

**Property Owners Association of The Villages**  
**General Membership Meeting**  
**March 21, 2023**

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

- Board members present: All, except: Jerry Ferlisi, John Kastura, Gary Search, Sal Tornante, Dan Warren and Steve Lapp, excused.
- Members present: Approximately 120, with over 150 watching via live-streaming.
- Organizations present: Hospital Auxiliary, Sun Kool, Realty Executives and Seniors vs. Crime.
- February membership meeting minutes read by Reb Benson and unanimously approved.
- Treasurer Report by Ash Marwah: February, Income: \$19,803; Expenses: \$17,075; Net Gain: \$2,728; Operating Funds: \$152,353. Ash mentioned that we are still in the red so far in 2023. Cliff mentioned our biggest expense, about \$180,000 per year, is providing the POA Bulletin to all residents on a monthly basis – and this expense will increase with more homes and printing costs.
- Membership Report by Ken Knodel. Ken mentioned the Bonus card program for new members that started in January and that we are always looking for new members. Cliff mentioned that there have been 301 new members since we started this program.
- Raffle: Three winners of \$30 each announced.

**Announcements:**

- Cliff mentioned we can no longer accept membership registrations with only \$10 dues paid, which still happened about 10 times last month. Dues must be paid at the current rate of \$15 per year.
- Cliff introduced the various representatives in the room: Gary Kadow, Mark Hayes and himself as District Supervisors and Reb on the Amenity Authority Committee.
- Cliff mentioned changes are happening based on discussion and resident input, to include from the POA, at the last NSCUDD meeting on water meter inconsistencies. Some changes are happening quickly (such as hanging a notice on your door when they check the meter) and others will take time (such as a solution to folks getting spikes in meter readings). He added that residents should continue to provide the POA input regarding any water meter reading issues they are having.
- Cliff mentioned live streaming continues to be very successful, in fact over 700 people watched on line (live or during the month) the February membership meeting on ambulance service. He said he will continue to push this capability for district-related meetings, but that at least those meetings now have a voice recording residents can listen to.
- Cliff mentioned the Vial for Life program by Sumter County Sheriff Department and that the POA has vials for folks to take home.
- Cliff mentioned the Chirp Program run by Community Watch and that we have whistles for folks.
- Cliff mentioned all should sign up for e-notifications via DistrictGov.Org.
- Cliff mentioned upcoming meetings of importance to residence. Project Wide Advisory Committee (PWAC) and Amenity Authority Committee (AAC) budget meetings on March 29<sup>th</sup> and 30<sup>th</sup>, respectively, and the Multimodal Path Committee meeting on March 29<sup>th</sup>. This is an important time for residents to express their opinion. Cliff said he is hoping to generate more actions on improvements to multimodal paths throughout The Villages, like how Districts 1, 2 and 4 ended up with stripped pavement on their paths.
- Cliff mentioned that if any groups would like a POA and/or AED presentation, he and two other Board members would be happy to provide one. He added that folks should think about starting an AED program in their neighborhood, there are about 284 groups so far in The Villages.
- Cliff mentioned Dr. Rosier, Audiologist in April; with other excellent speakers line up thru the summer.

**Questions:**

- A resident asked if there was any water analysis data on the quality. **Ans:** Cliff said we all get the annual notice that the water has been check and is fine, but that he will see if there is any more detailed data on this.

- A resident mentioned a concern about a couple UPS golf carts continuously parked on a sidewalk and about the lack of parking at the Town Centers. **Ans:** Cliff said he will call to get those golf carts moved but that nothing can be done about the parking, developer has control over this and it is the time of season when Village residency and visitors are at a maximum level.

**Speaker:** Cliff introduced Cheryl Chestnut, Chief Clinical Officer, The Villages Health Center, who went over some slides on key updates regarding hospital operations.

- Main areas of discussion were:
  - Team updates:
    - Cast a vision of one UF Health team.
    - Develop leaders...and have let some go. Turnover...making strides. Overall was 34.7% and nurses 37.4% in March 2022 and 25.6% and 19.7%, respectively, in February 2023; overall was 50% in 2021. Hiring international nurses (mainly from England and Dubai); 2 in February, 4 by May and 40 from June-September.
    - Enhance communications...such as 45-day employee reviews.
    - Create and education service...such as partnering with Lake Sumter State College and Rasmussen University to get more nursing students.
    - Implementing standard expectations and embedding a culture of excellence.
  - Quality Outcomes:
    - Identify Sepsis early...#1 killer in hospitals.
    - Decrease wait times/improve access to care...80 to 100 patients a day with 50% admitted.
    - Create patient-centered process...hiring a concierge for emergency room.
    - Identify and design meaningful moments.
    - Refresh the emergency room.
    - Some metrics have improved to green and others are still red – a work in progress. Cliff mentioned the stop light chart will be in the next POA bulletin.
  - Care Delivery:
    - Heart and Vascular facility opening the end of April...go from 90 minutes to 64 minutes to operate on a patient having a heart attack.
    - Mobile Stroke unit by Summer 2024...go from 108 minutes to 72 minutes for initial treatment.
  - Growth...hiring a critical care physician.
- Pertinent questions included:
  - What is the hospital rating and who handles the food? **Ans:** Rating is a 2, we need to get this to a 5; the food is contracted out now with Morrison Healthcare.
  - Is there a hospital planned for the new area of The Villages...such as a wellness center near Eastport? **Ans:** There had been previous talk about a hospital but those discussions stopped during COVID. Conversations are starting up again on just what might be possible.
  - What is the occupancy rate and nurse to patient ratio? **Ans:** Occupancy rate is 90% and we are budgeted to run a 6 to1 nurse to patient ratio; we are not there due to manning issues, but our ratio is in line with the national average.
  - What is the nurse's salary? **Ans:** They start out at \$32,000. There are many traveling nurses on staff and they get paid \$120/hour.
  - Which hospitals are University of Florida Health? **Ans:** Gainesville, The Villages and Leesburg.
  - Of the 50% not admitted from the emergency room should they have gone to an urgent care or their primary physician instead. **Ans:** Actually, some of them and some of those admitted should have gone to a skilled nursing facility.

In closing, Cliff thanked Cheryl for her presentation and said the POA has been one of the harshest critics of hospital care and that he was encouraged to see the plans the hospital is putting in place to improve care. He encouraged everyone to reach out to Cheryl with their concerns, that she holds nothing back and provides honest assessments and answers. There was a Motion to adjourn the meeting at 8:37pm that was seconded and unanimously approved. Submitted by: Reb Benson, Secretary