President’s Message

MAHA is off and running with its new Board of Directors. They have rolled up their sleeves and are ready to get to work. There are challenges ahead with the ever changing landscape of our hospitals and healthcare legislative outlook.

Our Board of Directors attended a retreat in DeWitt to establish their direction for the coming fiscal year. Plans were discussed for the Fall Conference to be held at Crystal Mountain this year. We are trying a new venue that will offer a larger vendor area, separate meeting rooms and outside activities for our attendees. We are looking forward to seeing our membership attend.

The Council of District Presidents is a dynamic group with some great ideas. They are stepping to the plate to meet the challenges of their individual districts and offer support to the MAHA program.

MAHA would like to offer our “Congratulations” to Sparrow Hospital of Lansing, MI for being a recipient of one of the AHA (American Hospital Association) 2014 HAVE Awards (Hospital Awards for Volunteer Excellence). Lisa Hildorf of Sparrow Hospital traveled to Washington, D.C. to accept the award for her hospital. Sparrow Hospital, one of our member hospitals of Southwest District, received the award for a fundraising program titled “Women Working Wonders”. The mission of Sparrow Women Working Wonders (W3) is to become the premier provider of women’s healthcare in the Lansing area. Their organization has raised over $1,000,000 so far. The fund raising event “Dapper Dads Challenge and Fashion Show” recruits local businessmen and celebrities to participate in raising funds, dressing up, and walking the runway with the top winners being featured in a calendar which is sold for additional funds. Check this great event out on Facebook by searching Sparrow Women Working Wonders.

As we journey together this year, MAHA would like to encourage the membership to become knowledgeable about legislation that is being presented by legislators which could affect our hospitals. Research candidates that are running for election so when you vote you know their platform. And please, Vote!

Jeanette Havel, MAHA President
## MAHA LOOKING AHEAD 2014-2016

The following dates are for your calendar — Information current as of 8/1/14

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>August 17-19, 2014</td>
<td>MHA Retreat</td>
<td>Traverse City, Michigan</td>
</tr>
<tr>
<td>August, 19-22, 2014</td>
<td>AHVRP Conference</td>
<td>Washington, DC</td>
</tr>
<tr>
<td>September 2-3, 2014</td>
<td>MAHA Committee Meetings</td>
<td>Lansing, Quality Suites</td>
</tr>
<tr>
<td>September 4, 2014</td>
<td>MAHA Board Meeting</td>
<td>Okemos</td>
</tr>
<tr>
<td>September 9-10, 2014**</td>
<td>UPD Fall Meeting</td>
<td>Iron River</td>
</tr>
<tr>
<td>September 17, 2014**</td>
<td>SED Fall Meeting</td>
<td>Milford</td>
</tr>
<tr>
<td>September 18, 2014**</td>
<td>SWD Fall Meeting</td>
<td>Battle Creek</td>
</tr>
<tr>
<td>September 24, 2014**</td>
<td>ECD Fall Meeting</td>
<td>Horizon Center, Saginaw</td>
</tr>
<tr>
<td>September 30, 2014**</td>
<td>NCD Fall Meeting</td>
<td>Alpena Regional Medical Center</td>
</tr>
<tr>
<td>September, 2014**</td>
<td>WCD Fall Meeting</td>
<td>No meeting scheduled</td>
</tr>
<tr>
<td>October 13-15, 2014</td>
<td><strong>MAHA FALL CONFERENCE</strong></td>
<td>Crystal Mountain</td>
</tr>
<tr>
<td>November 5, 2014**</td>
<td>MHA Board of Trustees Meeting</td>
<td>Okemos</td>
</tr>
<tr>
<td>January 13-14, 2015</td>
<td>MAHA Committee Meetings</td>
<td>Lansing, Quality Suites</td>
</tr>
<tr>
<td>January 15, 2015</td>
<td><strong>MAHA Board Meeting</strong></td>
<td>Okemos</td>
</tr>
<tr>
<td>February 11, 2015**</td>
<td>MHA Board of Trustees Meeting</td>
<td>Okemos</td>
</tr>
<tr>
<td>March 22-24, 2015</td>
<td>SHVL Conference</td>
<td>Asheville, North Carolina</td>
</tr>
<tr>
<td>April 8, 2015**</td>
<td>MHA Board of Trustees Meeting</td>
<td>Okemos</td>
</tr>
<tr>
<td>April 8-9, 2015</td>
<td>MAHA Committee Meetings</td>
<td>Lansing, Quality Suites</td>
</tr>
<tr>
<td>April 10, 2015</td>
<td><strong>MAHA Board Meeting</strong></td>
<td>Okemos</td>
</tr>
<tr>
<td>May 13-14, 2015**</td>
<td>UPD Spring Meeting</td>
<td>Munising</td>
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<tr>
<td>May 18, 2015**</td>
<td>SWD Spring Meeting</td>
<td>Jackson</td>
</tr>
<tr>
<td>May 19, 2015**</td>
<td>SED Annual Meeting</td>
<td>Novi</td>
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<tr>
<td>May 20, 2015**</td>
<td>ECD Spring Meeting/Installation</td>
<td>Horizon Center, Saginaw</td>
</tr>
<tr>
<td>May 21, 2015**</td>
<td>SED Annual Meeting</td>
<td>Glen Oaks, Farmington</td>
</tr>
<tr>
<td>May, 2015**</td>
<td>NCD Spring Meeting/ Installation</td>
<td>Cheboygan Memorial Hospital</td>
</tr>
<tr>
<td>May, 2015**</td>
<td>WCD Spring Meeting</td>
<td>TBA</td>
</tr>
<tr>
<td>June 9-11, 2015</td>
<td><strong>MAHA ANNUAL MEETING</strong></td>
<td>Grand Hotel, Mackinac Island</td>
</tr>
<tr>
<td>June 24-26, 2015**</td>
<td><strong>MHA ANNUAL MEETING</strong></td>
<td>Grand Hotel, Mackinac Island</td>
</tr>
<tr>
<td>July 7-9, 2015</td>
<td>MAHA Board Retreat</td>
<td>Dewitt</td>
</tr>
<tr>
<td>August 25-28, 2015</td>
<td>AHVRP Conference</td>
<td>Atlanta, Georgia</td>
</tr>
<tr>
<td>September 2-3, 2015**</td>
<td>UPD Fall Meeting</td>
<td>Aspirus Keewenaw, Michigan</td>
</tr>
<tr>
<td>September 16, 2015**</td>
<td>SED Fall Meeting</td>
<td>Sterling Heights</td>
</tr>
<tr>
<td>September 23, 2015**</td>
<td>ECD Fall Meeting</td>
<td>Horizon Center, Saginaw</td>
</tr>
<tr>
<td>September, 2015**</td>
<td>NCD Fall Meeting</td>
<td>Paul Oliver Memorial Hospital</td>
</tr>
<tr>
<td>October 12-14, 2015</td>
<td><strong>MAHA FALL CONFERENCE</strong></td>
<td>Crystal Mountain/TBA</td>
</tr>
<tr>
<td>April 24-26, 2016</td>
<td>SHVL Conference</td>
<td>Jacksonville, Florida</td>
</tr>
<tr>
<td>May 10-11, 2016**</td>
<td>UPD Annual Meeting</td>
<td>Escanaba</td>
</tr>
</tbody>
</table>

