



the Stethoscope

A Monthly Newsletter of the FMH Auxiliary and Volunteer Program
400 West 7th Street Frederick, MD 21701
Volunteer Office: 240-566-3567 - Website: www.fmh.org



12 New Members

- Joyce H. Anthony
- Christine C. Burnett
- Tricia L. Crum
- A. Beverly Ford
- Trevella J. Foster
- Laurie C. Holden
- Dorothea J. James
- James P. Mingle
- Jacob E. Moseley
- Margaret C. Moseley
- Nancy Hollomon-Peede
- Darrell E. Rice

President's Message

Joseph Collins

Where is Old Man Winter? Maybe he is still in Pennsylvania with Phil the groundhog contemplating our future weather. Regardless of their devious plans for the remaining days of winter let's enjoy this temporary respite from winter's wrath. March is fast approaching with her fickle ways and often brutal weather so while we await the promise and grandeur of Spring there is much to do at FMH.

February was another banner month for our Auxiliary. We had two successful vendor sales, first with a new silver jewelry sale and then the uniform sale. Not to be out done our Gift Shop hit it out of the ballpark with a special Valentine Day sale that included a gift cart at the main entrance and a coupon giveaway. Don't forget to stop by the Gift Shop and check out its great variety of new merchandise while picking up a snack or soft drink. Also remember when you are in downtown Frederick don't forget to stop in at Select Seconds and check out their offerings and say hello to the wonderful volunteers who staff the store.

With the current phase of main campus renovations complete (awaiting the next phase) we can now concentrate on providing the highest level of service and assistance to patients, visitors, vendors, staff and others who daily come through the entrances to Frederick Memorial Hospital. I continue to be amazed by the high level of service and dedication demonstrated by the volunteers of our truly outstanding Auxiliary and am both privileged and honored to be a part of this great group of individuals.

So bring on March and her unpredictable ways because the volunteers at FMH are ready for any and all challenges that she might present.

Newsletter Committee

2017 Issue 02

Editor & Co-Chairs: Jan McLoon/Joann Ramsburg

Circulation Committee: Joann Ramsburg, Mary Frances Trout, Audrey Hiltbrand, Dorothy Kovatch, Gerry Souders, Jean Kessinger, Beth Callahan, Karen Dotterer

President's Letter

Thomas A. Kleinhanzl

Dear Friends,

My calendar tells me that Spring is just around the corner. I'm looking forward to enjoying longer and sunnier days. Soon it will be warm enough to enjoy the great outdoors and all that Frederick County has to offer. I hope you have an opportunity to relax with family and friends after the hustle and bustle of a busy season.

Your fundraising efforts are always appreciated, both for the money you raise and the convenience you offer to our employees. You really outdid yourself during Valentine's Day week with the jewelry, candy and gift sales. And of course the uniform sale is always a big hit.

Construction work continues in the Sterile Processing Department in the lower level of the hospital. This project will last until 2018. The work at FMH Rose Hill and the James M Stockman Cancer Institute continues to run on time. I'm looking forward to the day we begin seeing patients at the new cancer institute. We'll make sure you know about your opportunity to attend an open house and tour the facility before it opens this summer.

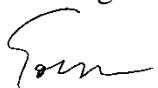
Renovations of the new FRHS Business Center and FMH Development Office (located across from the hospital at the corner of Tollhouse Avenue and West 7th Street) are now complete. Staff from the Fairview and Weis buildings have relocated to their new offices. All phone numbers will stay the same.

This move allows us to centralize more of our support staff to a location that is close to the hospital and we can also save money since we own these buildings and won't be paying rent. The departments that are located at the Business Center include the Central Billing Office, Revenue, Human Resources, Marketing (creative staff), FredMed, Workers Compensation Claims and Patient Financial Services.

In order to improve access for our Emergency Department visitors, we've added a videophone to the main hospital corridor, just after the registration booths. This allows visitors to leave the ED to get food or visit the gift shop and then return, without the need for an escort or a temporary badge. When the visitor uses the phone, it will ring to Security and Security staff can remotely open the doors. We are hoping this will be an easier process for visitors, ED staff and our volunteers. Special thanks go to FMH Auxiliary president Joe Collins for recommending that we improve the ED access.

The senior leadership team and I thank you for the hours you donate and the expertise you provide. We're so grateful to have you as part of our team.

Best regards,



Tom Kleinhanzl
President & CEO
Frederick Regional Health System

Director's Letter

Sharon Hannaby

It is with mixed emotions that we are saying "goodbye" to Barbara Poffenbarger. I am happy for her to be entering retirement and the new things that hold in store for her; I am sad for us that she won't be sharing space with us in the office. Barbara has a great sense of humor and a wonderful laugh. More importantly, she is very good in her role as volunteer coordinator. Please join me in wishing her the very best.

We are hoping to fill the position soon and can soon introduce to you all a new member of our team. In the meantime, please remember that Amy Wheeler is part-time and has shared the volunteer coordinator role with Barbara. Until we have someone new, trained and in place, we will be doing all that we can to keep things covered here in the office.

Thanks for all you do - *Always!!*

Gift Shop

Sharll Hane

Please welcome Nadine Autry to the gift shop; she currently works the information desk at the main entrance. She will be working the 1st and 3rd Sundays. We also have a new person coming in for training this month, her name is Joyce Anthony, and she will be working the 1st, 3rd and 5th Monday afternoons. That should give the gift shop a full volunteer staff.

We had a cart at the main entrance early in the morning on Valentine's Day for several hours. Our sales for the gift shop for that day was \$2,145 +. We also gave out coupons to hospital employees and volunteers for 25% off of a future purchase when they made a purchase to thank them for their patronage. If you did not come in that day and didn't get a coupon, stop by and see me for a coupon.

