



February 2020



the Stethoscope

A monthly newsletter of the Frederick Health Auxiliary and Volunteer Program
400 West 7th Street Frederick, MD 21701
Volunteer office: 240-566-3567 - Website: www.frederickhealth.org
Stethoscope website: <https://www.frederickhealth.org/About/Volunteering/Newsletter.aspx>

President's Message

Pat Ray

Happy New Year! I hope all of you had a wonderful holiday season. I want to thank each of you who worked over this time to make the holidays special for the hospital staff, our patients and their families.

It was my pleasure to present a gift to Kekeli and Ely Messan, who are the proud parents of Eliora, the first baby born at Frederick Health in 2020! She arrived shortly after midnight. The Auxiliary presented them with a gold bank engraved with the First Baby of the Year and a beautiful arrangement of flowers from the Gift Shop. They were scheduled to go to Holy Cross in Silver Spring, but Eliora couldn't wait. They were very happy with the wonderful medical staff in the Family Center and were made to feel right at home.

With the new year and the new name comes—new badges! And with new badges come—new ID numbers. Whenever a badge is created a new number is automatically generated. **You will need to pick up your new badge and turn in your old badge at the Volunteer Office starting on February 17. You will need to get them before March 30, when all old badges will be deactivated.** As soon as you get your new badge, please start using your new ID number.

This change puts a tremendous amount of additional work on the Hours Team, headed by Joan Derr and Joann Ramsburg. Please be sure to PRINT your name (as they must manually match your name with your new badge ID until all badges are distributed). They also ask that you report your time to the nearest quarter hour—.25 for 15 minutes after the hour, .50 for 30 minutes after the hour, .75 for 45 minutes after the hour. Signing in at 9:00 and leaving at 10:30 will equal 1.50 hours.

In addition to new badges, we will be getting new pins with Frederick Health Auxiliary (instead of FMH). They will be available to pick up with your badges in the Volunteer Office since the pins will break if they are mailed. No Auxiliary funds were used, the hospital purchased them as a result of the rebranding efforts.

There are several services who need additional volunteers. ICU, Wings and Select Seconds are among those in need. If you have any additional time and wish to try something new, please stop by the Volunteer Office and speak to Sharon.

I sincerely thank you for all you do. You may not be aware of the huge difference you make in the lives of our patients and their families. Patients and staff frequently remind me of how a smile or a kind word from a volunteer has made a difficult situation just a little bit better. Volunteering is its own reward and helps your community as well.

Let the roaring 20's begin!

Three New Volunteers



Nancy Cohen, Mary Smith, and Scott Peterson



President's Letter

Thomas A Kleinhanzl

Dear Friends,

Happy New Year! I hope you all enjoyed a relaxing holiday season with family and friends.

As we embark on a new year, there are many exciting things to look forward to throughout the health system.

This summer, we'll break ground at our 7th Street campus to begin renovations and expansion of our critical care services. This project includes redesigning and expanding our Emergency Department and Intensive Care Unit. We'll also enhance our Interventional Cardiology Services to prepare for the growing needs of the community.

Once again, the Auxiliary has paved the way for this expansion by making the very first \$1 million pledge toward this vital project. Your pledge is just another example of the ongoing support that makes it possible for us to grow and better serve the community.

Planning continues for the future of the Frederick Health Village. In the short term, we're working on relocating the offices of Frederick Health Home Care and Hospice. Some of our Information Services staff will also move to this location over the coming months. Stay tuned for more details as we continue to enhance the new Frederick Health Village campus.

As I'm sure you are aware, we have a difficult flu season on our hands. Patient census remains high and we expect to continue to see flu patients until March or later. To protect patients, visitors, volunteers, and staff, we have implemented our visitor restrictions at the hospital and have placed flu stations at our entrances.

You can review the latest visitor restrictions at any of the hospital entrances and at our ambulatory locations. As the face of our organization, many of you are the first to greet visitors. Please direct them to the flu stations where they can wash their hands and obtain a mask, if needed. We appreciate your help in keeping visitors informed.

For the fourth year in a row, we have been recognized as a Great Place to Work! This certification is considered the Gold Standard in identifying and recognizing great workplace culture. Many of our staff used words such as teamwork, community, family, and giving to explain why Frederick Health is a great place to work. I know that our volunteers play an important role in achieving this recognition.

As always, the senior team and I thank you for your commitment to our organization and the community we serve. We could not accomplish our goals without you.

