



MICHIGAN ASSOCIATION OF HEALTHCARE ADVOCATES

Highlights

Volume 62, Number 3



Alma Bershas
MAHA President

President's Message

As I sit here waiting for Punxsutawney the Groundhog to decide if we have had enough of this winter or can we look forward to Spring, I reflect over the past year as your President of the Michigan Association of Healthcare Advocates. Found it to be a very rewarding and fulfilling experience. This winter has proved that our volunteers are up to any and all challenges that volunteering has to offer. The example that you have set as volunteers and the encouragement your have given to each other, have made me proud to be a part of this organization. I have made many friendships that will be cherished by me for years to come.

.....
“Without continual growth and progress, such words as improvement, achievement, and success have no meaning.”

— Benjamin Franklin

Spring brings the MAHA swing-around and district installations, Jeanette Havel and I will visit all six districts. Each district brings new members, who in turn bring great new and different ideas for their district. The MAHA thanks every volunteer for their gift of giving. We have approximately 22,000 volunteers in the State of Michigan who are eager to assist our hospitals in their changing environment.

Our **65th Annual Meeting and Educational Institute** will be held on June 10, 2014, at the Grand Hotel on Mackinac Island. Nancy Viele, our Vice President of Education, has prepared an outstanding program. Jeanette Havel will accept the gravel and be installed as the new MAHA President. You will find complete details concerning the conference in this issue. Our theme for the conference *“Volunteers, America's Strength”* is a MUST NOT MISS experience for you.

Healthcare Advocacy Day is April 30, 2014 at the Radisson Hotel in Lansing. You have received a “Save the Date” reminder. Remember to get your reservation in early. This too is an event not to be missed.

Your MAHA Board has worked very hard this year in keeping with the massive changes our hospitals are experiencing and you as volunteers as well. In 1948 we started out with basically the same vision and design that we have today. Yet we have made remarkable achievements and changes through our journey. In closing I quote Benjamin Franklin, who said: “Without continual growth and progress, such words as improvement, achievement, and success have no meaning.”

Alma Bershas
MAHA President

Official Call to the 65th Annual Meeting and Educational Institute of MAHA

The Board of Directors of the Michigan Association of Healthcare Advocates does hereby issue to all members, the official call to the **Annual Meeting and Educational Institute** to convene at Mackinac Island, Michigan, Tuesday, June 10, 2014, at 4:00 p.m. in the Theatre of the Grand Hotel. Agenda items will include the election of officers, receipt of new business, and other matters pertaining to the MAHA.

Alma Bershas
MAHA President

Highlights

MAHA LOOKING AHEAD 2014-2015

The following dates are for your calendar — Information current as of 4/1/14

April 9, 2014	MHA Trustee Meeting	Okemos
April 9, 10, 2014	MAHA Committee Meetings	Quality Inn, Lansing
April 11, 2014	MAHA Board Meeting	Okemos
April 30, 2014	Health Care Advocacy Day	Lansing
May 5-6, 2014	AHA/SAL Meeting	Washington, D.C.
May 13, 2014***	NCD Spring Meeting/Installation	Otsego Memorial-Gaylord
May 14, 2014***	ECD Spring Meeting/Installation	Trillium Center, Saginaw
May 15, 2014***	WCD Spring Meeting	Zeeland Hospital, Zeeland
May 21, 2014***	SED Annual Meeting	Sterling Heights
May 22, 2014***	SWD Spring Meeting	Southern Exposure, Battle Creek
May 28-29, 2014***	UPD Spring Meeting	Hancock
June 10, 11-12, 2014	Annual Meeting	Grand Hotel, Mackinac Island
July 8-10, 2014	MAHA Board Retreat	St. Frances, Dewitt
August, 19-22, 2014	AHVRP Conference	Washington, DC
September 9-10, 2014***	UPD Fall Meeting	Iron River
September 17, 2014***	SED Fall Meeting	Detroit
September 18, 2014***	SWD Fall Meeting	Battle Creek
September 24, 2014***	ECD Fall Meeting	Horizon Center, Saginaw
September 30, 2014***	NCD Fall Meeting	Alpena Regional Medical Center
September, 2014***	WCD Fall Meeting	Sheridan
October 13-15, 2014	Fall Conference	Crystal Mountain, Thompsonville
May 13-14, 2015***	UPD Spring Meeting	Munising, Michigan
May 19, 2015***	SED Annual Meeting	Detroit
May 20, 2015***	ECD Spring Meeting/Installation	Horizon Center, Saginaw
May, 2015***	NCD Spring Meeting/ Installation	Cheboygan Memorial Hospital
May, 2015***	WCD Spring Meeting	TBA
May, 2015***	SWD Spring Meeting	TBA
June 9, 10, 11, 2015	Annual Meeting	Grand Hotel, Mackinac Island
July 7-9, 2015	MAHA Board Retreat	St. Frances, Dewitt
August 25-28, 2015	AHVRP Conference	Atlanta, Georgia
September 2-3, 2015***	UPD Fall Meeting	Aspirus Keweenaw
September 16, 2015***	SED Fall Meeting	Sterling Heights
September 23, 2015	ECD Fall Meeting	Horizon Center, Saginaw
September, 2015	NCD Fall Meeting	Paul Oliver Memorial Hospital, Frankfort
October 12-14, 2015	Fall Conference	Crystal Mountain, Thompsonville

