



**Boca Raton
Regional Hospital**

BAPTIST HEALTH SOUTH FLORIDA

JULY/AUGUST 2019

InnerView

THE NEWSLETTER OF THE DEBBIE-RAND MEMORIAL SERVICE LEAGUE

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Your President

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Dorothy (Dotti) Dufresne

Thank You for Your Years of Service

Dotti Dufresne, an employee of Boca Raton Regional Hospital for the past 19 years, and the first employee of the Debbie-Rand Memorial Service League, will retire at the end of July 2019. As the Administrative Assistant/Office Manager of the Volunteer Office, Dotti's friendly, welcoming smile has greeted every volunteer who enters the office.

She started work at the Hospital on April 6, 2000 in the Human Resources department, and shortly thereafter, moved to the Volunteer Office. In August 2013, Dotti was named as the Employee of the Month.

Dotti is definitely a people person. "I love the volunteers and the employees and will miss them dearly," says Dotti. "The volunteers have such interesting stories and it has been wonderful to listen to them, and witness their skills and abilities."

The time has come for Dotti and her husband, Richard, to move to Lakeland, Florida to a home they bought in 2017. Dotti describes herself as a homebody. She enjoys walks and gardening and just being with her husband in their home. She says future plans may even include travel to Ireland.



A farewell party will be held for Dotti on Thursday, July 25, 2019, at 2:00pm in Dawson Theater and all volunteers are invited. Details will be announced shortly.

MEMBERS CORNER

MEMBERSHIP REPORT: MAY 2019

Active Members

General: 353

TAV: 135 | College: 60 | Life: 11

Inactive Dues-Paid Members

General: 171 | College: 91

Life: 130

Total: 951

Hours Report:

TEENAGE VOLUNTEERS (TAV):

1,174.16 hours

126 TAVs

COLLEGE VOLUNTEERS:

818.73 hours

54 volunteers

ADULT VOLUNTEERS:

10,702.23 hours

351 volunteers

TOTAL:

12,695.12 hours

531 volunteers

MEMBERSHIP REPORT: JUNE 2019

Active Members

General: 352

TAV: 127 | College: 69 | Life: 12

Inactive Dues-Paid Members

General: 175 | College: 91

Life: 129

Total: 955

Hours Report:

TEENAGE VOLUNTEERS (TAV):

1,597.59 hours

118 TAVs

COLLEGE VOLUNTEERS:

1,019.81 hours

65 volunteers

ADULT VOLUNTEERS:

8,058.32 hours

348 volunteers

TOTAL:

10,675.72 hours

531 volunteers



A Message from Your President

On behalf of all the volunteers at the Debbie-Rand Memorial Service League, and myself, we would like to extend good wishes to Jerry Fedele on his retirement as he turns his position of President and CEO over to Lincoln Mendez who will be Boca Regional's new CEO. With that said, we extend a warm welcome to Mr. Mendez as he takes the reins and we are looking forward to working with him in the future.

I am pleased to share the message below about our partnership with Baptist Health South Florida from Brian E. Keeley, President and CEO, Baptist Health South Florida. Baptist Health and Boca Regional are eager to work together on our exciting future.

Robert L. Schattner | President of the Debbie-Rand Memorial Service League

Welcoming Boca Raton Regional Hospital to the Baptist Health Family

Ladies and Gentlemen:

I am pleased to officially welcome Boca Raton Regional Hospital to the Baptist Health family. Our affiliation has been finalized, and we now are poised for growth and enhanced capabilities that will greatly benefit our patients, employees, medical staff and the communities we serve.

This new partnership enables Baptist Health to continue to expand its presence in Palm Beach County. It also will boost the positive momentum of Boca Raton Regional Hospital and its reputation as a premier healthcare provider in South Florida. For more about our partnership, go to: <https://bapth.lt/2JgM6WR>.

From the start of our partnership discussions, we have recognized that we share similar values, cultures and purpose, which will make for a seamless integration. Lincoln Mendez will serve as CEO of Boca Raton Regional Hospital and carry out our common goals of providing high-quality, patient-focused care. He succeeds Boca Regional's President and CEO, Jerry Fedele, who is retiring this summer.