Best regards,

Thomas A. Kleinhanzl

Tom Kleinhanzl
 President & CEO
 Frederick Health

Junior Volunteer Service Pin

Bonnie Walters

We want to congratulate and thank the latest recipients of the Junior Volunteer Service Pin for completing their required 75 hours of service at Frederick Health. The December, 2019 and January, 2020 recipients are:

Nana Acheampong	79.75 hours	Natalie Lim	89.75 hours
AnneMarie Amond	84.25 hours	Harshini Parandapalli	84.00 hours
Helona Barnes	79.50 hours	Karthick Sankar	76.00 hours
Hemen Barnes	82.50 hours	Connor Sarnecky	81.75 hours
Aryan Kalathiya	81.25 hours	Jaishan Varatharasa	79.75 hours



Director's Letter

Sharon Hannaby

The piano in the main lobby sits idle most of the time and it gets lonely. Would you like the opportunity to play for those in the waiting area? Please let me know. It would be nice to have someone stop by to play on occasion. Currently, Saturday mornings/afternoons we have students from the Tacy Foundation playing but other times are wide open. Our one request – please play gently so those working in the lobby can hear.

It is the month to celebrate hearts so I want to thank all of you and your big hearts who come to share your time with our patients, visitors, and staff. You truly do the things that make the difference between a good healthcare experience and a great healthcare experience. As Maya Angelou said *“I’ve learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”* Never underestimate the power you have to make someone’s day brighter.



Always!!

Volunteer Award Hours

Joann Ramsburg

Nine volunteers have reached significant milestones this month. They are:



500 hours
 Lisa Schaffert
 Barbara Collins
 Susan Wilson

1,000 Hours
 Paul Zimmerman
 Richard Krantz

5,000 hours
 Rose Marie Myers
 Mary Adams

2,000 hours
 Peggy Stagg
 Fayne Lebherz

Select Seconds Notes

Pam Schaffert

With winter in full swing, make Select Seconds your destination for warm and fashionable winter clothing! While at the shop, check out what we have in shoes, boots, accessories, and jewelry to go with your new outfit. Looking to find some new pieces to freshen up your home décor? We also have a great selection of housewares, art, collectibles, and linens. And don’t forget, we are open until 9:00 PM during Downtown Frederick’s First Saturday each month!

Frederick Health Auxiliary volunteers and Frederick Health Rewards members enjoy 10% off their purchases at Select Seconds—just show your badge or membership card at checkout. Please help us spread the word about these opportunities to save!

Our profit for the month of December was \$15,829.78.



Tree of Lights

Sharen Neale

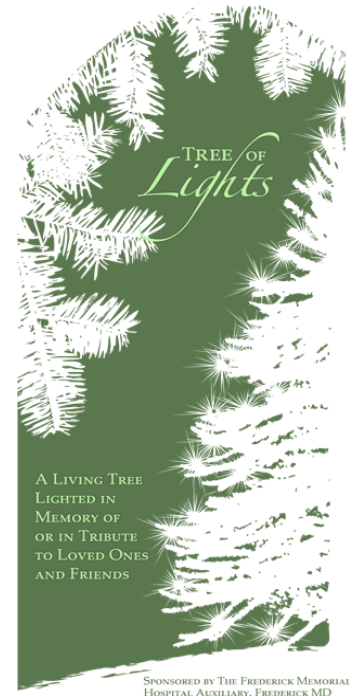
The 2019 Tree of Lights campaign to raise funds for our Auxiliary scholarship fund concluded on January 11, 2020.

One-hundred and fourteen people donated \$8,055, forty-three of whom were Auxiliary members. The net income was \$8,011.25, after postage expense. This was a \$3,000 decrease in comparison to last year.

We were honored that the campaign was designated as the recipient for memorials at the passing of a member of the Brunswick community. She had been a loyal donor in past years and the family thinks highly of us! Thanks also to the Frederick Chorale; four members attended our lighting ceremony and led participants in carols—a lovely way to start the season! One of the recipients of a scholarship from last year spoke to us about her college experience thus far, and expressed her thanks for the scholarship.

We also thank the Frederick Health Marketing department, who with the assistance of Graphcom, created a banner that you may have seen erected next to the trees facing 7th St. Frederick Health Marketing department provided this and other marketing advice at no cost to us. Clearly, they appreciate the Frederick Health Volunteers greatly!

All funds raised will be used to provide scholarships to deserving Frederick County graduating students who will be pursuing health related college degrees. If you were a contributor, we thank you. If not, please consider making a donation next year in honor or memory of a loved one.



We have several services (ED, Family Center, Peds ED, Information Desk) who provide ‘goodie packs’ for children who are in their area —whether they are patients or families. These packets usually include coloring sheets and crayons, or small puzzles or games. If you wish to contribute to these packs for children who are visiting, please drop off (NEW ONLY) items to the Volunteer Office. These items must be NEW for health reasons. Thank you!

Healthy and Happy Living Tips

Bonnie Walters

Did you know that ...

