




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

February 2014
InnerView

THE NEWSLETTER OF THE DEBBIE-RAND MEMORIAL SERVICE LEAGUE

TAV Scholarship Program

A DELIGHTFUL SUCCESS

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It's that time of year when Debbie-Rand TAVs need to start preparing for the scholarship application process. Thanks to the generosity of longtime friend, benefactor and Boca Raton resident Lucille Barton, scholarships are available to our deserving teenage volunteers. Although Lucille passed away in 2003, she has continued her legacy of giving to Debbie-Rand through her charitable foundation with the Lucille Barton/Debbie-Rand Scholarship Program, which she started in 2000. We are so fortunate to have people like Mrs. Barton who give back to our community even after they are gone.

The Lucille Barton Foundation has made it possible to fund scholarships to those TAVs who have given 200 or more hours of service to our organization, have a financial need and have shown exemplary service to Debbie-Rand and Boca Raton Regional Hospital.

Over the past 10 years alone, the League has given more than \$200,000 in scholarships to our TAVs who seek advanced education beyond high school.

For more information or an application, please contact the Volunteer Office at 561.955.4098.



MEMBERS CORNER

MEMBERSHIP REPORT: DEC. 2013

General:	744
Life:	188
Honorary:	2
Total:	934

HOURS REPORT:

TEENAGE VOLUNTEERS (TAV):
1,116.04 hours
90 TAVs

ADULT VOLUNTEERS:
9,762.21 hours
475 volunteers

TOTAL:
10,878.25 hours
565 total volunteers

**INTERESTED IN VOLUNTEERING?
CALL 561.955.4098**

Welcome New Volunteers

Jenny Aprelikova
Brenda Bernstein
Esther Bober
Noadia Calix
Sandy Cordero
Elizabeth Geller
Doreen Goldman
Bernice Graesch
Nora Guzman
Mandel Harvey
Anestie Herripersad
David Honorio
Patricia Lane
Lori Lederman

Brandon Lowe
Mary Mansour
Hedda Pessin
Carole Ratner
Helen Ratner
Robert Ratner
Sergio Rodriguez
Roma Rutstein
Calvin Schildkraut
Daniela Schnegelberger
Jaclyn Solow
Mark Sparer
Evelyn Vitanza
Barbara Wright

December Volunteer of the Month



Since becoming a volunteer in 2010, Katlyn Roe has logged more than 1700 hours of service. She works in the deli section of the employee cafeteria on Mondays and Fridays from 10am to 4pm.

The cafeteria staff rave about Katlyn. Ms. Pat, who trained and works directly with her, wrote "Katlyn will do anything you ask of her and willingly takes on any task. She can open and set up the deli alone and she makes a terrific sandwich." Others have written that "Katlyn is always smiling and polite and is a dedicated and hard-working volunteer."

Katlyn graduated from Spanish River High School. She enjoys reading and loves animals. Debbie-Rand Memorial Service League and Boca Regional appreciate Katlyn's dedicated service. **Congratulations Katlyn!**

IN MEMORY OF:
David Chandler



Crime Prevention Series

EDUCATIONAL COMMUNITY PRESENTATIONS

The Economic Crimes Division and the Crime Prevention Unit of the Boca Raton Police Department are teaming up to provide an engaging range of crime prevention presentations throughout February and March. Open to all community members, the series is sponsored by Citizens Crime Watch of Boca Raton, Inc. Presentations will be held several times each month for your convenience at either the Downtown or Spanish River Library.

DATE	TIME	LOCATION	TOPIC
February 12	7pm	Spanish River	IRS Tax Fraud / Identity Theft Prevention
February 19	1pm	Downtown	Securing Your Home
February 21	10am	Spanish River	Senior Safety: Identity Theft & Scam Prevention
February 26	7pm	Spanish River	Securing Your Home
March 18	7pm	Downtown	Securing Your Home
March 19	1pm	Downtown	Securing Your Home
March 21	10am	Spanish River	Securing Your Home

Light refreshments will be served. A reservation is encouraged, but not required. For more information or to RSVP, please call 561.347.3938 or email CrimePreventionUnit@myboca.us.

Our Shining Stars

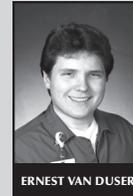
FROM A PATIENT'S FAMILY MEMBER

Frank Ross, a surgery center volunteer, is an enormous asset to your organization. He is a compassionate, responsible representative and the perfect interface with your patient's families.

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.

January

VOLUNTEER OF THE MONTH



Ernest Van Duser joined our team of volunteers last Spring and volunteers three days a week in the Sandler Pavilion, splitting his time

between the chemotherapy room and the clinical research area. During the relatively short time Ernest has been a part of the Debbie-Rand Memorial Service League, he has already earned high praise as a dedicated and hard-working volunteer. He's logged more than 400 hours of volunteer service and is a proven asset to the departments and staff.