**Attended by MAHA President and MAHA President Elect (and/or VP Ed)
Prepared by: Nancy Viele, President Elect 2014-2015, nviele522@gmail.com

Please notify the MAHA President & President Elect as soon as you know of a new meeting date or meeting change so we can keep the calendar accurate and up to date. Thank You!
MAHA Officers and Board Members 2014-2015

From left to right:
Front row: Barbara Moran, Pat Sampsel, Jeanette Haval, Alma Bershas, Marilyn Beverley and Ray Berg
Second row: Barbara Tenpas, Carol D’Alberto, Gail Riley, Vivian Mettler, Nancy Viele and Bobbi Bruckman
Third row: Patt Luomala, Janet Barker, Ed Hugan, Mary Lu Cramer and Anne Lorentzen

MAHA Board and Committee Chairs

President .............................................................. Jeanette Havel (ECD)
President Elect ...................................................... Nancy Viele (ECD)
VP of Education ...................................................... Mary Lu Cramer (SED)
Secretary .............................................................. Bobbi Bruckman (ECD)
Treasurer .............................................................. Ed Hugan (ECD)
Counselor ............................................................. Alma Bershas (SED)
Conference Coordinator ................................. Pat Sampsel (SWD)
Legislative Advocacy Director ......................... Gail Riley (WCD)
Membership Director ........................................... Carol D’Alberto (UPD)
Communication Director ................................... Patt Luomala (NCD)

Appointed
Vendor Coordinator ............................................ Janet Barker (ECD)

Council of District Presidents

Anne Lorentzen (ECD) ........................................ Vivian Mettler (NCD)
Barbara Moran (SWD) ........................................ Barbara Tenpas (WCD)
Marilyn Beverly (SED) ........................................ Ray Berg (UPD)

MAHA Liaison to MHA
Stacy Dowdy .................................................... Coordinator, Health PAC

WEB ALERT!!
When going to the MAHA website, type in MAHAonline.org. Do not use www!!! When going from one item to another remember to tap the F5 key. This will refresh the next item you go to!!
MAHA Board, Committee Chairs, Council of District Presidents 2014-2015

PRESENTER
Jeanette Havel (ECD)
5674 Janis Drive
Oscoda, MI 48750
Phone: 989-747-0268
Cell: 989-254-9063
Email: chilly2@charter.net
St Joseph Health System-Tawas

- Presides at Executive Committee meetings
- Prepares agenda; clears meeting space with MHA
- Member of Committee on Nomination and Education Committee and ex-officio at other committees
- Appoints other committees as stated in bylaws
- Reviews minutes; approves vouchers, proofs Highlights issues and other Board publications
- Member of MHA Board of Trustees and committees as requested
- Visits each District twice a year with President Elect
- Prepares materials for Board Retreat

PRESIDENT ELECT
Nancy Viele (ECD)
3365 W Grand Blanc Road
Swarz Creek, MI 48473
Phone: 810-655-6419
Cell: 810-479-6015
48473@gmail.com
Hurley Medical Center – Flint

- Liaison from MAHA to districts; chairs Council of District Presidents
- Ex-officio on all standing committees, voting member of Education and Nominating committees
- Visits each district twice a year with President
- Assigns host/hostesses/moderators for Fall Conference and Annual Meeting
- Updates Calendar of Events
- Proofs Highlights and other board publications
- Writes Annual Meeting summary report for Highlights
- Participates in audit of books
- Submits all information electronically to Webmaster for website publication

VICE PRESIDENT EDUCATION
Mary Lu Cramer (SED)
1300 Oak Hollow Drive
Milford, MI 48380
Phone: 248-714-5774
Cell: 219-384-0461
Email: mcramer2@comcast.net
DMC Huron Valley Sinai Hospital

- Chairs Education Committee as outlined in bylaws
- Plans educational programs and entertainment
- Writes articles for programs in Highlights
- Contacts workshop presenters regarding equipment needs; prepares bios
- Prepares program and other flyers for Highlights; evaluation forms for meetings: writes thank you notes to speakers
- Reviews financial books with President Elect

COUNSELOR
Alma Bershas (SED)
115 Willow Court
Chelsea, MI 48118
Phone: 734-433-9783
Cell: 734-476-9125
Email: eaab734@comcast.net
St Joseph Health System-Chelsea

- Acts in an advisory capacity to the President and Board
- Chairs Committee on Nominating, Council of Past Presidents, others listed in bylaws
- Sends letter to all Past Presidents inviting them to attend the meeting of the Council of Past Presidents and Fall Conference banquet

SECRETARY
Bobbi Bruckman (ECD)
2400 East Cronk Road
Owosso, MI 48867
Phone: 989-743-6045
Cell: 989-666-6953
Email: bobbi1@frontier.com
Memorial Healthcare – Owosso

- Member of Education, Executive, Conference, and Policy Committees
- Chairs By Laws Committee; contacts all board members in November requesting suggested by law changes
- Asks Board members to review their job descriptions prior to leaving office and makes suggestions for change
- Keeps a file of each District’s By Laws
- Records all business at Board and Executive committee meetings and sends to all board members and MHA
- Compiles all correspondence as directed by President
- Keeps a file of minutes
• Prepares Annual Report
• Sends cards to board members and immediate family in case of illness or death
• Custodian of permanent files maintained at MHA
• Orders supplies as needed

**TREASURER**
Ed Hugan (ECD)
2100 East Thompson Road
Holly, MI 48442
Phone: 248-634-3549
Cell: 248-534-3089
Email: ehugan@comcast.net
Genesys Regional Medical Center-Grand Blanc

- Chairs Audit and Budget committees
- Maintains record of all financial receipts and disbursements; keeps file of vouchers and invoices
- Prepares monthly financial statement to MHA Executive Board and Controller
- Prepares annual report and proposed budget to board for approval
- Submits books for review to President elect and Vice President four times a year
- Asks Board members to review their job descriptions prior to leaving office and makes suggestions for change
- Distributes updated manuals to incoming board members in July
- Identifies and develops resource materials and programs that meet the needs of membership
- Has a display at Fall Conference and Annual Meeting for purpose of exhibiting MAHA publications
- Chairs Legislative Committee; submits articles for *Highlights*
- Participates in task forces as requested by MHA
- Visits each district once a year speaking on legislative matters
- Implements request of the MHA for resolutions, letters and public relations programs supporting or opposing legislation affecting healthcare
- Invites representative from the MHA Policy and Advocacy Department to attend Fall Conference and Annual Meeting
- Attends AHA Annual meeting in Washington with MAHA President
- Sends copies of MAHA requests for Legislative alerts to District Presidents