- every day, 750 older adults living in the United States are hospitalized due to serious side effects from one or more medications?
- older adults are hospitalized for adverse drug events (ADEs) at a greater rate than the general population is for opioids?
- about 3 in 10 people between ages 57 to 85 use at least 5 prescriptions.

Before taking a new prescription, be sure to ask your physician:

What is the benefit versus the risk of taking the medication?

Are there any additional side effects of the medication when combined with the other medications you are taking (dizziness, lethargy, unsteadiness)? Are these side effects tolerable? Can these side effects lead to detrimental outcomes like falls or delirium?

It’s always worthwhile to open a discussion with your physician about all of the medications you are taking. What are the pros and cons? Is it necessary for you to take all of your medications? Is the dosage you are taking really necessary? Would a lower dosage be sufficient? Having this conversation with your physician from time to time can lead to improved medication safety in older adults!

Healthy and Happy Living Tips (continued from previous page) _____ Bonnie Walters

Flu Fighter Chicken Noodle Soup

Do you have a cold? Then you should try this Flu Fighter Chicken Noodle Soup! It's packed with healthy ingredients and it's absolutely delicious!

Ingredients

For the chicken:

- 1 pound skinless, boneless chicken breast tenders
- 2 tablespoons olive oil
- 1 teaspoon garlic powder
- 1 teaspoon ground cumin
- ½ teaspoon chili powder
- ½ teaspoon cayenne powder
- ½ teaspoon dried oregano
- ¾ teaspoon salt
- ¾ teaspoon ground black pepper

For the soup:

- 3 tablespoons olive oil
- 3 large carrots, peeled and diced
- 3 stalks celery, diced
- 1 very large onion, finely diced
- 8 cloves garlic, minced
- Big pinch of salt
- 32 ounces of chicken stock (or chicken bone broth)
- 4 cups water
- 1 bay leaf
- 2 cups noodles of your choice (elbows or egg noodles preferred)
- Juice of 1 lemon, plus more for serving
- ¼ cup to ½ cup fresh dill, chopped



Prep Time: 30 minutes
Cook Time: 1 hour
Yield: 8 Bowls

Instructions

Preheat oven to 375 degrees (F). Place chicken tenders in a large baking dish lined with parchment paper.

Drizzle with 2 tablespoons of oil and sprinkle with spices. Place in the oven and bake for 25 minutes, flipping the chicken at the halfway point. Once cooked, pull into small chunks using two forks.

While the chicken is roasting in the oven, prepare the soup.

Heat olive oil in a large, heavy bottomed soup pan over a medium flame. Add carrots, celery, and onion, and cook – stirring occasionally for 8-9 minutes. Add garlic and salt and cook for another minute before adding the bay leaf, water, and chicken stock. Increase heat to high, bring soup to a boil, then reduce heat to medium-low. Stir in noodles and simmer for 10-15 minutes, or until the vegetables are soft and the pasta *al dente*. Stir in cooked chicken, dill, and lemon juice. Taste soup to adjust seasonings, then serve at once.

Recipe courtesy of Ashley Manila, bakerbynature.com

Wings _____

Kathy Soria

For the month of November, 2019, Wings volunteers completed 818 discharges and 655 errands and escorts. During the month of December, 2019, Wings volunteers completed 813 discharges and 733 errands and escorts.

Sewing Committee

Elsie Warnock



We hope you had a very Merry Christmas and are looking forward to a great new year.

With the start of a new year, why don't you make a resolution to join us on the first Tuesday of the month from 8:00 AM until noon.

Last year we made 2586 surgical pillows, 1587 neck pillows, 579 walker bags, and 81 chemo port protectors for the Cancer Center. There were also 103 heart monitor pockets and 62 bags made to hold valuables while in the hospital, as well as 18 activity aprons and 11 baby blankets.

If you are interested in supporting this most rewarding effort, please contact the volunteer office or Chairperson Elsie Warnock at 301-371-9468.

Hour by Hour

Hours Committee

<u>Volunteer Type</u>	<u>Nov, 2019 Hours</u>	<u>Nov, 2019 No. of Volunteers</u>	<u>Dec, 2019 Hours</u>	<u>Dec, 2019 No. of Volunteers</u>	<u>2019 Total Hours</u>	<u>2019 Total No. of Volunteers</u>
College	106.75	15	140.25	14	3,657.25	72
Junior	1,073.50	94	1,042.50	92	13,400.75	152
Senior	5,012.00	306	4,755.25	294	67,252.50	445
Special Programs	203.25	11	169.50	13	703.00	17
Total	6,395.50	426	6,107.50	413	85,013.50	686



Membership

Sharen Neale

Happy New Year to all! In December, 2019, changes to the Auxiliary Bylaws were made, one of which was to create a new title for the position of the one who collects dues and keeps track of memberships. Previously this position was called Financial Secretary. But the title was confusing to many. Some thought that position was the same as Treasurer, who handles all Auxiliary finances and budget. The position is now called Membership Secretary, which is a much clearer description.