Ernest has lived in Boca Raton most of his life and is a graduate of Boca Raton Community High School. While in high school, he volunteered with the Civilian Emergency Rescue Team. Ernest received his Bachelor of Science degree in chemistry from Florida Atlantic University in 2010.

In his spare time, he enjoys karate and kickboxing.

Giving a Special Gift



Is someone you know having a special birthday or anniversary and you don't know what to give them? Why not honor them by making a contribution in their name to the Debbie-Rand Memorial Service League. Their name will appear in the newsletter and you will receive an in-kind donation for the amount donated. In turn, if your donation is \$20 or more, the Boca Raton Regional Hospital Foundation will give you credit toward your benefactor status.

You may also wish to remember a loved one or friend that may be deceased. What better way to memorialize them.

And, now it is easier than ever. Just click the "Donate Now" button on the BRRH.com home page, choose Debbie-Rand and the fund to which you want to donate.

Remember, for the person who has everything, a gift to the Debbie-Rand Memorial Service League is priceless!

Glove It Up!

Cleanliness is the second most important concern of patients when choosing a hospital. In the public's mind, cleanliness and infection control are aligned, which produce the perception of a pleasant, tidy and safe environment.

You've heard the saying "everything has its place." Garbage has its place too. Sometimes, it is difficult to pick up garbage because teammates do not have a barrier device (paper towel or glove) to pick up the item. To help teammates create a culture of cleanliness, Boca Raton Regional Hospital is implementing the Glove It Up! Program.

The Glove It Up! guidelines are:

1. Always carry two gloves with you. Carrying two gloves at all times will help to ensure that teammates ALWAYS have a barrier device to keep the floors clean.
2. When you see garbage on the floor, use a glove to pick up the garbage. This creates a barrier between you and the item.
3. Dispose of the garbage in the appropriate trash container.
4. Wash your hands or use foam.
5. Replace the glove.

If you notice a spill on the floor:

Clean up the spill or contact Environmental Services and ensure the area is safe by:

1. Placing paper towels on the spill
2. Standing by the spill and guiding others to walk around the spill
3. Getting a wet floor sign and placing it by the spill

SHINE Program

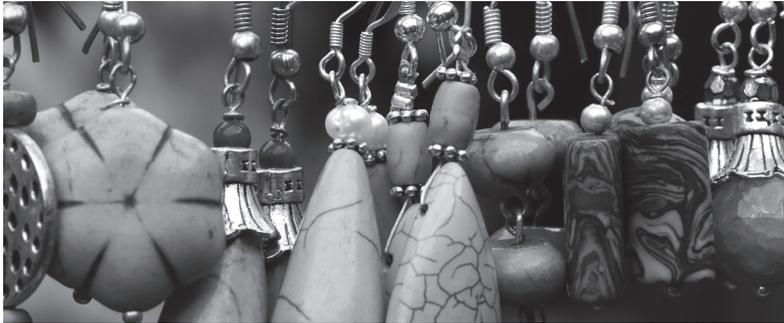
SERVING HEALTH INSURANCE NEEDS OF ELDERS

As we are all aware, understanding Medicare, supplemental health insurance, long-term care and prescription coverage is a daunting task for even the most well informed. If you are about to turn 65, it's even more important for you to have a firm grasp of the options and choices you have.

That's why we urge you to take advantage of the SHINE Program (Serving Health Insurance Needs of Elders). Conducted by Harold Wolkoff, a Debbie-Rand volunteer and a trained SHINE consultant, sessions are available to assist those currently on Medicare, or those soon to be eligible, in navigating the complexities of senior healthcare coverage. Family members and caregivers are also welcome. Harold provides this instruction on Monday and Wednesday mornings in the Education Center by appointment only. Please contact him at 561.955.4518 or 561.955.4419 during those days to schedule time.

Masquerade Sale

SAVE THE DATE: FEBRUARY 27 & 28



The Debbie-Rand Memorial Service League is sponsoring a \$5 jewelry and accessories sale on Thursday, February 27 from 7:00am to 5:00pm and Friday, February 28 from 8:00am to 4:00pm at the Education Center in Classroom C. Available payment options include cash, check, credit card and payroll deduction.

Please note: A portion of the proceeds benefit Boca Regional.

Stitches from the Heart

LADIES LEND TALENTS OF LOVE TO LOCAL INFANTS



Anita Taffee

Newborns at Boca Regional have been the recipients of some 150 adorably knitted baby caps over the past two months, graciously donated by a group of local women who volunteer for the national organization Stitches From The Heart. The ladies meet once a month and use their time and talents to carefully craft a unique collection of caps, knitted in different colors and then shared with Debbie-Rand Memorial Service League volunteers to distribute to Toppel Family Place to share with the babies.