**CONFERENCE COORDINATOR**
Pat Sampsel (SWD)
549 Lake Drive
Cold water, MI 49036
Phone: 517-238-2173
Cell: 419-704-6482
Email: sampselre@gmail.com
CHC of Branch County

- Coordinates all arrangements for MAHA sponsored meetings
- Selects food service; arranges for speaker equipment; verifies meal count at MAHA conferences
- Approves payment of bills for physical arrangements
- Writes thank you notes; keeps a list of possible meeting sight schedules; visits with other MAHA representatives to preview sites
- Chairs Resource Committee
- Distributes updated manuals to incoming board members in July
- Identifies and develops resource materials and programs that meet the needs of membership
- Has a display at Fall Conference and Annual Meeting for purpose of exhibiting MAHA publications

**LEGISLATIVE ADVOCACY DIRECTOR**
Gail Riley
14303 Garfield Street
Spring Lake, MI 49456
Phone: 616-847-4036
Cell: 616-402-2623
Email: popspet@charter.net
North Ottauwa Community Hospital - Grand Haven

- Chairs Legislative Committee; submits articles for *Highlights*
- Participates in task forces as requested by MHA
- Visits each district once a year speaking on legislative matters
- Implements request of the MHA for resolutions, letters and public relations programs supporting or opposing legislation affecting healthcare
- Invites representative from the MHA Policy and Advocacy Department to attend Fall Conference and Annual Meeting
- Attends AHA Annual meeting in Washington with MAHA President
- Sends copies of MAHA requests for Legislative alerts to District Presidents

**MEMBERSHIP DIRECTOR**
Carol D’Alberto (UPD)
N9469 East Shore Road
Lake Gogebic
Marienisco, MI 49947
Phone 906-842-3525
Cell: 906-362-5387
Email: Carol.D’Alberto@Aspirusgrandview.org
Aspirus Grand View Hospital Ironwood

- Chairs Membership Committee consisting of 6 District Members; gives each an outline of job duties and responsibilities
- Serves as Registrar for all MAHA sponsored conferences
- Keeps an up-to-date list of auxiliaries and their health care facilities
- Submits copies of membership list to MAHA Board and MHA in July
- Issues letters of welcome to new members
- Contacts District Membership Chairs in November to obtain information for Annual Report
- Enters data in computer for printing membership; responsible for printing labels for MAHA mailings; makes membership badges for conferences

**COMMUNICATIONS DIRECTOR**
Patt Luomala (NCD)
8778 Grovers Lake Road
Bear Lake, MI 49614
Phone: 231-864-2300
Cell: 232-383-3532
Email: pluomala@centurytel.net
West Shore Medical Center-Manistee

- Serves as Editor of MAHA *Highlights* and other publications as directed by the President

(continued on page 6)
MAHA Board, Committee Chairs, Council of District Presidents 2014-2015

- Obtains photos for use in *Highlights* from Public Relations Chair
- Prepares and submits for printing: flyers, registration forms and programs for MAHA sponsored meetings
- Arranges for proof materials to be sent to the President, President-elect and contributors
- Handles mailing of *Highlights*
- Orders *Highlights* printing in quantity to correspond with master list; working with MAHA President determines the number of copies to be printed
- Submits electronic copy of each issue of *Highlights* to MAHA President elect to forward to Webmaster for web publication
- Maintains updated biographical file on current Board members
- Sends photos of MAHA Board members to Communications Director for publication in September *Highlights*
- Assembles folders and content for MAHA sponsored meetings
- Takes pictures at MAHA sponsored events, makes copies available to Historian
- Sends media release to Public Relations Department at hospitals and to identified newspapers
- Maintains a file of all programs, folders, and their contents and other pertinent information

**VENDOR COORDINATOR**

Janet Barker (ECD)
5289 Concordia Drive
Grand Blanc, MI 48442
Phone: 820-715-0395
Cell: 810-730-8664
Email: jbarker@gmail.com

Genesys Regional Medical Center
- Chairs Vendor Committee; serves on Education and Conference Committee
- Recruits workshop vendors; maintains file of vendor information
- With Executive Committee, determines appropriate fee for vendors
- Works with Conference Coordinator to determine appropriate location for vendors
- Develops contract for vendors; shares all correspondence with President and President Elect

**DISTRICT PRESIDENTS**

- Preside at all District meetings, clearing all dates with MAHA President
- Serves on Education Committee and Council of District Presidents
- Attends orientation of the April MAHA Board meeting
- Assists the Membership Director at registration for all MAHA meetings
- Allocates time on the agenda of District meetings for remarks by the MAHA President and President Elect
- Invites the MAHA Legislative Director to visit district once a year, preferably in the Spring
- Encourages local hospitals to submit news to the MAHA Communications Director for publication in *Highlights*
Your MAHA Board is excited about the new location for the 2014 Fall Conference and has been anxious to get some information to you about what we feel will be a very special conference. We have contracted with speakers across the United States who are known to be specialists in their field. An overview of these speakers are:

- **Kathleen Osta** will be our opening speaker and workshop speaker. Her topic entitled “Thriving During Non-Stop Changes” promises to help us look at stress and change in a new way.
- **Sue Omdahl’s** top title, “Saying the ‘D’ Word! Moving Beyond Our Fears in Response to Death, Grief and Loss” will give us the tools to talk with our friends/family when words so often fail us.
- **Laura Appel** from MHA will be at our Fall Conference clarifying points of the Affordable Health Care Act.
- **Diane Gutenschwager**, our closing speaker, will present “The Evelyn Smallbladder Show” to ensure that everyone leaves the conference with a smile on their faces.

Our four workshop sessions will include:
- a. Expanded gift shop presentation from Marian Works, a nationally known gift shop speaker
- b. Workshop on knee/hip joint replacement and techniques for all of us to maintain joint health
- c. Workshop on volunteer retention
- d. Workshop by our opening speaker who will expand the topic of non-stop changes
# MAHA 66th Fall Conference Agenda • “Volunteers ... at the Heart of Change”

## MONDAY, OCTOBER 13

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 a.m. - 5 p.m.</td>
<td>Vendor Time</td>
</tr>
<tr>
<td>9 a.m. - 3:30 p.m.</td>
<td>MAHA Conference Registration Hotel Registration</td>
</tr>
<tr>
<td>4 p.m.</td>
<td>Hotel Rooms Available</td>
</tr>
<tr>
<td>4 p.m.</td>
<td>Vendor drawings (Must be present to win)</td>
</tr>
<tr>
<td>6 p.m.</td>
<td><strong>WELCOME</strong></td>
</tr>
<tr>
<td></td>
<td>Jeanette Havel, President</td>
</tr>
<tr>
<td></td>
<td><em>Opening Prayer/Pledge</em> Nancy Viele, President Elect</td>
</tr>
<tr>
<td></td>
<td><em>Conference Orientation</em> Mary Lu Cramer, VP Education</td>
</tr>
<tr>
<td></td>
<td><strong>Hotel Orientation</strong> Pat Sampsel, Conference Coordinator</td>
</tr>
<tr>
<td>6:30 p.m.</td>
<td><strong>DINNER</strong></td>
</tr>
<tr>
<td>7:30 p.m.</td>
<td><strong>OPENING SPEAKER</strong></td>
</tr>
<tr>
<td></td>
<td>“Surviving Change” Kathleen Osta</td>
</tr>
</tbody>
</table>

### DID YOU KNOW?

Did you know you are allowed 30 hours for attending the MAHA Fall Conference and the MAHA Annual Meeting? Just report back to your hospital after you attended the meeting(s) and have your total hours served as a volunteer updated. These meetings are held for your benefit as a volunteer. The information presented is intended to help you become better at the things you do for your hospital. Claim the hours and boost your total volunteer hours.