Like Baptist Health, Boca Raton Regional Hospital has a long history of providing compassionate healthcare at the highest standards of excellence and safety. The advanced tertiary medical center has 400 beds, 2,800 employees and more than 800 primary and specialty physicians on staff. The hospital is a recognized leader in cardiovascular care, oncology, women's health, orthopedics, emergency medicine and neuroscience, all of which offer state-of-the-art diagnostic and imaging capabilities. Boca Regional is ranked #1 in Palm Beach County on the U.S. News & World Report's 2018 – 2019 Top Ranked Regional Hospital listing.

Please join me in extending a warm welcome to our newest colleagues at Boca Raton Regional Hospital. We look forward to growing together and fulfilling our mutual missions of elevating healthcare in the region through an even stronger Baptist Health network.



Making Headlines

Making Headlines is an effort to keep all of our employees, physicians and volunteers informed about news regarding the Hospital.

This section provides you with a list of recent press releases that have been submitted to the media, as well as to our local civic leaders and government representatives.

To review any of our press releases online, visit BRRH.com. You'll find all of our current announcements on the home page.

May 24, 2019

Boca Raton Regional Hospital and Baptist Health South Florida Sign Definitive Agreement to Finalize Affiliation

June 17, 2019

Boca Raton Regional Hospital Receives Get with the Guidelines Target: Stroke Honor Roll Elite Plus Gold Plus Quality Achievement Award

June 24, 2019

Boca Raton Regional Hospital Receives Thrombectomy-Capable Stroke Center Certification

July 1, 2019

Boca Raton Regional Hospital and Baptist Health South Florida Announce Partnership

Welcome New Volunteers

ADULT VOLUNTEERS

- Sawdah Ali
- Carmen Arandia
- Lauren Ayres
- Jessica Baran
- Daniel Beltram
- Daniela Bermeo
- Eliza Bicalho
- Alexandra Calbo
- Linda Claeys
- Antonio Cutrim
- Latosha Duncan
- Carson Ennis
- Anjali Etwaru
- Luba Hanz
- Christina Jaques
- Gloria Jensen
- Guerda Jules
- Tanjin Khan
- Sara Kirschner
- Oriana Landino
- Joshua Loebel
- Laura Malone-Millward
- Monica Marin Echavarria
- Victoria Martin
- Bernadette Mills
- Diwane Miles
- Patricia Morgan
- Heytor Oliveira
- Bryanth Orellana
- Kristen Palmer
- Elizabeth Perez
- Todd Robinson
- Ilyssa Schneidman
- Esther St. Fort
- Ariel Suboyu
- Mackenzie Tejo
- Mia White
- Megan Whitehead

TEENAGE VOLUNTEERS (TAV)

- Diego Avendano
- Sapphire Barco
- Mary Kate Barlow
- Tara Bathaai
- Carly Bialick

- Sarah Breitman
- Kailey Brown
- Sanjana Chandran
- Eric Clayton
- Olivia Drake
- Marvelle Dsouza
- Dyane Ducos
- Jasmin Elhabashy
- Isabella Evansen
- Joshua Evans
- Cameron Fallah
- Zoe Fischer
- Liam Hoffman
- Aleyna Ince
- Jamaal Joseph
- Sidney Kaplan Stellino
- Jack Karasin
- Tara Katz
- Olivia Keable
- Abigail Kinmon
- Jared Ladrach
- Ethan Meirav
- Kate Micallef
- Sarah Mohammed
- Nicole Nudelman
- Izabella Odierna
- Ledarius Oliver
- Hannah Phelps
- Megan Picillo
- Zachary Pizzo
- Avalon Ramsey
- Catrina Reyes
- Samantha Rubin
- Mori Schacter
- Alexander Schramm
- Maria Luiza Sensato
- Riley Simmons
- Theodora Tertus
- Victoria Torrella
- Sara Turquia
- Chani Wasserstrom
- Siona Zayas-Bazan
- Tiffany Zhang
- Zahina Zia
- Denis Ziegler

July Volunteer of the Month

PHOTO
NOT AVAILABLE

CATHERINE
VANDEN BROECK

Catherine Vanden Broeck works in the Debbie-Rand Memorial Service League Thrift Shoppe three days a week and greatly enjoys personally helping customers. She beautifully shows off the merchandise and frequently increases sales. She also helps to organize the goods so things will be easy to find and stay neat on the shelves.