We were cleaning out the storeroom and found 3 throw/blankets with the hospital picture on them. If anyone wants one, they are \$10.00 each.

AACF-RSVP in Frederick County

The RSVP (Retired and Senior Volunteer Program) is one of the many volunteer programs within the Corporation for National and Community Service (CNCS), a U.S. federal government agency that engages more than 5 million Americans in services. The Asian American Center of Frederick (AACF) is proud to sponsor and support a new beginning for RSVP in Frederick County. In the 2013 Senior Needs Assessment Survey, focus group participants agreed that mobilizing volunteers is key to addressing some of the county's problems. They also pointed out that Frederick County needs to strengthen its recruitment and management of volunteers and discussed the need for volunteers to support vulnerable older adults. They also emphasized that no single portal exists for residents to find opportunities, or for agencies to post opportunities.

The RSVP Project is a benefit for Frederick County because it will sustain and expand volunteer efforts in meeting the needs of many underserved residents. RSVP will post opportunities, and provide a personal placement service for older adults (55+) that matches their skills and interests and time available to volunteer.


Frederick Memorial Hospital is one of the local RSVP stations. We would like to extend the appreciation to those who are also RSVP members and to invite others to join as AACF is a partner with FMH for many activities in the community such as our Family Wellness Program, Frederick Community Health Fair and

Community Health Worker Program. We need additional help in Meals on Wheels, Health education class to persons with Limited English Proficiency, Health Fair, etc.

If you or anyone you know would like to offer additional volunteer services, we welcome you. We are also particularly looking for those who may possess additional language skills. If interested, please contact: Elizabeth Chung at 301-694-3355 or _

Volunteer Award Hours

Joann Ramsburg

<p><u>100 HOURS</u></p> <p>Sandra Liscinsky Krista Hall Julia Latta</p>		<p><u>2,000 HOURS</u></p> <p>Patricia Ray</p>
<p><u>500 HOURS</u></p> <p>Monica Leaman</p>		<p><u>3,000 HOURS</u></p> <p>Anna Routzahn</p>

R & A Committee

Pat Dickinson

At our February meeting, the R&A Committee reviewed plans for upcoming events. Volunteers have been signing up for the luncheon on March 8 at the Carriage House.

Details have been worked out for the April 17 Fashion Show at Country Meadows. Sign-up posters for this event will be set up in early March. We are looking for models for this show. An additional sign-up poster will be set up. It will include rules for the models. If you would be interested, please let us know. Also, if you have a child or grandchild who might also want to model, we welcome them as well. We welcome all ages.

The Auxiliary Picnic will be held on Wednesday, May 24 this year at the Monocacy Village Park Pavilion as we have done in the past. This is a free event and chicken and barbecue will be provided. Please bring a dish to share. We will be playing Bingo. Sign-up posters will be set up in April.

The committee is also planning an October bus trip to Rocky Gap Casino. The last one was very popular and we have been asked to do it again. More information will be made available once reservations are made.

Two members have volunteered to represent the Auxiliary at the March 14 meeting of the Frederick County Retired School Personnel Association to be held at Dutch's Daughter. They will provide a brief talk on the opportunities awaiting them as an FMH Volunteer.

Volunteer hours worked for the month of January 2017 were:

- ❖ 63 Juniors worked 469.00 hours
- ❖ 46 College students worked 630.75 hours
- ❖ 316 Seniors worked 5,070.25 hours

Total hours worked in January were 6,170.00.

Sign In Reminder for Volunteers

How To Sign In

Last 5 digits of Social Security #	Printed Name (Use Block Letters)	Time In	Time Out	Total Hours Worked
1	2	3	4	5
Ex: 54321	Jane Doe	9:00	1:05	4

1. Enter the last **5 digits** (numbers of your social security number)
2. **Print** your name (no nicknames)
3. Enter the time in – using the closest quarter hour such as 9:00, 9:15, 9:30, 9:45
4. Enter the time out – again using the closest quarter hour
5. Enter the total time you worked, i.e., 2, 2-1/4, 2-1/2, 2-3/4

We cannot read scribbling, so please take an extra few seconds to print properly.

Patient and Family Advisory Council

The purpose of the Patient and Family Advisory Council is to advise Frederick Regional Health System on matters pertaining to the relationship between patients, patients' families, and staff. The council members will work together to promote, review, revise and advise on operational processes and programs that address the needs of patients and families.

The goals of the Patient and Family Advisory Council include:

- To promote the principles of patient-provider partnership and patient/family centered care at Frederick Regional Health System
- To provide and communicate the unique perspective of the patient and family to the clinical and administrative leaders and staff at Frederick Regional Health System
- To provide advice, consultation, evaluation and recommendations regarding programs, educational efforts, selected research activities and operational initiatives that affect patients and families at Frederick Regional Health System

Fun Dates to Remember



Time to
Spring Ahead

March 12



March 17



March 20



Select Seconds - Betty Kreh

The Select Seconds profit for January was \$9,213.97.

Gift Shop - Sharll Hane

The Gift Shop's profit for January was \$4,723.68.

Fundraising - Julane Anderson

Profit from February 14-15 Uniform Sale was \$2,002.15.



Frederick Memorial Hospital Auxiliary
400 West Seventh Street
Frederick, MD 21701

Non-Profit Organization
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Permit No. 6

CURRENT RESIDENT OR:

**COMING
SOON!**

Lunch Bunch	March 8
\$6 Dollar Sale	April 10 & 11
Fudgie Wudgie	April 12-13
FMHA Fashion Show	April 17
Books are Fun	May 10, 11 & 12
Annual Picnic	May 24
Annual Membership Mtg.	June 14
Uniform Sale	June 20 & 21