



October 2019



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.fmh.org
Stethoscope website: <http://www.fmh.org/About/Volunteering/Newsletter.aspx>

President's Message

Pat Ray

Happy October! I hope all of you are enjoying the cooler weather, the shorter days, and the wonderful colors that are so vivid on our trees. How lucky we are to live in such a beautiful part of the country where we get gorgeous works of art right out our windows.

As I'm sure you have now heard, the hospital has been undergoing a re-branding campaign and is now **Frederick Health Hospital**. There are several reasons for this rebranding effort, and I will give you a brief synopsis of the reasoning behind it. The logo will not be changed, just the name.

You all are aware, the Frederick Regional Health System was a confusing entity, encompassing many different pieces all with different names—Frederick Memorial Hospital, James M. Stockman Cancer Institute at FMH, Monocacy Health Partners (with several specialties—Surgery, Center for Breast Care, Orthopedics, etc.), Hospice of Frederick County, Parkview Medical Group, and Frederick Urology Associates. The list goes on and on, and it is confusing for everyone—the FMH and FRHS staff and physicians, the volunteers, our patients and the community. Studies were conducted and several key findings came to light—loyalty is built on trust and insight; choosing the right provider is anything but simple; people trust us, but our brand is complicated; and our current advertising strategy is not reflective of the reasons people choose us.

Why a new brand? Healthcare is complex, and so are we. To make it easier for them, we needed a single unifying name, thus—**Frederick Health**. This reflects the values of the healthcare system—the *patients* come before all, and we are a family, no matter where you work or who you work for, you are part of the Frederick Health family. The name also reflects our desire to keep our community healthy. Instead of just working with you when you are ill, this reflects the desire to promote wellness and health while always taking care of your health care needs.

The Auxiliary will be forming a committee to change our by-laws as our name will change to reflect the new name of the hospital and healthcare system. Once the changes are finalized and approved by the Auxiliary Board, we will notify you as per our current by-laws.

I know that this may be confusing for a while, but we hope that this will simplify how to negotiate the health care system and will make it easier for all of us to help our patients and the community with the changes. If you have any questions or concerns, please don't hesitate to contact me via email at pray@fmh.org, or call the Volunteer Office at 240-566-3567.

Welcome!

Four New Members Join the Frederick Health Auxiliary.

Abdissa Leye
Roxanne Ramsburg

Vicky Reid
Amelia Iams

President's Letter

Thomas A Kleinhanzl

Dear Friends,

I hope you are enjoying the fall weather. It feels like summer is finally moving on and now the leaves are changing color. We'll have trick-or-treaters visiting us before we know it.

Construction is underway to update our inpatient units in 3B and 4B. We'll be remodeling these patient rooms to bring them up to the same level of comfort and design as our other units. Construction will be done in a phased approach over 18 months. We'll have a few patient rooms unavailable during each phase. Our Service Excellence team is available for any patients or visitors who need assistance during this time.

I have some exciting news to share with you. Frederick Regional Health System is consolidating all of its business units under a single, simplified name: Frederick Health. The current "F" logo mark will remain.

Our current brand is very confusing to our employees and the public. We are known by many names: FMH, Frederick Regional Health System, Frederick Memorial Hospital, Monocacy health Partners, Hospice of Frederick County, and CorpOHS, just to name a few. Most people don't know that we are all part of the same organization.

A single name will make it easier for everyone to understand all we have to offer, and how to easily find our services and locations. After all, we are one family, with one mission. We need one name.

The Frederick Health transformation has begun and will be completed in early 2020. This fall we will launch a new, consolidated website at frederickhealth.org. For simplicity and ease of access, all of our existing websites will be redirected to the new site. We will also be simplifying signage and wayfinding at all locations. Ultimately we will be updating brochures, bills, forms, uniforms, and all other instances where our name appears.

We are making a public announcement on Thursday, October 3rd about the renaming. You'll continue to hear more updates as we move through this process.

Thank you for all you do to help us impact the well-being of our community. We couldn't do it without you!