***Attended by MAHA President and MAHA President Elect (and/or VP Ed)

++ Attended by MAHA President Elect

Prepared by: Jeanette Havel – President Elect 2013-2014. chilly2@charter.net

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!

Report of the MAHA Committee on Nominations

The MAHA Committee on Nominations presents the following candidates for the proposed Slate of Officers for the year 2014-2015 for election at the Annual Meeting to be held on June 10, 2014.

- | | | |
|---------------------------------|-----------------|-----|
| • Vice President Education | Mary Lu Cramer | SED |
| • Secretary | Bobbi Bruckman | ECD |
| • Treasurer | Ed Hugan | ECD |
| • Conference Coordinator | Marilyn Ashdown | SWD |
| • Legislative Advocacy Director | Gail Riley | WCD |
| • Membership Director | Carol D’Alberto | UPD |
| • Communications Director | Patt Luomala | NCD |

AUTOMATICALLY SUCCEEDING TO OFFICE:

- | | | |
|-------------------|----------------|-----|
| • President | Jeanette Havel | ECD |
| • President Elect | Nancy Viele | ECD |
| • Counselor | Alma Bershas | SED |

As directed by MAHA Bylaws, each nominee received a letter requesting written confirmation of acceptance of the nomination. Signed letters have been returned and are on file with the Chairman of the Committee on Nominations.

Article X (10), Section 7 of the MAHA Bylaws provides that “additional nomination may be made by a petition of five (5) member auxiliaries/volunteer organizations of MAHA with a written consent of the nominee, submitted to the secretary at least fourteen (14) days prior to the Annual Meeting.”

MEMBERS OF THE COMMITTEE ON NOMINATIONS:

- | | |
|----------------------------|-----|
| • Sharon Flewelling, Chair | NCD |
| • Alma Bershas | SED |
| • Jeanette Havel | ECD |
| • Paula Wiles | WCD |
| • Chris Ainsley | UPD |

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IMPORTANT PHONE NUMBERS

- **Lansing Quality Suites**
(517) 886-0600
- **Grand Hotel**
(906) 847-3331
- **MHA Headquarters**
(517) 323-3443
- **Crystal Mountain**
(231) 378-2000
- **Alma Bershas, President**
(734) (433-9783 (home)
(734) 476-9125 (cell)
- **Jeanette Havel, President Elect**
(989) 747-0268 (home)
(989) 254-9063 (cell)

Legislative Update



Eight months from now we will be having an election in Michigan. All one hundred and ten Michigan House of Representatives and thirty-eight Michigan Senators will be running for election. I know this seems like a long way off, but would like you to start being informed about who is running in your district. For information on the Michigan House of Representatives you can email them at www.house.mi.gov or email the Michigan Senate at www.senate.mi.gov. Please be prepared on Election Day.

In the coming months you will be hearing about Health PAC. What is Health PAC? Health PAC is the political voice of Michigan hospitals. For information on Health Pac please visit the Health PAC website, www.mahhealthpac.org.

Healthcare Advocacy Day is Wednesday April 30, 2014 from 8 a.m. to 1 p.m. at the Radisson Hotel in downtown Lansing. **Healthcare Advocacy Day** is sponsored by the Michigan Health and Hospital Association, Michigan Association of Healthcare Advocates (MAHA), and Michigan Volunteer Resource Professionals. Legislators will join attenders in their district for lunch. Over lunch you can share with them your views. Please send representatives from your group, so their will share with their board and membership what they have learned at the **Healthcare Advocacy Day**.