Also, we have changed the way we categorize the Auxiliary volunteers. Previously, everyone was categorized as Senior, but that made it difficult to determine who was actively volunteering and who was not. Now, there is a *Senior Active* level for anyone volunteering or providing service from home, and a *Senior Supporting* level, for people who are not currently in service but want to support the Auxiliary by paying annual dues. Senior Supporting members will receive the newsletter and may attend the annual picnic, as well as other events to which they will be invited. They do not have voting privileges and are not eligible to attend the annual meeting.

Currently the Frederick Health Auxiliary membership total (all levels) is 552, and we are the largest hospital auxiliary in the state!

If you know of anyone who might be interested in volunteering or supporting the Auxiliary, please be sure to suggest they call or come by the Volunteer Office to get more information. Thanks for all of your support!

R & A Committee Report

Jan Lounsbury

The Volunteer of the Month for December was Nancy Speak. She has been volunteering since March of 1990. Nancy volunteered in the following services: menus (Volunteers used to help patients fill out their menus for the day.), patient reception desk, Holiday Bazaar, clerical work, Executive Committee and Gift Shop. When Nancy served on the Executive Committee she was the corresponding secretary. Nancy also served as the chair of the Gift Shop for many years as well as being a part of the Gift Shop training team. She still volunteers once a week at the Gift Shop. Nancy has accumulated 6,433.75 hours and she received a gift certificate to Select Seconds courtesy of the FHH Auxiliary.

Our Volunteer of the Month for January was Patricia Steele. She began volunteering November 11, 2004. Patricia first started as an ED Liaison and then later moved to the ED Treatment Area. She has accumulated 2,065.25 hours. Patricia received a gift certificate to the Gift Shop courtesy of the FHH Auxiliary.

The R&A Committee has planned a luncheon at Gladchuk Brothers Restaurant for Friday, February 14 beginning at 11:30 AM. If you are interested in joining a great group of volunteers on Valentine’s Day please sign-up in the Volunteer sign-in room or complete the form below and return it to the Volunteer Office. Hope to see you there!

SAVE THE DATES: The Fashion Show will be held on Thursday, March 26. More information about this will be coming in the near future. If you are interested in being a model for this please contact Susan Chapman at susanchapman7@outlook.com. Also the Annual Auxiliary Picnic will be held on Wednesday, June 10 at Monocacy Village Park.

Our next scheduled meeting for the R&A committee will be held on Thursday, February 20 at 1:00 PM in the Volunteer Conference Room. Contact Jan Lounsbury at 50gayle@verizon.net if you are interested in joining this committee. We would love to see some new faces!

GLADCHUK BROS. RESTAURANT
 Located in the Patrick Street Center
 489 W Patrick St., Frederick, MD 21701

LUNCHEON SIGN-UP

Name: _____ Email Address: _____

Gift Shop

Sharll Hane

The New Year finds us preparing for Valentine’s Day. We have stuffed animals, candy, flowers and other gift items. Stop by for all your Valentine gifts.

If you are interested in volunteering at the Gift Shop, please see Sharon Hannaby in the Volunteer Office.

Gift Shop profits for the month of December was \$19,500.91 and \$55,567.38 for the year.

Emergency Department

Bob Hoffmeister

The ED remains fully operational and very busy while seeing many patients with the B strain of the flu. When overcrowding occurs it is necessary to board patients in the ED’s silver and red zones.		<u>November, 2019</u>	<u>December, 2019</u>
	No. of Patients	5138	5402
	Daily Average	171	174
	Volunteer Hours	201	225
	No. of Volunteers	24	21



Frederick Health Auxiliary
400 West Seventh Street
Frederick, MD 21701

Non-Profit Organization
U.S. Postage Paid
Frederick, MD. 21701
Permit No. 6

CURRENT RESIDENT OR:

Upcoming Events—Mark Your Calendar

February 5-6, Wed and Thurs: First Uniform—Cafeteria

February 14, Fri: Lunch Bunch—Gladchuk Bros. Restaurant (see page 7)

March 11-12, Wed and Thurs: Lancaster Linens—Cafeteria

March 26, Thurs: Fashion Show—More Information to Follow (see page 7)

March 31, Tues: Mindy's Jewelry—Cafeteria

April 1-2, Wed and Thurs: —Fudge Farm—Cafeteria

April 13-14, Mon and Tues: Everything \$6 Sale—Cafeteria

May 6, 7, and 8, Wed, Thurs and Fri: Books are Fun—Cafeteria

June 10, Wed: Annual Auxiliary Picnic—Monocacy Village Park

June 10-11, Wed and Thurs: First Uniform—Cafeteria