Best regards,

Thomas A. Kleinhanzl

Tom Kleinhanzl
President & CEO
Frederick Health

Volunteer Award Hours

Joann Ramsburg

Six volunteers have reached significant milestones this month.

They are:

1,000 hours

Sally O'Connell
Reta Cooper

2,000 hours

Astrid Nader
Harriet Litras

5,000 hours

Anna Routzahn

3,000 hours

Anthony Paolini



Director's Letter**Sharon Hannaby**

Welcome to the very best time of the year. Beautiful changing landscape, the crunch of the leaves under foot, the cool, clean, crisp air, and the smells of pumpkin-spiced everything! I hope each one of you is able to go out and enjoy all of Mother Nature's finest work.

Don't let the flu goblins get you this winter. Dates and times the flu vaccine will be available will be posted in the volunteer office and at Select Seconds. If you work at an offsite facility, please check with the staff there for dates/times the vaccine will be offered at that location. If you had your vaccine at your pharmacy, doctor's office, etc. please bring us proof. Please note this is for ACTIVELY working volunteers and does not apply to Auxiliary members who are not currently volunteering with us.

Need something new to do? Would you like to know other volunteer opportunities with the Frederick Health Auxiliary? Please give me a call (240-566-3567) or email me (shannaby@fmh.org) to discuss other volunteer placements.

Does your service area need some additional volunteers? Want to help with this? You are the best recruiters we have. The #1 reason people give for becoming a volunteer is very simple—someone asked them to help. This works best if it is one-on-one recruitment instead of posting/making an announcement to a group. Keep this in mind as you go through your daily life, talk about your volunteer work, and invite others to "Join Us". If you belong to a group that would like to have someone from the Auxiliary/Volunteer office come to speak about the various volunteer opportunities, please let us know. The Auxiliary Recruitment and Appreciation Committee is always looking for eager audiences.

Thanks for all that you do, Always!!

Volunteer Membership**Sharen Neale**

Another payment period has come and gone; a big thank you to all who paid your dues on time; it made my job much easier and gave me a little more time to enjoy summer! One of my duties is to keep track of our membership numbers, and I thought you might be interested in knowing what they are currently.

We have on record 139 Lifetime/Charter Members, 13 of whom are still volunteering! These memberships are people who choose to pay \$200 one-time. Many of those on this roster joined back when the Auxiliary first started.

We have 333 Regular Senior Members; these people are actively volunteering throughout the hospital and other facilities as well as at home (Sewing, Clerical). Frederick Health would truly not function well without these special people!

We also have 64 Associate Senior Members; these are people who pay yearly dues but don't actively volunteer. They continue to receive newsletters and are eligible to participate in all Auxiliary events, but cannot vote or be on the Board. Most were active volunteers at one time, but for many reasons just can't anymore; we love that they support our program and appreciate their contributions.

To date then, our Auxiliary total membership is 536 strong! Again, thank you for paying the dues that cover our uniform and program expenses, and for the tremendous gift you give to Frederick Health and the Frederick community through your contributions of time and treasure!

Wings**Harriet Brown**

The Wings service area handles patient discharges from the floors, PACU, Cath Lab and Family Center. We also escort visitors and patients to all areas of the hospital, including Wound Care, Medical Records, other entrances and patient rooms. Our 88 volunteers assist staff in delivering equipment, files, CDs to various locations within the hospital.

For the month of August, Wings volunteers completed 885 discharges and 610 errands and escorts.

Hour by Hour

Hours Committee



<u>Volunteer Type</u>	<u>Hours</u>	<u>No. of Volunteers</u>
College	393.75	30
Junior	1291.25	100
Senior	5261.00	316
Special Programs	39.25	4
Total	6985.25	450

Emergency Department

Bob Hoffmeister/Ray Blowitski

The ED continues to be fully operational and the following stats are submitted for the month of AUGUST:

Number of patients seen: 5,513
 Daily average for the month: 178
 Number of volunteer hours: 215
 Number of volunteers: 22



During the month of August, we continued to see a large volume of patients with a variety of illnesses. The daily average continues to be over 175 patients per day. We continue to “board “ patients from the 3rd and 4th floors when the hospital is overcrowded. The ED continues to be a very fast paced, interesting and enjoyable working environment. We have lost all of our college volunteers who have returned to their respective schools. However, we added one new volunteer during the month.

