




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

September 2014
InnerView

THE NEWSLETTER OF THE DEBBIE-RAND MEMORIAL SERVICE LEAGUE

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The Anatomy of a Volunteer

It takes a special kind of person to volunteer. While each member of the Debbie-Rand Memorial Service League brings unique qualities to Boca Raton Regional Hospital each day, all of our volunteers share certain characteristics, such as **Height:** Tall enough to see over problems and see only needs; **Vision:** Clear and undistorted; **Mind:** Open to change and filled with wisdom; **Head:** Always held up high; **Shoulders:** Broad and strong enough to carry responsibility; **Heart:** Full of care for others; **Hands:** Ready to help 24 hours a day; **Feet:** Ready to walk anywhere to spread love; **Hearing:** Ability to listen for long periods of time and be able to distinguish between what is necessary to remember and what is best to forget; **Voice:** Quick to speak words of comfort, is full of laughter and is able to communicate with people of all ages.



MEMBERS CORNER

MEMBERSHIP REPORT: JULY 2014

General: 838
Life: 190
Honorary: 2
Total: 1,030

HOURS REPORT:

TEENAGE VOLUNTEERS (TAV):
1,202.10 hours
82 TAVs

ADULT VOLUNTEERS:
10,343.20 hours
445 volunteers

TOTAL:
11,545.30 hours
527 total volunteers

INTERESTED IN VOLUNTEERING?
CALL 561.955.4098

Welcome, New Volunteers

Gesner Germain	Nathaly Gallego
Katiana Legagneur	Laura Hartman
Sarah Zima	Ricardo Ray
Jeffrey Carlins	Roseline Joseph
Philip Hagopian	Carol Bez
Julie Rojas	Claudia Lopez
Peter Gonzalez	Ursula Galvez
Aleksander Nikolic	Vanessa Vanjari
Thawatwong Wichienkur	Eliana Rojas

August Volunteers of the Month



Yvonne and Richard Larson make a great team. Married for 59 years, they have raised two sons together, worked together and now volunteer together. Joining D-RMSL in 2010, they have logged nearly 3,800 hours together at the Thrift Shoppe.

The Larsons moved to Boca Raton in 1978 from Moline, IL. For over 16 years, they owned and operated Orange Royal produce market. Yvonne was also the floral designer at Burdines long before there was Town Center Mall. The Larsons sold Orange Royal and worked at Fresh Market before retiring in 2007.

Their son Alan lives with his wife and two daughters in Coral Springs. Son Daniel lives with his wife in Moline, IL. Daniel's son and daughter live in New Windsor, IL and Fort Wayne, IN.

Anyone who's met the Larsons understands the high praise they've received from colleagues.

Thank you, Yvonne and Richard, for all you do for D-RMSL and Boca Raton Regional Hospital.

IN MEMORY OF:

Conrad Duquette, Sr.



Administrative Update



Dear Volunteers,

These are certainly exciting times at Boca Raton Regional Hospital. By any measure, our Hospital is making tremendous strides and our growing vitality can be seen on many fronts.

From a financial perspective, both Fitch Ratings and Standard & Poor's Rating Services recently raised Boca Regional's investment grade credit rating from BBB- to BBB. This is a most positive development. To have both rating agencies issue an upgrade is a credible reflection of the progress we have made in securing the financial health of the Institution.

Yet, our success is not limited to that seen on a financial statement. With the opening of the new Marcus Neuroscience Institute this fall, the completion of the new Christine E. Lynn Women's Health & Wellness Institute in the summer of 2015 and a design for the Gloria Drummond Rehabilitation Center in the planning stages, our campus is undergoing a major transformation. And we have completed our journey from a capable community hospital to a true academic medical center.

We are expanding our service area and patients are turning to us in increasing numbers. We are mitigating the seasonal nature of our operations. We continue to be a leader in South Florida from a technology perspective and more and more of the best and brightest medical minds are seeking us out as a place to practice their craft.

But in the final analysis, the ultimate barometer of our success is not what develops in the boardroom or is evidenced on a balance sheet. Rather, it is what transpires at the bedside that really defines us.

As President and CEO, one of the more pleasant aspects of my position is to receive letters from grateful patients who relay their experience at the Hospital. In doing so, they often comment on a doctor or nurse who made a difference in their stay. I will also tell you that on countless times they have also made note of a volunteer whose efforts contributed greatly to their comfort and sense of being cared for.

I hope you take great pride in what is occurring at Boca Regional and realize the important role you play in our success. Your commitment and dedication to our Hospital and the patients it serves continues to be unparalleled. You are essential partners in all that we achieve.

One Team. One Mission.

A handwritten signature in cursive script that reads "Jerry J. Fedele". The ink is dark and the signature is fluid and legible.

Jerry J. Fedele
President and CEO
Boca Raton Regional Hospital

52nd Anniversary Luncheon

Reservation Form

Tuesday, October 28, 2014 | Doors Open at 11:30am
Boca West Country Club | 20583 Boca West Drive, Boca Raton

I, _____, would like to attend the 52nd Anniversary Luncheon along with the following guests:

- | | |
|----------|-----------|
| 1. _____ | 6. _____ |
| 2. _____ | 7. _____ |
| 3. _____ | 8. _____ |
| 4. _____ | 9. _____ |
| 5. _____ | 10. _____ |

My contact phone number is: (_____) _____

Enclosed is my check in the amount of \$ _____ for _____ people at \$35 each.

Make checks payable to D-RMSL.

Ticket includes tropical punch, mimosas, hors d'oeuvres, lunch, dessert and complimentary valet parking.

Lunch will include baby field greens, fresh-sliced seasonal fruits, salmon medallions, grilled boneless breast of chicken and Asian noodle salad. Dessert will be a caramelized-almond Florentine basket with ripe cling peaches and vanilla bean ice cream.