These caps are in addition to the caps already knitted with affection from our own Hospital volunteers; Joan Gridley, Nona Goldstein and Deborah Eller. Local Stitches From The Heart members include Caryl Ballin, Gail Davis, Elaine Etess, Janet Gordon, Carol Jacobs and Anita Taffae. The ladies say they'll continue to donate their talents of love, knitting up to 100 caps each month to donate to Boca Regional.



Making Headlines

Making Headlines is an effort to keep all our employees, physicians and volunteers informed. This section will provide 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, go to BRRH.com. You'll find all of our current announcements on the home page.

January 21

Boca Raton Regional Hospital Ranked by Healthgrades in Top 5% of Hospitals for Tenth Year in a Row

Boca Raton Regional Hospital, North Shore-LIJ Health System Announce Affiliation Agreement

FEBRUARY

S	M	T	W	T	F	S
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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	

FEBRUARY 2014 Meetings & Events:

THRIFT SHOPPE MEETING
MONDAY, FEBRUARY 10

ADULT ORIENTATION
WEDNESDAY, FEBRUARY 5

WAYS & MEANS MEETING
WEDNESDAY, FEBRUARY 12

BOARD MEETING
WEDNESDAY, FEBRUARY 19

Save the Date:

Allianz Golf Tournament
FEBRUARY 3 - FEBRUARY 9

Valentine's Day
FRIDAY, FEBRUARY 14

Presidents' Day
MONDAY, FEBRUARY 17

Masquerade \$5 Sale
FEBRUARY 27 & 28

Appreciation Luncheon
TUESDAY, APRIL 8

A Decade of Distinction

BOCA REGIONAL IN TOP 5% OF HOSPITALS NATIONWIDE

Healthgrades® – the nation's leading independent healthcare ratings organization – has named Boca Raton Regional Hospital a Distinguished Hospital for Clinical Excellence™ for the tenth year in a row – only 24 of the nation's 4,500 hospitals have earned such a consecutive distinction. This designation places Boca Raton Regional Hospital among the top 5% of hospitals nationwide for clinical performance.



In addition, Boca Raton Regional Hospital earned six Five-Star Ratings from Healthgrades (the highest possible), for the treatment of Heart Attack, treatment of Heart Failure, Colorectal Surgeries, treatment of GI Bleed, treatment of Bowel Obstruction and treatment of Sepsis. The Hospital was also ranked in the top 10% nationally for Overall Cardiac Services, Cardiology Services, Overall Gastrointestinal Services and General Surgery.

"This truly reflects a decade of distinction and success," said Jerry Fedele, President and CEO of Boca Regional. "We give credit and thanks to our physicians, nurses, staff and volunteers who made this achievement possible."

The recipients of the Distinguished Hospital Award for Clinical Excellence stand out among the rest for overall clinical excellence across a broad spectrum of care. During the 2014 study period (2010-2012) these hospitals showed superior performance in clinical outcomes for patients in the Medicare population across at least 21 of 30 of the most common inpatient conditions and procedures — as measured by objective performance data (risk-adjusted mortality and in-hospital complications).

The Healthgrades study found that:

Distinguished Hospitals for Clinical Excellence had a 26.4% lower risk-adjusted in-hospital mortality rate across 19 conditions and procedures as compared to all other U.S. hospitals evaluated.

In fact, if all hospitals performed at the level of Distinguished Hospitals for Clinical Excellence between 2010 and 2012, 156,036 lives could potentially have been saved.

THE PERFECT GIFT
FOR EVERY OCCASION.



GIFT SHOP HOURS:
Monday – Friday: 9am-8pm
Saturday & Sunday: 10am-5pm



561.955.4100

Safety Matters: Volunteer Trivia

Debbie-Rand Memorial Service League is committed to ensuring our volunteers have the knowledge needed to keep themselves and our patients safe. As part of this commitment, we 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 Gail Haberman, who correctly answered, "January 27 and 29 are two of the dates that the annual orientation will be held." See Aimee Yahn-Carmichael for your prize!

This month's trivia question is about *patient safety*. The number one safety measure when transporting a patient is to ensure that _____ are applied prior to the patient getting into the wheelchair and/or prior to leaving the patient with a staff member. 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.

Monday - Saturday: 10am - 4pm
Sundays: 12pm - 4pm

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800 Meadows Road
Boca Raton, FL 33486

561.955.4098



- Serving Boca Raton Regional Hospital and the surrounding community since 1943
- Arrangements for all occasions: parties, weddings, Bar & Bat Mitzvahs
- Plants, balloons, plush novelties
- We can create very unusual designed personal floral pieces
- All Boca Raton Regional Hospital volunteers, employees and physicians receive **10% discount** on all in-store or locally delivered items, plus an additional 5% discount, which will go to the Debbie-Rand Memorial Service League

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