




**BOCA RATON
 REGIONAL HOSPITAL**
 DEBBIE-RAND MEMORIAL
 SERVICE LEAGUE, INC.

April 2014

InnerView

THE NEWSLETTER OF THE DEBBIE-RAND MEMORIAL SERVICE LEAGUE

National Volunteer Month

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Mary Watts and Lorna Granada



Yvonne Duncan



Jo Ulferts



Sandi Eigner



Conrad Duquette

MEMBERS CORNER

MEMBERSHIP REPORT: FEBRUARY 2014

| | |
|-----------|-----|
| General: | 768 |
| Life: | 190 |
| Honorary: | 2 |
| Total: | 960 |

HOURS REPORT:

TEENAGE VOLUNTEERS (TAV):
973.44 hours
76 TAVs

ADULT VOLUNTEERS:
10,983.46 hours
480 volunteers

TOTAL:
11,956.90 hours
556 total volunteers

**INTERESTED IN VOLUNTEERING?
CALL 561.955.4098**

Welcome New Volunteers

Carli Deibel

Joyce Kassof

Jasmine Herard

Michael Lewis

Fred Kassof

March Volunteer of the Month



March Volunteer of the Month, Sharon Pearthree, joined Debbie-Rand in May 2008, shortly after retiring from a 42-year career teaching first through fourth grades in the Broward County School System. After serving a short

time as a Nursing Service Assistant on the 8th Floor, she has spent almost six years working on Fridays in the Patient Library, where she has logged over 2,400 hours. Sharon currently serves on the Debbie-Rand Board of Trustees where she is always willing to take on special assignments.

Sharon moved to Fort Lauderdale from upstate New York as a young girl, then to Boca Raton in 1972 with her husband, Gus, a retired Financial Planner. When not volunteering, she enjoys reading, swimming, walking and taking short trips.

Many thanks to Sharon for your years of volunteer service. Your wonderful disposition and willingness to put in extra time is very much appreciated.

Administrative Update



It has been my honor and pleasure to have served as Chief Operating Officer (COO) at Boca Raton Regional Hospital since 2008. In that time, I have seen an amazing transformation of the institution on a host of fronts. We have secured our financial position, added cutting-edge technology, expanded our clinical programs, recruited world-class physicians and expanded or added to our facilities in remarkable fashion. We truly have evolved from a capable community hospital to an advanced, academic medical center that is changing the landscape of healthcare in South Florida.

In my duties as COO, I manage the myriad operational functions that make up our enterprise. I see firsthand the effort and skill of our staff and the professionalism they exude on a daily basis, regardless of their rank or responsibility.

I have also witnessed the extraordinary support our volunteers provide to all of our operational areas. At no time in my career in healthcare have I seen such a robust and dedicated volunteer service. Your efforts have had a huge, positive impact on

the service we provide to our patients and family members. I cannot imagine another hospital in this nation that could match our level of volunteerism.

If the heart of Boca Regional can be found in its clinical excellence, its soul can be found in its sense of volunteerism. Since its inception, volunteers have been the bedrock of our Hospital. Now, our volunteers continue that marvelous tradition that defines and separates us from all others.

For your efforts and dedication to Boca Raton Regional Hospital - and the patients it serves - I thank you. I am so very proud to work side-by-side with you to deliver exceptional care to our community.

Sincerely,

Karen S. Poole,
Chief Operating Officer
Boca Raton Regional Hospital

Our Shining Stars

FROM A BOCA REGIONAL EMPLOYEE AND PATIENT

During December 2013 through January 2014, it was necessary for me to undergo six weeks of daily visits to our IVOP. During this time, I had the opportunity to witness a number of our D-RMSL volunteers and TAVs in this department. What a wonderful witness to the training and mission of D-RMSL these men, women and young adults provided. They were always kind, polite, helpful and solicitous of each and every patient and Boca Regional employee. They were a constant "helping hand," always ready and willing to come to the assistance of whoever needed help. My heartfelt thanks to these very special people.

Do you know of or have you witnessed a volunteer going above and beyond to help a patient? Or maybe someone is simply deserving of recognition for displaying an exceptional level of volunteerism? If so, let us know and we will feature them in an upcoming issue.

2014 Volunteers of the Year

BREAKFAST AT BOCA POINTE



Pictured on far right: D-RMSL volunteers, Lois Dermer and Art Dermer, were one of the honorees at Boca Pointe's 2014 Volunteers of the Year Breakfast.



Women's Golf Event

THE CLUB AT BOCA POINTE

On January 14, The Ladies Golf Association at The Club at Boca Pointe held its annual golf benefit. All proceeds were generously donated to D-RMSL with the specific request that the funds raised would be used to screen and treat indigent women for breast cancer.

A generous \$5,682.50 was raised; making it the third year the amount was greater than the year before. The event was successful due to the Association's President, Jane Wind, and her staff of dedicated volunteers who promoted the event. Debbie-Rand donated three baskets of cheer as prizes for the leading golfers.

D-RMSL would like to thank the Ladies Golf Association at the Club at Boca Pointe for their kind generosity that will help many women who might have gone untreated.