As MAHA Legislative Advocacy Director, I will gladly answer any questions you have. I can be contacted by email at cdbryant@charter.net

Claudia Bryant
MAHA Legislative Advocacy Director

MAHA Bylaws Changes

The MAHA Board of Directors at their meeting held January 16, 2014 approved a proposal to amend our Bylaws, in accordance with the MAHA Bylaws we submit the following for your approval—

BYLAWS AS AMENDED JANUARY 16, 2014, ARTICLE V, SECTION #2

Currently reads:

Section 2: The elected officers of the MAHA shall be President, President-Elect, Vice President, Secretary, Treasurer, Legislative and Advocacy Director, Membership Director, Communication Director, Conference Coordinator and Counselor.

Change to Read:

Section 2: The elected officers of the MAHA shall be President, President-Elect, Vice President, Secretary, Treasurer, Vendor Coordinator, Membership Director, Communication Director, Conference Coordinator and Counselor.

Eliminates the Legislative Advocacy Director Position; moving those duties to the MAHA President-Elect Position. Vendor Coordinator Position to the board vacancy of Legislative Advocacy Director.

Rationale:

By passing this bylaw change the MAHA board would create a stronger relationship for the MAHA President-Elect and MHA as the President-Elect prepares to move into the position of MAHA President. The MAHA President-Elect would present the legislative updates on the Spring Swing Around helping to create a stronger relationship with the membership in each district. By passing this bylaw change this would bring substantial savings to the MAHA finances. This would also keep the MAHA from passing on higher registration fees for our conferences. MAHA felt that it was our turn to absorb these cost.

Respectfully,

Edward B. Hugan
MAHA Bylaws and Policy Chairman

MAHA 65th Annual Meeting and Educational Institute

June 10-12, 2014

"Volunteers, America's Strength"



Welcome one and all to the **2014 Annual Meeting and Educational Institute**. Our 65th Spring Conference is shaping up to be filled with nostalgia, ceremony, education and all this is happening in the beautiful surroundings of Mackinac Island. Our hospitals, volunteer groups, auxiliaries and DVSs are experiencing challenges that test the fortitude of each and every one of us. The MAHA Board takes its responsibility to educate and inspire our members very seriously. With our speakers and workshops at this Conference we hope to remind all who attend that volunteers are truly the strength of America. We are planning a few surprises for you that we think you will like. If it is your first time at the Grand Hotel, you are in for a real treat. Bring a camera and be ready to experience the wonderful ambiance that is unique to the island and the Grand Hotel. As you disembark the ferry on the island you will have two choices — a stroll up the hill to the Grand Hotel or you can take a horse drawn taxi to the front door. Either one is a true adventure.

With our speakers and workshops at this Conference we hope to remind all who attend that volunteers are truly the strength of America.



Highlights

MAHA 65th Annual Meeting and Educational Institute



Upon your arrival the first day, registration begins at 1:30 p.m. in the Terrace Room where a book sale and Legislative/Advocacy table will be available. Take a moment to sit, have something to drink and reconnect with old friends and make a few new ones too! We are starting our meeting at 4 p.m. in the Theatre with a short business meeting, conference and hotel orientation followed by our opening speaker, **Marsha Schmit**, Breast Health Navigator from Hurley Medical Center, Flint. She will present *“Does Your Life Make a Difference?”* Her story of establishing a new program while enduring personal hurdles will touch you when you hear of her strength of character.

Dinner is in the main Dining Room followed by the District Receptions held in the Milliken, Grand and Governor’s Suites.

Wednesday begins with the early morning walkers (for the hearty among us) meeting on the front porch at 6:30 a.m. Breakfast is in the Main Dining Room. **David Finkbeiner** and **Laura Appel** from MHA will begin our day at 8:45 a.m. addressing legislative concerns/ issues impacting our hospitals. A special feature of the MHA presentation will be an overview of the Affordable Healthcare Act. **Cheryl Karen** follows with her session entitled *“The Best Gift Ever — the Amazing Power of Love, Belief and Meaning.”* She will show us how to identify what is important in life and to find a balance in our life.