## TUESDAY, OCTOBER 14

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30 - 9 a.m.</td>
<td>Breakfast</td>
</tr>
<tr>
<td>8 - 8:45 a.m.</td>
<td>One-day registrations</td>
</tr>
<tr>
<td>9:15 - 10 a.m.</td>
<td>MHA LEGISLATIVE UPDATE Laura Appel</td>
</tr>
<tr>
<td>10 - 11 a.m.</td>
<td><strong>MORNING SPEAKER</strong></td>
</tr>
<tr>
<td></td>
<td>“Saying the ‘D’ Word! Moving Beyond Our Fears in Response to Death, Grief &amp; Loss” Sue Omdahl</td>
</tr>
<tr>
<td>11:30 a.m. - 12:45 p.m.</td>
<td>Lunch</td>
</tr>
<tr>
<td>1 - 2 p.m.</td>
<td><strong>WORKSHOPS</strong></td>
</tr>
<tr>
<td></td>
<td>2. “Thriving During Non-Stop Changes” Kathleen Osta</td>
</tr>
<tr>
<td>2 - 2:15 p.m.</td>
<td>Break</td>
</tr>
</tbody>
</table>

### WORKSHOPS REPEATED

2. “Thriving During Non-Stop Changes” Kathleen Osta

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>3:15 - 3:30 p.m.</td>
<td>Break</td>
</tr>
<tr>
<td>3:30 - 4:30 p.m.</td>
<td><strong>NETWORKING SESSION</strong> An informal opportunity to discuss your hospital’s volunteer/Auxiliary issues with each other. Hosted By Nancy Viele, and President-Elect Mary Lu Cramer, VP Education</td>
</tr>
<tr>
<td>4:30 - 5:30 p.m.</td>
<td>Council of MAHA Past Presidents</td>
</tr>
<tr>
<td>5:30 p.m.</td>
<td><strong>DINNER</strong> (Rooms ABC)</td>
</tr>
<tr>
<td></td>
<td>Attendees: You are invited to wear something the color red. “Volunteer of the Year Awards” Entertainment: Benzie Chorale</td>
</tr>
</tbody>
</table>

## WEDNESDAY, OCTOBER 15

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30 - 9 a.m.</td>
<td>Breakfast</td>
</tr>
<tr>
<td>9:15 - 10:15 a.m.</td>
<td><strong>CLOSING SPEAKER</strong> “The Evelyn Smallbladder Show” Denise Gutenschwager</td>
</tr>
<tr>
<td>10:15 - 11:15 a.m.</td>
<td><strong>MAHA CLOSING REMARKS</strong> District Basket Giveaway</td>
</tr>
</tbody>
</table>

*Speakers could be changed due to circumstances beyond our control.*
MAHA Fall Conference Speakers and Workshop Presenters

OPENING SPEAKER

KATHLEEN OSTA
“Thriving During Non-Stop Changes”

As President of Vital Clarity, Kathleen designs and leads engaging meetings that help organizations realize their potential and fulfill their purpose. Her professional career began in the human services arena in 1972 where she held manager, public relations and development director positions. She spent twelve years working in programs that serve families who have young and adult children with special needs.

Kathleen has a B.A. in Sociology from Nazareth College of Rochester, New York and more than 30 years of management and consulting experience. She is a charter member of the Arizona Organization Development Network and belongs to the Institute of Cultural Affairs’ (ICA) Technology of Participation (ToP) Trainers Network and the Asheville Area Chamber of Commerce.

She is a mentor trainer of ICA’s “ToP Facilitation Methods” course and adapts many facilitation approaches to meet clients’ needs. She is also certified to conduct the “Managing Change” program developed by ChangeWorks Global.

CLOSING SPEAKER

DENISE GERTENSCHWAGER
“The Evelyn Smallbladder Show”

Denise is an example that it is never too late to be what you want to be. At 50, she went to clowning classes and fell in love with making people laugh. While entertaining children as Sweet Potato the Clown, a little boy's grandmother asked her to entertain for her Red Hat group, and Denise invented Evelyn Smallbladder — thinking it would be for one show.

Since that time, “Evelyn” (Denise) has performed all over Michigan and Ohio. Denise has also worked in film and television and can be seen as Mrs. Windham on “The Wannabes” television series.

MORNING SPEAKER

SUE OMDAHL
“Saying the ‘D’ Word! Moving Beyond Our Fears in Response to Death, Grief and Loss”

Sue, a master’s level licensed professional counselor, has been employed in public schools and private practice. A crisis response specialist, she has worked on the front lines during suicides, homicides, a school explosion and countless accidental deaths. Sue brings to us valuable information regarding healthy death responses learned from years of guiding victims, families, friends and entire communities through the tough times.

Expect laughter and tears as Sue guides us through a much-avoided topic. Partly retired, Sue sits on the foundation boards of two hospitals.

MHA LEGISLATIVE UPDATE

LAURA APPEL
“Affordable Health Care Act”

Laura Appel is Vice President of Federal Policy and Advocacy for the Michigan Health & Hospital Association. In this role she works at a federal level to represent the interests of Michigan hospitals and health systems in both the legislative and regulatory arenas on key issues.

Prior to coming to the MHA, Ms. Appel was the staff director for the democratic policy staff for the Michigan House of Representatives. She also spent 12 years as a legislative policy analyst and did regulatory work for the Michigan Insurance Bureau (now OFIR).

Since joining the MHA staff in 2000, Ms. Appel has helped broaden the Critical Access Hospital designation through state legislation, procure $400,000 in federal funds earmarked for MHA Keystone Surgery Project, and lobby for the passage of Patient Safety Organization legislation.

Ms. Appel has a bachelor’s degree in economics from the University of Michigan, at Ann Arbor.
MAHA Fall Conference Speakers and Workshop Presenters

SONIA NESBITT
“Hip & Knee Pain: Current Treatments & Surgical Options”

Sonia Nesbitt is currently the Director for the Orthopedic and Neurosurgery Service Line at Genesys Regional Medical Center in Grand Blanc, Michigan. She has been a Registered Nurse for 30 years, practicing in variety of areas in the hospital in home care. She received her Bachelor of Science from Mercy College of Detroit and her Master of Science from the Rackham Graduate School at the University of Michigan.