Catherine has done extensive volunteer work in Florida, Illinois and even Paris. However she says, "Boca Raton Regional Hospital has been one of the most rewarding volunteer activities as it has utilized my experiences and allowed me to give back to our community."

She added, "Before working in our Thrift Shoppe, I had no idea how rewarding it would be to assist shoppers in seeking items they wanted or needed, and to know that every penny earned goes directly to enhance Hospital services. I am blessed with a supportive family who has encouraged me to seek and volunteer at an institution that has a direct impact on our lives."

Catherine spent her career in the field of Human Resources working for corporate and U.S. Health, Education and Welfare in both Chicago and Paris.

August Volunteer of the Month



ANDREA
MORRIS

When Andrea Morris moved here sixteen years ago, she felt very blessed to be living in Florida and wanted to give back. In 2010, she decided to join the Debbie-Rand Memorial Service League and began work as a volunteer in the Emergency Department (ED).

"Patients are scared when they come to an ED," Andrea says. "I love making them feel comfortable and less stressed. I enjoy what I do and I feel that my own day is better when I've helped someone else. It's amazing what happens in the ED. The doctors, nurses and technicians are just terrific."

Gift Shop Manager, Lois Ackner describes Andrea as very dedicated, helpful, positive and involved. "The ED is a very demanding area, and Andrea works here with grace. She often talks of how satisfying her role is."

Andrea was a magazine publisher for the toy industry in New York before moving to Florida with her husband, Marc Neibauer. She proudly reports that her twin grandchildren have just finished their first year in college.



Handwashing Reminder

Remember, it is the expectation that all staff and D-RMSL volunteers must wash in and wash out of all patient rooms (even if you did not touch a patient). Regular handwashing, particularly before and after certain activities, is one of the best ways to remove germs, avoid getting sick and prevent the spread of germs to others.

**It's quick, it's simple and it can keep us all from getting sick.
Handwashing is a win for everyone, except the germs.**

Shifting Gears

Important Information on Temporary Parking Changes During New Garage Construction



This month, we began experiencing the daily arrival and departure of large tractor trailers and heavy equipment trucks related to construction of the new parking garage. Fencing has been erected in an area just east of the West Lot that will eliminate 59 parking spots. This creates a wide "corridor" to both accommodate this construction traffic and separate it from other parked vehicles. We anticipate this modification will conclude in early to mid-September, at which time the spots will again be available for their current use. **Volunteers are requested to continue to valet their cars.**

So Sweet It Is

Freshly Handmade Chocolate Now Available

The Debbie-Rand Memorial Service League Gift Shop offers treats from our new local vendor, So Sweet It Is. These treats include hand dipped chocolate pretzels, graham crackers and Oreos. "Boca Trash," which is a combination of pretzels, Oreos and marshmallows, continues to be the perfect treat for any occasion.

The Debbie-Rand Memorial Service League Gift Shop is staffed by volunteers and all proceeds are donated to the Hospital. Attractive and reasonably priced merchandise such as candy, jewelry, giftware, flowers, baby gifts and stuffed animals are available for purchase by using the following credit cards: American Express, Visa, MasterCard and Discover.

Complimentary gift wrapping and delivery are provided. These services are only available during the gift shop's normal business hours. Please note that patient safety is of utmost importance to us. We cannot deliver flowers or balloons to patients in critical care areas of the hospital.

Located on the first floor of the Hospital, the gift shop's hours of operation are:

Monday – Friday: 9:00am to 8:00pm

Saturday – Sunday: 9:00am to 4:00pm

For additional information, please call 561.955.4100.



TAV Spotlight

D-RMSL Teenage Volunteer Service Excellence Award



Claire Berthiaume is now going into her senior year at Boca Raton Community High School and volunteers every Sunday in our Hospital Pharmacy. Two years ago, she was looking for a volunteer opportunity near her home and was offered a position in the pharmacy.

"I have learned so many different tasks and how to work well with people in a professional setting," Claire said. "I feel that I've gotten to know the Hospital's behind the scenes details."

The State of Florida requires high school students to complete 20 hours of volunteer work. Claire has gone well beyond this, as she considers Sunday her day of service. She works at her church in the morning and spends afternoons volunteering at the Hospital.

While books are her first love, Claire is always happy to give back to the community. Jose Allende, a Hospital pharmacy technician, says that Claire goes above and beyond to see what work needs to get done and is always eager to help in any way possible.