Curb-Waste Program

100-DAY WORKOUT PROGRAM



All departments of the Hospital, including the Volunteer Office, are involved in a new initiative to save time, energy and money, through Caldwell Butler's 100-Day Workout program. The Director of each department initiates two programs each month to curb waste. Aimee Yahn-Carmichael, our Director, had already begun a waste-curbing program, prior to the initiative, pushing her ahead the initiative's timeline.

In the Thrift Shoppe, we have streamlined the tax-deductible forms and created a new labeling system.

In the Auxiliary Office, we are using emails to send out newsletters and will be using emails for membership renewal notices. Aimee has placed our new volunteer applications in our section of the Hospital website, to do away with paper applications. She has created a system for volunteers in all the outlying areas to sign-in for their shifts using a web-based program.

We are scanning all of our personnel files and will soon be paperless and use much less storage. These and other programs should help us to give even more of our income to the Hospital.

If you have an idea to help us curb waste in any area, please let us know.

Portrait of a Woman

PAT THOMAS



Our own Pat Thomas was one of five Palm Beach County Women of Distinction to be honored at the 3rd Annual

"Portrait of a Woman" Luncheon on March 3rd. The event, which benefits Quantum House, salutes special women throughout the county for their long-term commitment and contributions to our community.

As part of the recognition, Pat and the other honorees had their portraits done by renowned artist and event founder, Renee D. Plevy. The portraits, which are gifted to the women, become part of what is called the Legacy Series and are exhibited at showings throughout Palm Beach County.

This latest accolade adds to an impressive list of honors and recognitions for Pat. In 2013 she received the Junior League of Boca Raton's Lifetime Achievement Award and in 2011 she received an OPAL Award from the Rotary Club of Boca Raton. She has been honored by the Boca Raton Soroptimists as a Woman of Distinction and was given the organization's Lifetime Achievement Award. In 2003 the Boca Raton Historical Society inducted her into the Walk of Recognition.

Congratulations to Pat on this latest award, and thank you for all you have done for the League, our Hospital and our community.

APRIL

S M T W T F S

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| 20 | 21 | 22 | 23 | 24 | 25 | 26 |
| 27 | 28 | 29 | 30 | | | |

APRIL 2014 Meetings & Events:

APPRECIATION LUNCHEON
TUESDAY, APRIL 8

ADULT ORIENTATION
TUESDAY, APRIL 8

WAYS & MEANS MEETING
SATURDAY, APRIL 12

BOARD MEETING
SATURDAY, APRIL 19

Save the Date:

**National Healthcare
Volunteer Week**
SUNDAY, APRIL 6 -
SATURDAY, APRIL 12

TAV Interviews
SATURDAY, MAY 3

Annual Meeting
THURSDAY, MAY 8

TAV Orientation
WEDNESDAY, MAY 21

Anniversary Luncheon
WEDNESDAY, SEPTEMBER 17

Boca Regional Introduces Web-Based Patient Portal

Patients of Boca Raton Regional Hospital now have a convenient, easily accessible and secure way to electronically access a host of personal medical data.

Patient Connect, a portal located on the Boca Regional website, provides an entry point for patients to review their medical visits or treatment, see summaries of inpatient stays and be able to monitor lab and radiology reports.

"We feel that this new resource will help us engage our patients in a meaningful way and provide them with a valuable resource in managing their particular healthcare needs or situation," said Robin Hildwein, Chief Information Officer and Executive Director of Information Services at Boca Raton Regional Hospital. "By offering information in this fashion, we strengthen the partnership that is so vital to a productive patient-provider relationship."

Patient Connect also allows for a patient to designate a caregiver, such as a husband or wife, to also have access to the individual's available medical information. A recent national study revealed that 29 percent of adults in the United States are considered caregivers for another person. Thirty-one percent of all households in America contain a caregiver. Given these data, a technology like Patient Connect can serve as a vital resource for these individuals and ease such burdens as tracking and maintaining discharge instructions or being appraised of test reports.

"We urge patients to take advantage of Patient Connect," said Ms. Hildwein. "We are confident they will find it to be a most responsive and reliable source of information for them."



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GIFT SHOP HOURS:
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Saturday & Sunday: 10am-5pm



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Safety Matters: Volunteer Trivia

D-RMSL is committed to ensuring our volunteers have the knowledge needed to keep themselves and our patients safe. As part of this commitment, we will provide a monthly safety question in this newsletter. These questions represent what a volunteer may be asked by The Joint Commission surveyor during a site visit.

Congratulations to Aimee Yahn-Carmichael who stumped everyone. This month's trivia pertains to elevator safety. **If you are transporting a patient and an emergency occurs while you are inside the elevator, what should you do? (Hint: the answer can be found in the Volunteer Guide).**

The first person to email Aimee at ayahn-carmichael@brrh.com, will win a pair of Regal VIP Movie Tickets. Best of luck!



YOU WILL CELEBRATE THE TREASURES YOU FIND

Stop by the **Debbie-Rand Thrift Shoppe** for all the sales and take advantage of great deals.

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