In her current role as director she coordinates the physician practice and nursing care for patients undergoing orthopedic and neurosurgical procedures. Additionally, Ms. Nesbitt currently serves as an advance practice nurse developing care paths, providing staff and patient education, coordinating patient care, and participating in research. She manages the Hip and Knee Replacement, Hip Fracture, and Spine programs at the hospital. She routinely provides preoperative education to patients and community education on arthritis and osteoporoses. Ms. Nesbitt is currently adjunct faculty at Michigan State University providing education to future nurse leaders.

KAREN VAN CURA
“Volunteer Retention”

Karen is the Director of Volunteer Services at Genesys Regional Medical Center in Grand Blanc, Michigan. She is responsible for the Genesys Volunteers, the Acorn Gift Shop and the Evergreen greenhouse. The Genesys Volunteer program consists of 540 volunteers serving in over 40 areas across the hospital.

Karen has been with Genesys since February 2009, serving as Patient Experience Coordinator prior to her current role with volunteers. Prior to that, she worked at General Motors in various roles, including Advertising, Marketing, Customer Research, Finance and Business Planning.

She presently serves as Secretary of the Michigan Healthcare Volunteer Resource Professionals (MHVRP) Board of Directors. She holds a Bachelor’s Degree in Business from the University of Michigan and a Master of Administration from the same. She is married, has two spoiled-rotten dogs and enjoys spending time at her cottage ‘up north’.

MIRIAM WORKS
“Indispensable: Best Practices for Hospital Gift Shop Volunteers”

Miriam Works speaks and consults nationally on how to start and grow profitable hospital shops. After serving as buyer/manager for nationally noted gallery La Tienda and as Assistant Director/Buyer for rapidly expanding retail chain FireWorks, Miriam launched Works Consulting in 1993 to offer solutions to new and transitioning stores. She consults for urban, suburban and rural healthcare organizations throughout the country.

Miriam has presented for the Association for Healthcare Volunteer Resource Professionals, the Southeastern Healthcare Volunteers Leaders, the Museum Store Association, the American Craft Council The Buyer’s Market of American Craft, Campus Stores Canada and many other organizations. Miriam’s engaging style and practical background in hospital retail provide clients and audiences with down-to-earth solutions to their volunteer, daily operations, design, buying and merchandising challenges.

KATHLEEN OSTA
“Thriving During Non-Stop Changes”

As President of Vital Clarity, Kathleen designs and leads engaging meetings that help organizations realize their potential and fulfill their purpose. Her professional career began in the human services arena in 1972 where she held manager, public relations and development director positions. She spent twelve years working in programs that serve families who have young and adult children with special needs.

Kathleen has a B.A. in Sociology from Nazareth College of Rochester, New York and more than 30 years of management and consulting experience. She is a charter member of the Arizona Organization Development Network and belongs to the Institute of Cultural Affairs’ (ICA) Technology of Participation (ToP) Trainers Network and the Asheville Area Chamber of Commerce.

She is a mentor trainer of ICA’s “ToP Facilitation Methods” course and adapts many facilitation approaches to meet clients’ needs. She is also certified to conduct the “Managing Change” program developed by ChangeWorks Global.
The gift shop has done very well with new items coming in daily. The Employee's Appreciation sale went very well this year. With profits from the various departments (gift shop, popcorn, bake sale, book sale and uniform sales) they have been able to purchase much need items for their hospital.

**Hurley Medical Center, Flint** — Many changes are occurring for their group. A new payroll system was implemented, they have formed a committee to merge Auxiliaries and Volunteers into one group, and the gift shop has a new wooden floor. They paid a portion of their pledge to Hurley Medical Center and are continuing various sales to generate money to continue to that pledge.

**St Mary's of Michigan, Saginaw** — The Volunteer Alliance enjoyed a well-attended Spring Luncheon and Annual Meeting. The new officers were installed at that time. The Amazing Bed Race has been cancelled due to insufficient registrations so they are back to the “drawing board” and will keep us informed. The computerization of the Gift Shop continues and the vendor sales have been challenged by the removal of payroll deduction options. They have pledged $100,000 for the interventional radiology suite renovation project and $50,000 for the front lobby and patient care renovation projects.

**Anne Lorentzen, ECD President**

*continued on page 12*
A Reminder

Please help keep our mailing list current by sending address changes or corrections to you District Vice President of Membership. This will ensure that the publications will be delivered promptly.

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**Around the State**

*(continued from page 11)*

**NORTH CENTRAL DISTRICT**

*Alpena Regional Medical Center —* At our recent Annual Awards Banquet 116 volunteers were in attendance to receive the awards for 2013. Our CEO presented a check for $15,000. This amount makes the total of $85,000 given this year towards our pledge. Two second year medical students also received scholarships of $1,500 each.

We continue to do well with our Books Are Fun Project. We are also pleased with how our gift shop and monthly used book sales are doing. We also make decorations for patient trays who are hospitalized on a holiday.

**Mercy Hospital, Cadillac —** We are busy at work on our fundraiser, Power of the Purse, to be held August 21st at McGuire’s in Cadillac. Gently used purses are donated. Then an auction and raffle are held. Last year, being the first year, to have this event raised $18,000. The monies were spent for breast cancer awareness, women who are underinsured and need testing that insurance does not cover.

In May, $35,000 was donated towards the purchase of a portable X-Ray Machine. $5,000 was also donated for 6 new wheelchairs.

**Charlevoix Area Hospital —** Thus far 2014 has been a very busy year. There are plans for some remodeling to include a Chemo Infusion Center. Our Guild has pledged $50,000 towards this project. Our volunteers are doing a great job. We presented nine $500 scholarships to high school students who are planning a career in the medical field. We also gave a $1,000 scholarship to an employee to further their studies. Looking forward to great things happening.

**McLaren Cheboygan Campus —** The Guild held two luncheons this spring. Installation of Officers was held at the May meeting. Plans are in the works for a Card Party, The Tree of Lights and a Greens and Bake Sale. We are in the process of donation $24,000 to cover equipment for the Surgical Department; Arthroscopy tray, eye trays instrument cleaner and Big Sheel Mobility Solution to name a few.

**Osego Memorial Hospital,** Gaylord — In June we held our annual scholarship awards and installation of our Auxiliary officers’ luncheon. Vivian Mettler, NCD President presided at the installation of the new Auxiliary officers. Four students received $500 scholarships. Our Auxiliary gave a $10,000 check towards our pledge of $40,000. With this check we are half way to our goal. This summer we held our annual Rose Day Sale. This is our oldest fundraiser. We were at several stores the Gaylord area. It was great to be out in the public. Our Cherry Pink Dinner Dance was extra fun this year with a theme of “All that Jazz”, great music and great food.