Following the Grand Luncheon we begin our educational workshops. There will be a choice of three workshops that will be offered twice. **Roxanne Canine**, Vice President of McLaren Foundation, presents *“Bright Future of Cancer Care.”* Her power point will illuminate the latest truly remarkable Proton Accelerator tool being used to target and

destroy only cancer cells. **Marlene Pardoe**, DVS at Bronson-Battle Creek, will present *“Maximize Engagement Through Volunteer Leader Retreats.”* She will focus on retreats and their value to recruit and retain volunteers. **Marie McLaughlin**, gift shop manager from Mercy Memorial Health System in Monroe will offer tips to transform your gift shops into destination shops. An unstructured networking session will be hosted by the current VP Education and the incoming VP Education. In this unstructured environment we will offer you the opportunity to have a cup of tea and discuss anything and everything that is on your mind, especially what conference speakers and workshops you would want to see at future conferences and to let us know how the MAHA Board can help you with your volunteering efforts at your facilities. Take time to let us know what you need and want at your conferences.

Prior to our banquet in the Theatre, a reception, hosted by MHA, will be held in the Terrace Room or front porch, depending on weather. The installation of MAHA officers for 2014-2015 will take place after dinner. Following dinner all present will be invited to attend the president’s reception to welcome our new MAHA President.

Thursday will begin with breakfast in the Main dining room followed by our closing session with MAHA remarks and closing speaker, **Jerrianne Iseley**, a well-known humorist, who will give us insights on how to achieve *“Laughter for a Lifetime.”*

It is the hope of the MAHA board that as you leave this conference you take away new ideas, return home refreshed and have met new friends who share your love of volunteering.

Nancy Viele, VP Education

AGENDA

Tuesday, June 10, 2014

1:30 – 3:30 p.m.

Registration and Book Sale

(Hospitality Room in Terrace Room)

4 – 5 p.m. (Theatre)

MAHA ANNUAL MEETING

Welcome

Alma Bershas, MAHA President

Opening Prayer

Jeanette Havel, President Elect

Pledge of Allegiance

Jeanette Havel, President Elect

Business Meeting

- Election of Officers
- Bylaw Vote

Conference Orientation

Nancy Viele, VP Education

Hotel Orientation

Marilyn Ashdown, Conf. Coord.

4 p.m.

Rooms Available for Registrants

5 – 6 p.m. (Theatre)

OPENING SPEAKER

“Does Your Life Make a Difference?”

Marsha Schmit – Hurley Med. Center

6:30 – 8:30 p.m.

DINNER (Main Dining Room)

8:30 – 9:45 p.m.

District Receptions

9:45 p.m.

MAHA Current Board Meeting

Wednesday, June 11, 2014

6:30 – 7:30 a.m. (Front Porch)

Early Morning Walkers

7:30 – 8:45 a.m. (Main Dining Room)

BREAKFAST

8:45 – 10 a.m.

LEGISLATIVE ISSUES & AFFORDABLE HEALTH CARE

David Finkbeiner and Laura Appel

10 – 10:15 a.m.

Break

10:15 – 11:15 a.m. (Theatre)

MORNING SPEAKER

“The Best Gift Ever — The Amazing Power of Love, Belief & Meaning”

Cheryl Karpen

11:30 – 12:45 p.m. (Main Dining Room)

GRAND LUNCHEON

1 – 2 p.m.

WORKSHOPS

“Views of a Unique Gift Shop”

Marie McLaughlin, Monroe Hospital

“Bright Future of Cancer Care”

Roxanne Caine, McLaren, Flint

“Maximize Engagement Through Volunteer Leader Retreats”

Marlene Pardoe, Bronson Battle Creek

2:15 – 3:15 p.m.

WORKSHOPS REPEATED

“Views of a Unique Gift Shop”

Marie McLaughlin, Monroe Hospital

“Bright Future of Cancer Care”

Roxanne Caine, McLaren, Flint

“Maximize Engagement Through Volunteer Leader Retreats”

Marlene Pardoe, Bronson Battle Creek

3:30 – 4:30 p.m.

“TEA AND TALK” NETWORKING

Nancy Viele, current VP Ed

Mary Lu Cramer, incoming VP Ed

5:30 p.m.

New MAHA Board Photo

6 – 7 p.m.

RECEPTION HOSTED BY MHA

7 p.m. (Theatre)

BANQUET

Installation of Officers

9:30 p.m. (Room 246)

(or immediately following installation)

PRESIDENT’S RECEPTION

Thursday, June 12, 2014

6:30 – 7:30 a.m. (Front Porch)

Early Morning Walkers

7:30 – 9:00 a.m. (Main Dining Room)

BREAKFAST

9:15 – 11:15 a.m. (Theatre)

CLOSING SESSION

MAHA Remarks

Alma Bershas, MAHA President

Fall Conference – Crystal Mountain

CLOSING SPEAKER

“Laughter for a Lifetime”

Jerrienne Iseley

DID YOU KNOW?

