Wanda talks with them in Spanish. Wanda brings in magazines and sets them up on the cart. She also fills in the supply cabinets in the rooms. Sometimes she has a sore knee and, instead of not coming to PET, she will wear a brace so she can walk and visit patients. Wanda is a great volunteer.

May

## Service Awards

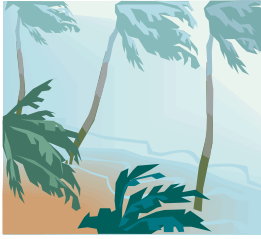
HRMC — In-House Mail  
Cliff Steenhoff, Chairman

The mail is picked up and sorted in the mail room, delivered to each department of the hospital and then picked up at each department and delivered to doctors' mail boxes and back to the mail room boxes.

PBH — Prep & Discharge  
Barbara Driscoll, Chairman

The volunteers of Prep & Discharge prepare the area for incoming patients, which includes cleaning the stretchers, wheelchairs, cords, blood pressure cuffs, and removing IV bags. When the patient is ready for discharge, they then transport the patient to waiting transportation. They provide much-needed services.





## Disaster Preparation



## Brevard Heart Walk — September 15

Yep, it's that time of year again. Hurricane season begins on June 1 and your preparations should be underway to stock up on non-perishable food, water, batteries, first aid kits, generators, tarps, and so on. And remember to get those emergency plans in place with family and friends.

One way the hospitals prepare is by stocking mobile "disaster carts" with various medical supplies to help healthcare providers cope quickly and efficiently to give our patients the best care possible.

With time getting short, volunteers were asked to pitch in and help. Thanks to the following who generously gave above and beyond their service shifts to help stock those carts.

Carol Dodi      Janice Sartain      Pat Sullivan

Great job ... and greatly appreciated!



Whether the weather be fine,  
Or whether the weather be not,  
Whether the weather be cold,  
Or whether the weather be hot,  
We'll weather the weather  
Whatever the weather  
Whether we like it or not.

Submitted by Rose Himmenger



Stevie McTaggart and Edna Lavandier are team captains for the Brevard Heart Walk that will take place at the Space Coast Stadium and surrounding areas on Saturday September 15, 2012

It would be great if you, or any of your friends, could sign up to for this and walk with Stevie. The walk is 4 miles, or for survivors, it is one mile. To sign up, go to:

[www.brevardheartwalk.kintera.org](http://www.brevardheartwalk.kintera.org)

When you get in, Click on *Register*  
on the next screen, click on *I agree*  
on the next screen, click on *Join a team*  
on the next screen, click on *Select a Group-*  
*select Holmes Regional Medical Center-*  
*-then click on Select*  
on the next screen, select *McTaggart/Lavandier Freebies*

From there, fill out the information and follow directions.

The team has a goal of making \$1,500 for the Heart Association. Thank you so much for considering keeping Stevie company. If you are not in a position to join in the walk, please consider making a donation

If there are any questions, please call:  
Stevie 321-639-3926 or Edna Lavandier, 321-725-2897.

Submitted by Edna Lavandier, Coordinator,  
HRMC Waiting Rooms



## Fund Raisers Suspended Until September

Masquerade Jewelry in May was the last fund raiser until September, so you all can save up for our next one, which is International Jewelry Creations. Anyone who has received a gift certificate— this is the fund raiser to use it.

Mark your calendar as follows:

PBH: September 4      HRMC: September 5 and 6

Submitted by Suzanne Knerr

## Did ya know ... ????



### HRMC Needs Volunteers!



### Looking for HRMC Leaders!!

If anyone is interested in picking up an extra service, or if you can refer someone to join the Auxiliary, please stop in at the HRMC Auxiliary office or call 434-8519 to set up an appointment for an interview.

- Cath Lab, Wednesday, 10:15-3:30
- Cheer Cart, Thursday, 9:30-12:30
- Employee Health, M-F, 9:30-1:30
- File Clerk, Employee Relations, M-F, 8-4:30
- Information Desks A & D, M-F, Any time
- Marketplace, Tuesday, 2:30-6:30
- Patient Discharge, Thursday, 9-12 noon
- SICU

We are looking for volunteers that want to take on a leadership role as chairman. Chairmen, we are still asking you, if you do not have an Assistant, to find someone that can represent you at the General Board meetings if you cannot attend. When you are away, all services need to have an assistant at the meetings and to also assist. Please let me know if you are interested in either position. ~ Suzanne Knerr



### Time's Running Out To Submit Your Recipe

Your recipes are needed for the Auxiliary cook book due out in the Fall. We are looking for old, passed-down, family recipes (that no one else has). We want our recipe book to be unique and special.