**Mercy Hospital,** Grayling — Our longest running fundraiser was concluded on June 20th. This was the 25th Annual O’Mercy Golf Classic. Despite the weather the golfers had a great time supporting our hospital and its mission. Other fundraisers throughout the year have been uniform sales, book fairs, silent auctions, bake sales and a Tupperware Sale. Our Lights of Love campaign will celebrate its silver anniversary this year. We are raising funds in support of our $100,000 pledge to the new Mercy Cancer and Infusion Center which opened in October, 2013. July 1st marked the first day of our fiscal year and hope I’s as blessed as the last.

**West Branch Medical Center —** Our volunteers have been busy this past year raising funds for the Emergency waiting room furniture. We are also having fund Raisers to purchase a new Elliptical Machine and new diagnostic equipment for X-Ray Services. Our next project is to help fund new hospital beds and stretchers.
West Shore Medical Center,
Manistee — As of June our Auxiliary has donated $34,000 toward our pledge for our new Wound Clinic. We have only $16,000 to go and hope to finish off this amount at the end of December. In December we have our Sleighbell Craft Show that we do every year. It is held at our high school on the first Saturday of December. Crafters rent space to sell their creations. We also have a huge raffle and bake sale during the sale generating about $1,000 each year. In July we host a Barnyard Bingo at the Senior Center in Manistee. The main prizes are meat. Our hospital CEO is the bingo caller for the evening. Centerpieces and other prizes are given away.

Vivian Mettler, NCD President

SOUTHEAST DISTRICT

Crittenton Hospital Medical Center Auxiliary, Rochester — Five $1500 scholarships were awarded to our Crittentees in May. These are awarded based upon hours worked, grade point average, an essay and biography, a college or university letter of acceptance, and letters of recommendation. The Crittenton Auxiliary assisted the Hospital with the annual Fun & Run and Walk on Saturday, 6/14 and the Golf & Tennis Outing on Monday, 6/16.

Future fundraising events include a $5.00 Sale on July 8th and a Jewelry Plus Sale on September 9th.

Karen Sweeney, President

DMC Huron Valley – Sinai Hospital, Milford — On May 22, 2014, the Volunteer Department had a Town Hall Meeting, one of several held throughout the year to discuss items affecting the volunteers and their activities, so our Volunteers could meet our new Service Excellence Director-Nicoletta Righini. In addition to managing programs to enhance our hospital service excellence, a critical issue for all hospitals today, she will oversee the work of Rich Kelley, our Volunteer Coordinator. This reporting structure highlights the role that volunteers play in assuring that patients are getting the best care and service. Also on June 14, volunteers also assisted in our Pediatrics Department Open House. HVSH has reopened its pediatrics department after a number of years. Lastly, we are processing the significant number of new teen volunteers that spend their summer working for us.

Barbara Brennan – Volunteer Liaison

DMC Sinai Grace Hospital, Detroit — This summer has brought a very special event to Sinai Grace Hospital, sponsored by the Grace Guild of Sinai Grace Hospital. Our first “preemie Reunion” to be held in five years was a Hugh success. More than 250 people attended, including 50 preemie babies born at the hospital during the last five years. Physicians, nurses, and volunteers served a picnic dinner, played with the families and networked with the caregivers who nurtured these tiny babies (one of which weighed only 15 ounces when she was born).

Juanita Dickerson, Auxiliary President

Garden City Hospital, Garden City
No report.

Henry Ford Macomb Hospital, Clinton Township — In anticipation of new merchandise for the Gift Shop from purchases made at the Atlanta Gift Show, the volunteers held an extended hours sale to give afternoon and midnight personnel an opportunity to visit the gift shop. They also held a “Christmas in July” sale to sell “one of a kind” and slow moving merchandise at greatly reduced prices.

Bev Hartman, Volunteer Group Liaison

Henry Ford Wyandotte Hospital, Wyandotte — At our April meeting, the Auxiliary approved the purchase of one Accuvein Finder for the Brownstown facility. This equipment will be shared between the departments at Brownstown. The Wyandotte Hospital Professional Practice Director attended our Annual Awards Banquet, which was held in April, to personally thank and tell the auxiliary how greatly appreciated were the Accuvein Finders that had been purchased for the Wyandotte location.

Sandra Chavez, Auxiliary President

McLaren-Macomb Hospital System, Mt. Clemens — No report.

Paul Palazzola, Auxiliary President

McLaren Port Huron, Port Huron — Port Huron Hospital is now McLaren Port Huron and things are moving along the same with McLaren Port Huron Auxiliary as we continue to be busy planning and completing fundraising projects. The Little Black Dress fundraiser, held in partnership with St. Joseph Mercy Hospital and the Kearns family was a huge success, raising money for local Breast Cancers patients. We are looking forward to an Art Sale in August and planning other events throughout the rest of the year. An Ice Cream and Strawberry Social, sponsored by the Auxiliary, was recently held. The Social is put on for the hospital staff to honor and thank them for their hard work and the ice cream and strawberries are served by the Auxiliary members. The Skylight Café continues to be operated by the Auxiliary and has added numerous items to help pick up sales and profit.

M. L. Kraft, President, McLaren Port Huron Auxiliary

Mercy Memorial Hospital System, Monroe — Mercy Memorial Hospital Guild held installation of officers at the

(continued on page 14)
May luncheon meeting. A check for $75,000 was presented to hospital administrators for the purchase of a cardio pulmonary rehabilitation system and 2 hypothermia blankets. Our gift shop has been busy as always. We held Loyalty Customer Sale Week, Sidewalk Sales and Germack nut sale. Also inventory was completed in June. The gift shop volunteers and those other volunteers in key areas such as front desk all took active shooter live training along with the staff. We hope everyone who attended the MAHA annual meeting was able to attend Marie McLaughlin’s presentation. She is the manager of our gift shop and we couldn’t be prouder!

Beth Grna, Auxiliary President

Providence Hospital & Medical Center, Southfield — No report.
Carolyn Drake, President

Providence Park Hospital & Medical Center, Novi — On April 17, 2014 the Providence Park League conducted its’ annual business and luncheon gathering for the volunteers at the Glen Oaks Country Club in Farmington Hills. At the time, the new officers were installed for the 2014/2015 fiscal year of the League. The auxiliary donated $65,000 to the hospital on the $1.5 million pledge. Awards were given for number of hours milestones ranging from 100 to 28,000 as well as years of service ranging from 5 to 25 to many volunteers. The Teen Recognition Celebration took place on May 12, 2014. A total of $5,300 was awarded to 23 of our teens. $100 was awarded to teens who have contributed 100 hours and 5 scholarships were presented to those teens who provided the required data.

Pat Poirier, Providence Park League President

St. Joseph Mercy Chelsea, Chelsea — The volunteers’ appreciation banquet was well attended; 36 volunteers received awards for number of hours served. Five of those were recognized for more than 10,000 hours.

Nine members attended the Legislative Advocacy Day in Lansing and all agreed it was a very informative day.