AlertMedia New Emergency Communication Platform

Boca Raton Regional Hospital will serve to make us more effective and efficient during emergency situations. AlertMedia provides staff with important notifications and updates on situations affecting the Hospital via email, text, voicemail and app push notification. The system is similar to those used by universities and colleges and other large organizations when critically important information must be relayed quickly to a number of large constituencies.

AlertMedia also allows for end-users to reply to notifications with questions or feedback or to call an emergency phone number for further information.

The technology can also be employed to inform staff of critically important operations and maintenance matters, office closures and other issues that could affect the work day or environment in a material way.

We provide an "opt-in" option to all doctors, staff and volunteers — as well as patients and family members — to access this technology.

I urge you to take advantage of this free, secure communication platform. Clearly, it will enhance those we already have in place to be used in emergency situations or when timely and thorough communication is needed in various operational matters.

We urge our volunteers to sign-up for the AlertMedia program. For assistance in signing up on the Hospital's Intranet, please visit the Volunteer Office or call 561.955.4098.





Attention Shoppers!

The Debbie-Rand Thrift Shoppe will celebrate National Thrift Shop Day by holding a huge sale on **Saturday, August 17**, from **9:00am to 4:00pm**, with the entire contents of the store discounted from 50% to 90%.

Boca Regional employees can take advantage of shopping early before the general public arrives by coming to the store between 8:00am and 9:00am. And, you will receive an additional 20% off your final purchase.



Debbie-Rand Memorial Service League Welcome Luau Party

A luau party was held for our new 2019 Summer Teenage Volunteers.

Shining Star

A year ago, Ashley Carlins' brother, Herbert, passed away. Ashley became depressed and missed his brother and best friend. His wife and sister-in-law knew that he needed something worthwhile to do that would help him overcome his feelings of loss, so they suggested he become a volunteer at the Debbie-Rand Memorial Service League.

"Volunteering saved my life," says Ashley. "It's such a good feeling to meet other volunteers. They feel like family. Now I really have a different outlook on my life."

As a tram driver, Ashley meets people who share their feelings from birth to death. "Now it is my turn to give back a little," he said.

Ashley was a New York City construction electrician working on large projects before he moved to Florida in 1990. His brother had moved here first. His sister-in-law, Eileen Carlins, is also a volunteer and works in the Volunteer Office.

"As a volunteer we are required to smile and it's a wonderful feeling to be helping other people by doing so," Ashley concludes.



Stop by the **Debbie-Rand Gift Shop** to see our new merchandise, special sales and periodic trunk shows.

Monday – Friday: 9am – 8pm
Saturday and Sunday: 8am – 4pm

Located in the Hospital Lobby
 800 Meadows Road, Boca Raton, FL 33486
 Phone: 561.955.4100



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 safety question in each edition. These questions represent what a volunteer may be asked by The Joint Commission surveyor during a visit.

Congratulations to Nick Pizzo, who correctly answered last edition's question: **The acronym BE FAST stands for Balance, Eyes, Face, Arms, Speech and Time.** Contact Aimee Yahn-Carmichael for your prize!

This edition's trivia question: **True or False? To be compliant with the Hospital's hand hygiene policy, volunteers are required to always wash their hands or utilize a foam station when entering/exiting a patient's room, even when performing non-contact tasks such as providing a magazine or delivering flowers.** The first person who emails Aimee at ayahn-carmichael@brrh.com with the correct answer will win Cinemark Platinum Supersaver movie tickets. Good luck!



Amazon Smile

Are you an online shopper? Shop on Amazon.com and support the Debbie-Rand Memorial Service League. Amazon Smile donates 0.5% of the price of your eligible items to the League when you shop.

- STEP 1:** Visit www.smile.amazon.com.
- STEP 2:** Log in or create an account.
- STEP 3:** Select the Debbie-Rand Memorial Service League as your charitable organization of choice and shop for your favorite products.



You'll Celebrate the Treasures You Find

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

Monday – Saturday: 9am – 4pm

903 Meadows Road, Boca Raton, FL 33486
 Phone: 561.395.2208





Boca Raton Regional Hospital

BAPTIST HEALTH SOUTH FLORIDA

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All Boca Raton Regional Hospital employees and volunteers will receive a 15% discount on all purchases made in-store or over the phone with 5% of the sale being donated to the Debbie-Rand Memorial Service League.