

**Property Owners Association of The Villages
General Membership Meeting
March 15, 2022**

Called to order: by Cliff Wiener, President at 7:00 pm.

- Board members present: All; except Dan Warren, excused.
- Members present: Approximately 50, with about 200 livestreaming.
- Organizations present: Hospital Auxiliary, Seniors vs. Crime and Realty Executives.
- February membership meeting minutes read by Reb Benson and unanimously approved.
- Treasurer Report by Donna Kempa: February income: \$18,956 (attributed mainly to membership renewals); expenses: \$12,030; net gain: \$6,926; and, operating funds: \$177,054.
- Raffle: Three winners of \$30 each.

Announcements:

- Cliff introduced the Sumter County Commissioners (Gary Search and Craig Estep) and District Supervisors (Sal Tornante, Andrew Curtis (running for Delegate), Jerry Ferlisi, Mark Hayes, Andrew Bilardello (running for Commissioner), Steve Lapp, Reed Panos, Dave Robbins, Gary Kadow and himself); plus, Ash Marwah (running for Delegate) and Cheryl Anderson (running for Commissioner) that were in attendance. He stated more people need to run for seats that are up for election.
- Gary Kadow, Support Our Soldiers (SOS) program, mentioned they are taking donations for Ukrainian relief. Funds will go via churches directly to Ukraine residents needing assistance.
- Cliff mentioned due to growth in The Villages, Bulletin distribution is going up 3,000 more papers.
- Cliff talked about the Vials for Life Program, going over the process and stating its importance.
- Cliff mentioned the member only (via a ticket) shredding event on April 9th. There are still plenty of tickets left, go online or email to obtain a ticket. Will lock down the tickets on April 1st. Folks attending the event can also make a donation to the SOS program.
- Cliff stated live-streaming of meetings since last June is going well; viewed by 4,173 folks in 2021 and by 787 so far in 2022. Bringing this viewing process up in District meetings this coming week.
- Cliff mentioned signing up for District e-notification, especially with hurricane season approaching.
- Cliff mentioned folks can donate, with the go fund me page folks present, in support of Gary Search's legal costs regarding the accusations against him by the State Attorney's office.
- Cliff urged all to go to District.Gov and the information on the fire district and print out the 4th page that gives examples of anticipated annual resident costs by homesites (villas, designer homes, etc.).
- Cliff mentioned Honor Flight in April (at Everglades), Len Hathaway on lightning in May, Candidate Night in June and Mr. Estep/Mr. Arnold, Sumter County Commissioner and Administrator, in July.

Questions:

- A resident stated he was taken back by Mr. Blocker's comment at last month's meeting that it's up to the residents to get the Sumter County Commissioners to hear and act on their concerns. This was done for obtaining the best ambulance service and now there are actions happening for an independent fire district that might not be in the resident's best interest.
- A resident mentioned the issue regarding insurance companies and homeowner roofs. That many insurance companies are cancelling insurance or doubling the rates if insurers do not get their roof redone at the 10-to-15-year point, even if their roof shingles are rated for 25+ years. **Ans:** Cliff said the POA is watching this and that the next Bulletin will have an article on all the roofing issue facts.

Speaker: Linda Cason, Assistant Vice President of Emergency Room (ER) Services, provided an overview briefing. Note...Cheryl Chestnut, The Villages Regional Hospital (TVRH) Chief Clinical Officer was not available due to other commitments.

- She stated it has been a tough journey since University of Florida (UF) acquired TVRH and Leesburg Hospital. Basically, in survival mode due to the pandemic that started right after their January 2020 acquisition and then a cyber-attack in June 2021. The challenges included:
 - Increased volume of patients...COVID, etc.

- Great resignation...loss of many nurses to traveling program (better pay).
- Speed and pace...slowed down, struggle to get patients out of ER in timely manner.
- Fatigue factor...due to shortage many signed up for extra shifts.
- They are working to develop a patient-centered culture (mission motivated + effective strategy + relentless execution = performance excellence).
- Establishing priorities and commitment: elevate quality, grow one UF Health, establish service centric culture and ensure financial stability.
- Started retention and recruitment initiatives within the last eight weeks.
- Elevating ER care:
 - Improve throughput...added ways to work less urgent care separately.
 - Decrease mortality rate...especially the time patients are in a sepsis condition.
 - Improve patient experience...robust communication, etc.
- Pertinent questions: Note...some questions will be researched by TVRH with answers published in a future POA Bulletin.
 - Why wasn't "Bare Metal" incorporated for the cyber-attack recovery? **Ans:** Will have to look into that.
 - Didn't see constant patient communication listed. **Ans:** It is part of patient experience.
 - Has there been improvement? **Ans:** Have put a facilitator in place looking at every patient in the ER to ensure all actions are been done in a timely manner.
 - How long is a nurse's week? **Ans:** Contracted for 36 hours, but they can add to this contractually.
 - What is the discharge policy? **Ans:** Attending physician responsible for final discharge. It was noted that physicians are contracted, most not part of the staff; with several stating this is the main issue, need more staff physicians (that are practicing at the hospital) to expedite discharge actions. Linda said this was a good idea and would look into it.
 - Discharges happen mainly not before 12pm and not after 4pm, is there a way to smooth this out over normal work day hours? **Ans:** Yes, but it will take some time. COVID helped with beginning to improve transparent communications, a necessary step towards efficiency.

There was a Motion to adjourn the meeting at 8:15pm that was seconded and unanimously approved.
Submitted by: Reb Benson, Secretary