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 Memorial Hospital. The September, 2019 recipients are:

Daryan Ahmed	83.50 hours	Alexis Rosmarin	79.25 hours
Keola Evans **	92.25 hours	John Routzahn **	81.50 hours
Morein Ibrahim**	96.00 hours	Lin You**	86.50 hours
Caroline Orndorff **	77.50 hours		



** It should be noted that Keola, Morein, Caroline, John, and Lin earned their 75-hour service pin in record time. They just started to volunteer at the beginning of the summer! Wow, that is serious dedication to the Junior Volunteer Program!

Thank you!

Sewing Committee**Margaret Carol Moseley**

The volunteer sewing group at Frederick Health is a very congenial group and it is always enjoyable to meet on the first Tuesday of each month to stuff pillows and to catch up with the news each one has to share. I always come away learning of a new place to eat, of a new business in town, where someone has just taken a vacation or is planning to go. I have picked up some great recipes and also heard of a new way to accomplish a task. While our hands are busy we can still do a lot of sharing. There is such a community spirit about the whole group so it is always fun to get together.



Many in our sewing group cut out and sew pillows at home so that we have plenty to stuff when we meet each month. Some of our members are very talented at making the walker bags and heart monitor pockets. Often we hear reports of people who have been patients at the hospital and of how much they appreciated the surgical or neck pillows or how handy the heart monitor pockets or walker bags were for them. Hearing these reports is our reward for the time we spend turning out these items.

In September we completed 276 surgical pillows, 72 neck pillows, 70 walker bags and 103 heart monitor pockets. We can always use new volunteers in our group and would greatly appreciate any fabric that you could donate for our cause. This is a wonderful way to give back to our community. If you would like to volunteer time or fabric please contact our chairman, Elsie Warnock at 301-371-9468 or ecwarnock@comcast.net.

Select Seconds**Pam Shaffert**

Fall is upon us and Select Seconds has plenty of merchandise to celebrate it. We are completely restocked since the last bag sale. If you are in need of a costume for Halloween, we have a number of new and gently used ones for sale. If you want to put together your own costume, we have the clothes, jewelry and accessories to make it a reality.

On a more urgent note, we are in desperate need of sales clerks for our shop. We have several shifts with only one volunteer and are currently supplementing with our substitutes. We must have at least two people on a shift to keep the store open. If you or someone you know is interested in clerking at Select Seconds, please contact the volunteer office at 240-566-3567 or Select Seconds at 301-662-8280 and they will get the ball rolling. We have a great team at Select Seconds performing an invaluable service to Frederick Health and the community at large. Come join us!!

Our sales for August were \$11,549.36.

**Gift Shop****Sharll Hane**

The Gift Shop is getting ready for Halloween. We have, for example, light-up earrings and kits for kids to make their own Halloween costumes. We now carry long sleeve tee shirts for fall and have a new collection of jewelry. Stop by and see what's new!

Gift Shop profits for the month of August were \$2,209.88 and \$15,476.94 for the year.

Did you know that ...

- Tea can lower risks of heart attack, certain cancers, type 2 diabetes and Parkinson's disease? Just make sure your tea isn't too sweet!
- Walking outside can reduce negative thoughts and boost self-esteem?
- The amino acid found in eggs can help improve your reflexes?

As the leaves change and the weather turns colder, nothing beats a healthy seasonal soup to warm you from the inside out! Welcome Autumn!

Pumpkin Soup

Preparation time: 15 minutes Cook Time: 1 hour

Ingredients

6 cups chicken stock
 1 1/2 teaspoons salt
 4 cups pumpkin puree
 1 teaspoon chopped fresh parsley
 1 cup chopped onion
 1/2 teaspoon chopped fresh thyme
 1 clove garlic, minced
 1/2 cup heavy whipping cream
 5 whole black peppercorns

Directions

1. Heat stock, salt, pumpkin, onion, thyme, garlic, and peppercorns. Bring to a boil, reduce heat to low, and simmer for 30 minutes uncovered.