Please mail or drop off your check along with completed form to the Volunteer Office on or before **Monday, October 20.**

Bring to Volunteer Office or Mail to:

Debbie-Rand Memorial Service League, Inc.
Attn: Anniversary Luncheon
800 Meadows Road
Boca Raton, FL 33486

Our Shining Stars

"A lovely person who came by the bed was Edna [Zent], a volunteer who was smiling. She asked if she could get me anything and when I decided on another blanket, she was back in a flash with it and assisted in getting me covered and comfortable."

- a patient's email to Jerry Fedele

"Tim O'Connor has missed few Sundays in the Gift Shop. He is reliable and pleasant with all encounters. He is helpful and is always willing to pitch in and he goes above and beyond on a regular basis."

- Gift Shop Manager

Do you know of or have you witnessed a volunteer going above and beyond to help a patient? Or maybe someone who 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.

Receive D-RMSL Updates Via Text Message



The Debbie-Rand Memorial Service League is committed to ensuring that our valued volunteers are kept abreast of important information. Therefore, we are pleased to inform you that we will be enhancing our departmental communication service by sending vital information via text message. In addition to text messages, we will still utilize Vic Mail (notices on the sign-in screen) and email as methods of communication with you.

If you would like to receive text messages from us, please inform the Volunteer Office by emailing Dotti (ddufresne@brrh.com) or Aimee (ayahn-carmichael@brrh.com).

Reporting Absences

Please remember to report all absences as soon as possible. If you are unable to make a shift and need a substitute, or if you are available to serve as a substitute, be sure to notify the Volunteer Office by emailing us at Ax00008@brrh.com or by calling us at 561.955.4098. Reporting your absences and availability helps us ensure proper staffing.



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.

August 26

Fitch, Standard & Poor's Raise Boca Raton Regional Hospital Investment Grade Credit Rating

August 19

Cerebrovascular Specialist Joins Marcus Neuroscience Institute

August 11

Boca Raton Regional Hospital Partner Moffitt Cancer Center Named "Great Oncology Program" by *Becker's Hospital Review*

August 7

Lynn Cancer Institute Brings CLIMB® Program to Center of Community in Time for New School Year

SEPTEMBER

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

SEPTEMBER 2014 Meetings & Events:

THRIFT SHOPPE MEETING
MONDAY, SEPTEMBER 8

BOARD MEETING
WEDNESDAY, SEPTEMBER 17

Save the Date:

**17th Annual Golf
Tournament**
MONDAY, OCT 13

**11th Annual Go Pink
Luncheon**
FRIDAY, OCT 24

**D-RMSL Anniversary
Luncheon**
TUESDAY, OCT 28

Holiday Open House
TUESDAY, DEC 9

53rd Annual Hospital Ball
SATURDAY, JAN 17, 2015

D-RMSL Annual Meeting
THURSDAY, MAY 14, 2015

To Our Veterans

Boca Raton Regional Hospital is planning a salute to our veterans on **Veterans Day, November 11, 2014 at 11:00am**. This special ceremony will take place outside of the Hospital by the pond, near the flagpole. During the event, we will announce the names of our valued veterans. The names will also appear in the ceremony program.

Are you a veteran of the U.S. military? If so, with your permission, we would like to recognize you at the Veterans Day ceremony. Email the following information to Aimee Yahn-Carmichael at ayahn-carmichael@brrh.com by **October 15**:

Name, rank, branch of service, years during which you served, country/area/unit in which you served, and conflict(s) wherein you served, if any.

Note: If you provided this information last year, please confirm your willingness to allow us to reprint this information.

Boca Raton Regional Hospital and the Debbie-Rand Memorial Service League salute our veterans. We thank you for your service!

11th Annual Go Pink Luncheon



Boca Raton Regional Hospital Foundation invites you to the 11th Annual Go Pink Luncheon. The event, held at the Boca Raton Resort & Club on **October 24, 2014 from 11:00am to 1:30pm**, is South Florida's premier event for women's health education and wellness.

Join us as the luncheon goes "High Style in Hot Pink" with keynote speaker Stacy London, celebrity stylist and breast cancer awareness advocate. Best known for co-hosting the cable television show *What Not to Wear*, London also serves as a spokeswoman for the American Cancer Society's "Look Good, Feel Better" program and supports the Triple Negative Breast Cancer Foundation. She is passionate about helping women with cancer look and feel their best.

Individual tickets are \$150; proceeds benefit breast cancer programs at Boca Raton Regional Hospital's Christine E. Lynn Women's Health & Wellness Institute. Tables and sponsorship opportunities are also available. This is a not-to-be-missed women's health event that promises to be another sellout, so bring your friends and loved ones! For more information and to purchase tickets, contact Kimberly Read by calling 561.955.4142 or emailing kread@brrh.com.

The Perfect Gift for Every Occasion.



Gift Shop Hours:
Monday – Friday: 9am – 8pm
Saturday & Sunday: 10am – 5pm



BOCA RATON
REGIONAL HOSPITAL

GIFT SHOP

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 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 Emon Alavi, who correctly answered last month's question: "What does the acronym P.A.S.S. stand for?" The correct answer is **Pull, Aim, Squeeze and Sweep**. See Aimee Yahn-Carmichael for your prize!

This month's trivia is about *patient safety*. What is a Code 24? As a volunteer, what is your role in the event that a Code 24 is called? The first person to email Aimee at ayahn-carmichael@brrh.com will win a pair of Cinemark Platinum Supersaver movie tickets. Best of luck!



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 & Tuesday: 10am – 4pm
Wednesday: 10am – 7pm
Thursday – Saturday: 10am – 4pm
Sunday: 12pm – 4pm

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



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