



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

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



10 New Members

Wenda Kenagy

Barbara Nolte

Ramona Thiel

Charisa Billigmeier

Teresa Hennessey

Sharron Shell

Frances Willis

Janie Liang

Richmond Laney

Wayne Clark

President's Message

Joseph Collins

September is a special month for the volunteers of the Frederick Memorial Hospital Auxiliary. It was on a beautiful late summer day on September 11, 1952 when a group of dedicated community minded women got together and launched the Auxiliary.

On September 11, 2017 we celebrate the 65th Anniversary of this dynamic organization. It will be a time to celebrate the many achievements, successes, and contributions that the Auxiliary and its members have made to the hospital and community. As we reflect on that past and the many dedicated and selfless volunteers that made it possible, let us not forget the many challenges and opportunities that await us as we go forward. Our continued spirit of volunteerism when combined with the skills of the hospital staff and administration will insure that the citizens of the Frederick community will receive the highest quality of healthcare possible.

With the arrival of September we will be greeted with its variety of bright colors and crisp cool nights that embrace the excitement of fall sports. We also greet that fall season with a full slate of fund raising sales – uniform, jewelry, Books Are Fun and craft fair which provide volunteers with the opportunity to assist with the sales.

In October we will be recognizing our wonderful junior volunteers with the Presidential Award and hope that many of you will support them and their families by attending the awards ceremony. In October the R & A Committee has also planned a great trip to Rocky Gap Casino in Cumberland. Spaces for this trip are limited and filling up fast so sign up now.

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Newsletter Committee

2017 Issue 07

Editor & Co-Chairs: Jan McLoon/Jacob Moseley

Circulation Committee: Jacob Moseley, Beth Callahan, Karen Dotterer, Jean Kessinger, Dorothy Kovatch, Brenda Myers, Hazel Settle

President's Letter

Thomas A. Kleinhanzl

Dear Friends,

I hope you had relaxing summer and made new memories with family and friends. We all enjoyed your annual Book Sale. It is one of rites of passage for the summer season. Thank you for always looking for ways to donate your time, your talent and your fundraising to Frederick Memorial Hospital.

We are very proud of our volunteers and staff for your participation in the United Way Stuff the Bus campaign this year. Frederick Regional Health System had 56 departments from a majority of our locations participate. As a group we donated 45 bins stuffed full of supplies -- enough to fill one whole school bus! FRHS has made a real difference in the lives of Frederick County students in need.

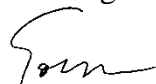
We continue to focus on the quality of the care we provide and we look for ways to measure that quality. The FMH Center for Advanced Sleep Studies recently received reaccreditation status by the American Academy of Sleep Medicine (AASM). The AASM is a professional organization dedicated exclusively to the field of sleep medicine, setting forth the highest level of standards to support the advancement of sleep medicine.

You may have heard about our consumerism task force. We are working to improve the patient and family experience throughout the hospital and health system. Our Scheduling Call Center has been on a customer service journey as part of this effort. Six months ago the center had a 20% abandonment call rate and they set an ambitious goal to reach a 2% abandonment rate. After a great deal of work, they have reached this goal.

You already know about the James M Stockman Cancer Institute being open for business. There are a few other related office moves. MHP Urology Specialists and MHP Internal Medicine Associates have both moved to their new offices on the third floor of the cancer institute. All office phone numbers remain the same. Dr. Katherine Buki (MHP Sleep Medicine) has moved to Suite 230 at FMH Crestwood. Dr. Buki was previously in the same office space as Internal Medicine Associates and her phone number is also unchanged.

I thank you for your efforts to help us deliver the best possible care and customer service to our community. Your time and your talent make the difference!

Best regards,



Tom Kleinhanzl
President & CEO
Frederick Regional Health System

Presidents Message – Continued from page 1

As construction at the hospital takes a break I hope that everyone is now comfortable with all of the changes that have been made and have had a chance to visit and tour the new James M. Stockman Cancer Institute at Rose Hill. It's a beautiful facility that is delivering the highest level of care to all patients that walk through its doors.

I want to thank all the Auxiliary officers, committee chairpersons and volunteers for their unwavering commitment in making this truly the finest hospital volunteer organization in Maryland.

Director's Letter

Sharon Hannaby

Happy 65th Anniversary to the FMH Auxiliary!!! Words cannot express my thanks to all of the many volunteers who have served during these 65 years for all that you have done. There truly is no way to quantify the ways that volunteers have touched the lives of the patients, visitors, and staff of FMH.

How have you touched lives? I know that I still have my Pinkie Puppet from back in the 1960's when I had my tonsils removed. Some lovely volunteers made sure that each child had this special gift to ease the anxiety when having an overnight stay in this strange place. In the 90's, I took my newborn son home in a hand-made baby hat. Over the past few years, my parents have had walker bags and neck pillows to make life a bit easier for them. If you have done all of this for just my family, imagine how many other families can add to this story.

One of my favorite quotes....