There are lots of ways to submit your recipe:

- Email to [nancycart@mindspring.com](mailto:nancycart@mindspring.com)
- Drop it off at your Auxiliary office
- Enter it online. Get directions from your Auxiliary office.

The cutoff date for submission is September 1.



### PACU What's that?

One day while chatting with other volunteers, the question was asked, "What is PACU?"

So I looked it up and found that PACU is the acronym for Post-Anesthesia Care Unit, designed to provide care for patients recovering from anesthesia, whether it be general anesthesia, regional anesthesia, or local anesthesia.

Funny how we throw around these acronyms and don't know what they mean. ~ Nancy Cartwright (more to come later)





## Music MDs

Inspired by an ill grandmother in the hospital, Varun and Esha Bansal (Dr. Bansal’s children) decided they would try playing music to comfort her. This led the duo to researching the connection between music and health, which subsequently led to the birth of “*Music MDs*.” Since 2009, they have been sharing their musical talents in local nursing homes and assisted living facilities.

They have recruited other young musicians from local high schools, including the son of Dr. David Hurwitz, making a current total of 10. The teens in the program play their music for patients throughout the hospital. Recently, they scheduled 21 student performances.

We salute these exceptional young people for lifting the spirits of our patients and their families.

Comments overheard:

*“It’s wonderful that you have such a gift, but the fact that you are willing to share it with others is so special.”* — HRMC Nurse

*“Your music brings joy to the hearts of people who are sick.”* — Patient

*“My only regret is that I can’t dance!”*— Patient



## Organ Donor Blankets

TransLife would like to thank the HRMC/PBH Auxiliary for sharing their time and talents through the creation of beautiful blankets, which have made their way into the hands of our generous donor families. One of our families said that the blanket will serve as a constant reminder of how thoughtful and caring others were during their time of need.

Thank you for your compassion and dedication to making a difference in the lives of others!

Submitted by Lesley Ann McMillen, M.S., APR  
Manager of Public Relations  
TransLife Organ/Tissue Donation Services



## PBH Sunshine Lady Report

The following PBH volunteers, who experienced illness, received cards expressing our best wishes.

- Mary Rodriguez
- Patricia Simon
- Karin Seiferheld
- Patricia Szpara



## Policy Handbook Reminders

Auxilians who cannot fulfill their assignments are asked to get a replacement/substitute (sub) that is trained for their Service. If unable to find a replacement/sub, Auxilians should notify their Chairperson as soon as possible.

**Note:** It is your responsibility, to the best of your ability, to make sure that your service has the coverage required. If you cannot find a sub to cover your absence, you need to call your Chairman, who maintains the schedule for your service. Do not call the Auxiliary office.

## Reception for Scholarship Recipients



Flora Kelly, Chairperson of the Scholarship Committee, and I attended the Awards Ceremony on the 15th of May at Melbourne High School to present a scholarship certificate to Steven Chase. It was a pleasure being able to represent the HRMC/PBH Auxiliary with this award.

On the 30th of May, the Auxiliary presented awards to 10 students seeking careers in healthcare. A reception followed with light refreshments in the HRMC Auditorium.

Submitted by Suzanne Knerr, President



Bottom Row: Melisa Figueroa, Elizabeth Desposito, Megan Cherubino, Stephen Chase, Jeremy Bushe  
Top Row: Nelson Saint-Hilaire, Sabrina Stackhouse, Thalia Newton, Betty Majdecki, Pheona Lachman



Melisa Figueroa accepting her award certificate from Angie Baumgardt, Past President.



Betty Majdecki accepting her award certificate from Carol Olsen, Past President.





Sun	Mon	Tue	Wed	Thu	Fri	Sat
* = HRMC In-Service Meeting ** = PBH In-Service Meeting					1	2
3	4	5	6	7 HRMC Orientation – 8:30am Executive Board Mtg - 9am	8	9
10	11	12	13	14 – Flag Day  General Board Mtg at HRMC – Full Breakfast - 9am	15	16
17 – Father’s Day 	18	19	20 – First Day of Summer	21	22	23
24 Deadline for Newsletter Article	25	26 Mini-Presidents Meeting — HRMC — 9 am	27 HRMC Orientation – 4:30pm  **Info Desks, Office, Greeters	28	29	30