Arbor Nook Gift Shop sales are up significantly. We have needed to add Saturday hours in the shop.

Volunteers have been added in the Surgery Center and the Home Health office. We have volunteers in 19 departments plus shuttle drivers. Additional volunteers will be needed in the new Cancer Center.

Five $1,000 scholarships were presented to students enrolled in health care fields.

Construction on Chelsea Community Hospital’s Cancer Center is progressing in a timely manner and we are looking forward to this great addition to the hospital opening in 2015.

Lois Gibson, CCH Auxiliary President; Article submitted by Shirley Hoppe, Communications Chairman

St. John Macomb – Oakland Hospital Warren Center, Warren — Excitement continues to abound at our Hospital. We are thrilled to report that the Auxiliary was able to present a check to our President, Terry Hamilton, at our Spring Luncheon in the amount of over $178,000 towards our Hospital’s soon to be delivered Linear Accelerator machine to be used in our Cancer unit. Our current machine is still functioning, but is showing its age and many innovations have occurred since our present machine was acquired. Our new machine will actually breathe with the patient so radiation will be targeted directly at tumors without doing damage to surrounding areas.

We are reviewing a number of new fund-raising activities to raise money for our Hospital — geranium sale, bake sale, ice cream social and others. We currently have over 300 volunteers and hope to increase that number dramatically in the coming year. Our Auxiliary is alive and well!!

Sallie Hock, Auxiliary President

St. John River District Hospital, East China — The end of our fiscal year is coming to a close and we will be electing new officers this month. This past year has seen changes in our fund raising efforts. The hospital has discontinued the payroll deduction plan for Associates and this has caused most Vendors to refuse to have sales for our Auxiliary. We have some great volunteers who have come up with new ways to raise funds. In July we will sponsor a RIGHT BRAIN PROJECTS painting class. In October a craft sale is planned where area crafters may rent a table and sell their handmade items. We welcome ideas from other auxiliaries. Happy Summer.

Joyce Friederichs, SJRDH Auxiliary, Director

St. Joseph Mercy Hospital of Port Huron — On April 11th the 8th Annual Little Black Dress fund raiser was held at Alexander’s in Marysville. Along with Port Huron Hospital and the Kearns family and St. Joseph Mercy we had an attendance of 550 ladies for this event, such a grand event for breast cancer. Along with our other fund raiser events we have raised approximately $75,000 in donations to St. Joseph Mercy Hospital. We also celebrated National Volunteer week April 6-10th with appreciation to our volunteer’s a dinner was held at the hospital along with a Memorial Mass in the hospital chapel to remember MAVO members who have passed away. We couldn’t do what we do without the help of our MAVO volunteers … Thank You!!!

Marilyn Moss, MAVO President; Article submitted by: Karen Hagen, Communications Chairman for Mercy Auxiliary Volunteer Organization (MAVO)

St. Joseph Mercy Oakland Hospital, Pontiac — Delight the world with Compassion, Kindness and Grace. St. Joseph Mercy Volunteers installed their 2014-2015 officers, review of annual reports and presented the
Outstanding Awards and Honorary Award on June 18, 2014. The new officers installed: Michele Dunaj, President, Barbara McRoberts, Vice President, BG Gupta, Treasurer and Vicki Szymanski, Secretary.

SJMO opened our “South Patient Tower” on May 5, 2014. The tower is equipped with state of the art technology. One of the new technology is the ViSi Mobile device, worn on a patient’s wrist, continuously measures five vital signs. The Michigan based Artists art work are throughout the “South Patient Tower” was designed to provide healing for body, mind and soul. 204 private patient rooms are designed with family amenities such as; patient rooms with sleeper sofas and dedicated family zone. The South Tower has created many new volunteer positions.

Mercy Volunteers and staff are excited about our upcoming fundraisers which are the $6 Sale and Book Sale. It is an event that all of us enjoy being a part of.

Fun fact: Do you know why a woman is like a tea bag?? You never know how strong it is until it’s in hot water.

Michele Dunaj, President, SJMO
Mercy Volunteers

University of Michigan Health System – UMHS, Ann Arbor — No Report
Loulie Maynerd, Manager Volunteer Services

Marilyn Beverley, SED President

SOUTHWEST DISTRICT

Finally summer is here, don’t know about you but I was beginning to wonder if it was ever going to get warm, I’m sure we have all lived in michigan long enough to know it is what it is.

I’m sure all of our hospitals have been busy, readying themselves for summer. Although I don’t have reports from all the hospitals in my district, I can report on the one I volunteer at.

Community Health of Coldwater is looking forward to their Purse Bingo on September 16th, their annual Picnic/Potluck on August 13th and their used book sale was a big success.

Bronson Battle Creek, annual garage sale was a huge success, the CareAVan has two events this summer, in July the Balloon Air Show at the Airport and the Calhoun County Fair in August. They also have had a wonderful showing at the $5 Jewelry Sale and their linen sale.

Three Rivers Health just this last weekend had their annual Rummage Sale, always a big hit and good money maker. Had a Uniform Sale and Silverque sale in June, they also are money makers.

Barb Moran, SWD President

UPPER PENINSULA DISTRICT

It is rather quiet in the Upper Peninsula these days because for the most part we do not meet in summer. However, Munising is meeting in order to decide on who wins the scholarships awarded by the Auxiliary and as well from the hospital. They are also planning to support a Volunteer of the Year from that group. Munising was able to donate toward a large piece of equipment the Hospital needed, easing that burden a bit.

OSF of Escanaba met and learned from their attendees to the UPD meeting in Houghton that these meetings are not only fun but they actually learn quite a bit there. They now plan to send more to the Fall Conference in Iron River. Their new Pulmonologist was introduced and told them about his own work experience. And then to celebrate, another successful year on fund raising, they enjoyed an ice cream social.

OSF of Escanaba

Renovations to the Garden View House has been at least 50% full in its first few months of operation. Renovations to the Garden View Coffee Shop are complete and being enjoyed by all. Our menu has been streamlined onto one full page which has made it much easier to read and see all that is offered.

Our Guilds have had varied programs at their meetings: Spectrum-Blodgett Pharmacist, Cardio-Oncology speaker, Wedgewood Manasseh Project speaker and a local dietician to name a few.

The Window Shop put on a fabulous style show for many of our Guilds using their clothing and accessories.
in the summer of 2015. Members of the Yellow Rose Hospital Guild partnered with Horrock’s Garden Center to provide 8 herbal and fairy garden workshops for the benefit of the new hospital ... Horrock’s donated a portion of each participant’s registration fee to the guilds fund raising efforts.

Guild members volunteered for the first Aid booth during the Ionia free fair from July 17-26.

Our four guilds work individually to raise money and collectively have pledged $50,000 toward the fund raising efforts for the new hospital and have chosen the chapel for our naming opportunity.