“When I was a boy and I would see scary things in the news, my mother would say to me, ‘Look for the helpers. You will always find people who are helping.’ To this day, especially in times of ‘disaster,’ I remember my mother’s words and I am always comforted by realizing that there are still so many helpers – so many caring people in this world.” – Fred Rogers

Thank you for being those “caring people”!

- Do you receive my emails? If you want to receive updates on what is happening at FMH or interesting articles, please let me know (email me at: shannaby@fmh.org, so that I can add you to our email group. Don't miss out!

Always!

Final Passing's



Susan Smythers
Betty Lind

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|--|--|--|
| <p><u>100 HOURS</u></p> <p>Kelley Gansel</p> | | <p><u>1,000 HOURS</u></p> <p>Robyn Bartman</p> |
| <p><u>500 HOURS</u></p> <p>Harriet Litras Robert Burden Mary Sandretzky JoAnn Lindgren Lewis Gannon</p> | | <p><u>2,000 hours</u></p> <p>John Aulls Janice McLoon</p> |
| | | <p><u>3,000 hours</u></p> <p>Nancy Strine</p> |
| | | <p><u>4,000 hours</u></p> <p>Joseph Collins</p> |

Select Seconds Notes

Pam Schaffert

Thank you for your patronage during our August bag sale which turned out to be a huge success. To say it plainly, we couldn't do it without you!! Also, we want to acknowledge those Select Seconds Volunteers that helped prepare for the sale, work the sale, empty the racks after the sale, clean the store, and restock it with fresh fall and winter merchandise. This sale happens twice a year and it literally "takes a village" to pull it off!

We get the nicest items donated to our shop, so please stop by and see what we have to offer. Also, note that this month's front window is "Designer" themed. Items from the window will be available for sale to the public starting September 19.

Gift Shop

Sharll Hane

We are always getting new items in the Gift Shop, stop by and see what we have. From tee shirts, new baby items, old favorites from McCutcheon's; to jewelry and aromatherapy supplies like oils and aromatherapy putty. Fall will soon be here and the start of football season, we have Raven mugs, Redskin tote bags, Pittsburg Win Dammit Dolls and more.

Please welcome our newest volunteer to the Gift Shop, her name is Kathy Damm, you can catch her Monday afternoons. We also lost a person, Betty Lind; she was a friend and a wonderful volunteer.

Let's Roll



The R & A Committee is planning another Fun trip to:

Rocky Gap Casino & Resort

(Cumberland, MD)

When: *October 18, 2017 (Wednesday)*

Cost: \$40.00 -- each guest will receive \$20 in Free Slot Play

We will leave at 11 AM from Ashley Furniture Store, (park in back of store, 7th St. shopping center), and return by 6 P.M.

Open to all volunteers, staff, future volunteers, spouses, roommates and friends.

All guests must bring their ID's and be 21.

A check for \$40.00 made out to FMH Auxiliary will reserve your place on the bus.

Please give Denise your check.



Name

Phone Number

of Persons

Intentionally Blank

R & A Committee

Pat Dickinson

The Volunteer of the Month for August is Mary Cashour. Mary began volunteering for FMH in 1997, working in the Gift Shop until 2006, and also helping with the Snow Ball and Knitting activities. She returned to volunteering in June of 2013 and currently works at Select Seconds. Mary has a total of 1757 volunteer hours. Mary is receiving a gift certificate to the Giant Eagle grocery store. Thank you from the FMH Auxiliary members.

Space is still available for the Rocky Gap Casino Bus Trip on Wednesday, October 18, 2017. A description of the trip and the sign-up sheet is included in this newsletter.

Our next luncheon is being planned for Wednesday, October 8 at The Main Cup in Middletown. Stay tuned for more information.

The FMHA will have a table at the Older Adult Volunteer Fair to be held on Friday, September 22 at the Department of Aging located at 1440 Taney Avenue.

The next meeting of the R&A Committee will be held on Thursday, 9/21 at 1:00 in the cafeteria. We would love to have you join us!

Hour-by-Hour

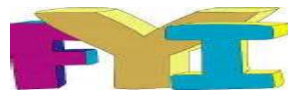
Hours Committee

Volunteer hours worked for the month of July 2017 were:

- ❖ 71 Juniors worked 835.50 hours
- ❖ 39 College students worked 618.00 hours
- ❖ 309 Seniors worked 5,038.50 hours



Total hours worked in July were 6,492.00



Select Seconds – Betty Kreh

The Select Seconds profit for July was \$13,235.95.

Gift Shop – Sharll Hane

Gift Shop profit for July was \$11,295.95.

Fundraising – Mary Lou Minnick

Profit for the August 8-10 event was \$1,283.19.



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

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CURRENT RESIDENT OR:



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|--|---|------------------------------|
| 65 th Ann. Phillips Uniform Sale Auxiliary to Rocky Gap \$6 Sale Auxiliary Craft Sale Silver Jewelry Sale Fudgie Wudgie Books R Fun | Luncheon Jewelry Sale October 10 & 11 October 18 October 24 & 26 November 15 December 5 December 13 & 14 December 18,19, & 20 | September 11 September 15 |
|--|---|------------------------------|

Don't forget to sign up for the R & A Bus Trip to Rocky Gap