2. Puree the soup in small batches (1 cup at a time) using a food processor or blender.

Return to pan, and bring to a boil again. Reduce heat to low, and simmer for another 30 minutes, uncovered. Stir in heavy cream. Pour into soup bowls and garnish with fresh parsley.



Recipe courtesy of allrecipes.com
 Healthy Living Tips are courtesy of TheGoodBody.com

In Memorium

Annabelle Lenhart, 102, passed away on September 7, 2019. She was a strong supporter of Frederick Memorial Hospital. Never having the opportunity to become a nurse herself, she served faithfully as a volunteer there for 15 years in two roles. You could find her on Monday mornings in the hospital gift shop and on Saturdays at Select Seconds. Ann gave a total of 3631 hours.

The obituary with more details can be found at: <https://www.legacy.com/obituaries/fredericknewspost/obituary.aspx?n=annabelle-v-lenhart&pid=193849212>

R & A Committee Report

Jan Lounsbury

Our September Volunteer of the Month was Cathie Deadrick. Cathie has been volunteering at Frederick Health since October 1996. She has volunteered in the following services: Patient Reception Desk, Holiday Bazaar, Patient Relations Office, Fundraising, 1st Grade Tours, and Training Team. Cathie currently volunteers with the hospital’s Patient and Family Advisory Board and has accumulated 508 hours. She received a \$10 gift certificate to the Gift Shop courtesy of the Frederick Health Auxiliary. Congratulations Cathie for being our September Volunteer of the Month!

The Frederick Health Auxiliary had a table at the Frederick Fair on Monday, September 16 for Senior Day and Tuesday, September 17 for Community Day. The following volunteers recruited on one of these two days: Mary Lou Minnick, Joan Derr, Susan Chapman, Sharll Hane, Mamie Springer, Sara Oxendine, Liz Brady, Pat Dickinson, Jane Phillippe, Adelaide McCallum, Joe Collins, Ginny Peters, Jay Phillippe and Jan Lounsbury. Many thanks to these volunteers for being a part of this recruitment event.

Our second annual lunch bunch gathering will be held on Monday, October 14 at 11:30 A.M. at Oscar’s Alehouse, 906 N. East Street, Frederick. This is open to all Auxiliary members. There is a poster with sign-up forms in the volunteer sign-in room as well as sign-up forms at Select Seconds. You may also use the sign-up form from this newsletter. Deadline to sign up is Monday, October 7. Please join this fun time meeting other volunteers in a casual setting. It’s a great way to meet new friends. We look forward to seeing you there!

In honor of Veteran’s Day on Monday, November 11, the R&A Committee will give out pins for those volunteers who are military veterans. We are very proud of our volunteers who served in the military and now are serving our community. These pins are to be worn on the green vest/jacket. Please email Sharon Hannaby (shannaby@fmh.org) to let her know if you are a military veteran.

Our next scheduled meeting for the R&A committee will be held on Thursday, October 17, at 1 P.M. in the Volunteer Conference Room. Contact Jan Lounsbury (50gayle@verizon.net) if you are interested in joining this committee. We would love to see some new faces!



Pictured, left to right.
Pat Dickinson, Jay Phillippe,
Jane Phillippe, and
Adelaide McCallum



Pictured, left to right.
Susan Chapman
and
MaryLou Minnick

Oscar’s Alehouse Luncheon Sign-up

Monday, October 14 at 11:30 A.M.

Name: _____ Phone Number: _____

Please complete the form and turn into the Volunteer Office no later than Monday, October 7.



Frederick Health Auxiliary
400 West Seventh Street
Frederick, MD 21701

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CURRENT RESIDENT OR:

Upcoming Events Mark your calendar

October 14: Lunch Bunch—Oscar's Alehouse (see page 7 for more information)

October 16 & 17: Uniform Sale—Auxiliary Conference Room

November 20: Mindy's Jewelry—Cafeteria