Our main fundraiser will start this fall with the selling of bricks for our Garden of Gratitude that can be purchased in honor or memory of an individual or group. This “Garden” will be prominently placed on the grounds of the new hospital.

**Spectrum Health Ludington Hospital**, Ludington — The volunteers held their fourth annual Art at Rest fundraiser on Sunday June22. The event featured a live auction and exhibit of customized Adirondack chairs and children’s themed furniture by regional artists. Art at Rest succeeded in raising over $14,000 to support the volunteers’ pledge for onsite emergency helicopter transport services and new family consult room in the emergency department.

At the July 14, 2014 meeting the Volunteer Services Board installed new officers. Terri Langerak president, Candy Fabaz past president, Valerie Berrett 1st vice president and Janet Baxter 2nd vice president. Each position represents a two-year term on the board. Two new members joined the board during the July meeting. Dian Dostal as a member-at-large while Deb Laislonis joins the board as publicity chair.

**Mercy Health**, Muskegon — Mercy Health Volunteer Board hosted a one time Artwork Print Sale in July. This event was made possible through a donation by Bruce White Galleries and the Ann Arbor Design Center. Over 400 professionally produced prints were available for purchase. There was a wide variety with something for everyone. Proceeds from the art sale will assist McClees Clinic patients with special needs. McClees Clinic otherwise known as Mercy Health Prevention Practices offer HIV education, screening, counseling and referral services.

**Spectrum Health Butterworth**, Grand Rapids — The Volunteer Auxiliary recently installed officers for 2014-2015. They are: Randy Kimball, president; Sharon Seys, president-elect; Darlene Braunschneider, treasurer; Connie Smith, recording secretary; Barbra Gordon, corresponding secretary.

New placemats in the Grille highlighting the many services provided by guild volunteers have resulted in more tips from patrons.

Betty Jean Fry and Ina Jane Hollenback of the Sallie Bender Guild were recently recognized for 11,000 and 12,000 hours of volunteer service respectively. Both were honored with the Lifetime Membership Award.

**North Ottawa Community Health System**, Grand Haven — Happy 95th Birthday to us! This includes both our hospital and Auxiliary. Researching the archives we have discovered many interesting nuggets. For example, what was the first gift our Auxiliary made to the hospital? As it turns out it was two electric fans. A wonderful blessing and relevant gift back in 1919.

Our fund-raising team is expanding and widening our “local merchant” fund-raisers. They have been focusing on the community aspect (buy local) and it is resonating with our merchants and customers. We continue with our vendor fund-raisers which provide both necessary and fun items but do not project these to grow revenue overall. Our gift shop is project a flat year but is hopeful that the investment in the new cash register/inventory system scheduled for early next year will begin to pay off in more efficiencies and identifying trends.

The state-wide MAHA conference in June had two wonderful workshops on fund-raising, gift shop marketing and Auxiliary planning which were a treasure trove of ideas. We are working to integrate this into our processes.

With a decline in Auxiliary members, and a somewhat old-fashioned name and aura, how are we going to get our daughters and sons, let alone grandchildren, to engage in this meaningful, worthwhile work. It is yes, re-branding and re-packaging, but it is also re-definition and creating new rules and roles. I am excited to be able to share ideas on this. If you would like to join the dialogue please feel free to contact me – Marva Netherland (mnetherland@shbcglobal.net).

**Holland Hospital** — It has been a busy year at Holland Hospital. The hospital has been undergoing many changes and renovations. A much needed renovation of the hospital’s kitchen was completed in May and the Café is now back to full service. A new office building adjacent to the hospital was completed and opened in June. This facility houses West Michigan Heart. The bed tower is currently undergoing renovation floor by floor. Each of the rooms will be gutted and retrofitted as single rooms with state of the amenities.

The Volunteer Auxiliary awarded $12,000 in scholarship monies to deserving college students who are within eighteen months of graduating in a medical related field. The auxiliary continues to find success with vendor related fundraisers however the gift shop continues to be our major money maker. In all the

Auxiliary and Guilds gifted some $57,000 to hospital related projects for the past year.

**Barbara Tenpas, WCD President**
The **Annual Meeting and Educational Institute**, themed “Volunteers, America’s Strength” held at the Grand Hotel on Mackinac Island was the backdrop for our Annual Conference. Even though the lilacs refused to “volunteer” and make a showing for our conference, the attendees overwhelmingly responded on their surveys that there was a good mixture of education, information and relaxation.

We opened the meeting with the American Legion of Mackinac Island honoring us by presenting the colors after which all joined in for the Pledge of Allegiance and the singing of the National Anthem.

Our opening speaker **Marsha Schmit** spoke on her life journey of battling breast cancer while establishing the Breast Cancer Navigating Program at her hospital. She offered advice to all for additional testing procedures to consider.

Our six District Receptions were again held in the Miliken, Grand and Governor Suites, hosted by the districts’ current and incoming presidents. This event is always welcomed as it provides time for renewing friendships and networking with others throughout the state.

Due to a scheduling conflict David Finkbeiner was unable to provide the legislative overview. However, **Clark Ballard** from MHA stepped in and provided the legislative highlights. **Sam Watson** also from MHA spoke to the group regarding patient centered care, a topic which will be explored in more depth at a future meeting.

**Cheryl Karpen** of Oak Grove, Minnesota, spoke to us about “The Best Gift Ever — The Amazing Power of Love, Belief and Meaning.” Her message reminded all of us that a few simple words of kindness and encouragement can make all the difference in someone’s life.

Our three workshops: “Views of a Unique Gift Shop,” “Bright Future of Cancer Care” and “Maximize Engagement Through Volunteer Leader Retreats” were well attended. The education presented in these three workshops provided new ideas and themes for the attendees to take home to their home hospitals.

Our Networking Session was an experiment in an unscripted arena. The session “Tea and Talk” provided everyone an opportunity to enjoy an old-fashioned tea and still network with fellow attendees. The current and incoming VPs of Education were present to gather ideas for upcoming conferences, answer specific questions about MAHA or anything else.

Our closing speaker **Jerrianne Iseley** from Chicago, spoke to us on “Laughter for a Lifetime.” Her humorous talk, sprinkled with good advice, was the perfect ending to a successful conference. We all left the Island with a new spring in our step with ideas to share with those who could not attend and talking about seeing everyone at the next conference in October at Crystal Mountain.
This November’s election is probably one of the most important elections in the last several years. Everyone from the Governor to your local representative are up for election.

Look at the flyers that are being sent around for incumbents, check what they had accomplished in their last tour in office. For the newcomers they also have a past, what has been their positions in your local government, on the local school board, in your county government.

What are your friends saying, what are you hearing on the television and those wonderful telephone calls? Now the fun begins. Are they interested in our health systems? Do they support your values? And again, what did they say they would support and did they support it?

We have many things to think about with this election. Take your time. Read the Monday Report. In a separate article in this publication you will find a Snapshot that may help you with your very important decision. When we started writing this article we made the statement that still applies.

STOP ... LOOK ... LISTEN.