Did you know you are allowed 30 hours for attending the **MAHA Annual Meeting** and **Fall Conference**? Just report back to your hospital after you attended the meetings 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.

Highlights

MAHA 64th Annual Meeting and Educational Institute Speakers

OPENING SPEAKER

Marsha Schmit

“Does Your Life Make a Difference”



Marsha Schmitt holds a Bachelor's degree in Nursing from the University of Michigan. She is also certified as a Breast Care Nurse and Breast Cancer Navigator. Marsha is a member of the national and local chapter of the Oncology Nursing Society. Ms. Schmitt works within the community on projects such as the Crossover Project which helps provide resources to patients and families. She assists with the PUB Medical group of the Health Department with their breast and cervical programs. She works closely with the Genesys Hurley Cancer Institute to promote Quality of Life programs and is part of a vital program with the Greater Flint Health Coalition for Advance Care Planning. Marsha is currently part of the lead team for the Compassionate Care Program at Hurley Medical Center, Flint, where she oversees a group of volunteers who bring hope and inspiration to Hurley patients. She is a national and international speaker who is sought for her presentations on promotion breast care awareness and cancer awareness.

CONFERENCE SPEAKER — Cheryl Karpen

“The Best Gift Ever — the Amazing Power of Love, Belief and Meaning”



Cheryl Karpen once asked her mentor, “How do I make sense of my life? I always feel overwhelmed and short of time.” Bill calmly replied, “That’s simple. Decide what you want your life to look like and live it.” Three weeks later, Cheryl had her answer. More than anything, she wanted to live what she calls her Three P’s: (1) to be peaceful, (2) to live passionately, (3) to be purposeful. She has sold nearly a million gift books through her self-publishing company, Gently Spoken. Cheryl now relentlessly shares her message of contagious possibility through her *Eat Your Peas Collection* of gift books and to audiences everywhere who long to live a more authentic, peaceful, yet purposeful life. An avid kayak enthusiastic, biker, hiker, reader, and traveler, Cheryl loves creating beautiful and serene environments, both indoors and out. She has been a member of the National Speakers Association (NSA) since 2004.

CONFERENCE SPEAKER — Jerrienne Iseley

“Laughter for a Lifetime”



Jerrienne Iseley attended Southeastern Bible College and Tyndale Theological Seminary. She has served as a Women’s Ministry Director, Event Planner for the Ethnic America Network, and national speaker. She presently serves on the Board of Directors of Pastors in Residence and a member of Wheaton Evangelical Free Church. Jerrienne has written a series of

short stories called *Life Lessons*. Jerrienne is married to Lee Iseley, a retired pastor serving with Interim Pastor’s Ministry. She is the mother of three children and grandmother to seven. She is also a die-hard Cubs fan.

CONFERENCE SPEAKER — Marie McLaughlin

“Unique Gift Shop Ideas”



Marie McLaughlin, Coordinator, has managed the Mercy Memorial Hospital System Guild Gift Shop for ten years. The 2,400 square foot boutique is located on the main floor of the hospital in Monroe, Michigan, which is nestled in the southeast corner of the state between Detroit, Ann Arbor and Toledo, Ohio. Due to past careers, Marie brings multifaceted experiences to her current position. Marie’s retail experience came from owning her own business. She owned a vintage tea shop that carried gourmet items, dolls, home decor, furniture, collectibles and hosted tea parties for the young and young at heart. Marie also held several positions in the banking industry. Marie and her husband owned and operated a commercial farm drainage business. Her favorite piece of equipment to operate was a bulldozer! A native of Monroe she lives with her husband of thirty-four years and has been blessed with three children and six grandchildren.

CONFERENCE SPEAKER — Roxanne Caine

“Bright Future of Cancer Care”



Roxanne R. Caine, CFRE, is the Vice President for the McLaren Foundation at McLaren Medical Center. Roxanne joined the McLaren

Foundation in 2005 as the Director for Development with the charge of rebuilding the organization's fundraising program. Currently, she is responsible for all aspects of the Foundation in addition to developing and overseeing the construction of the Hospitality House for Proton Therapy patients. In addition to her work at McLaren, Roxanne is involved with several community organizations, including the Genesee Valley Rotary, Flint Breakfast Optimist Club, Rotary Club of Flint (serving as President in 2008/09) the United Way of Genesee County, the Hundred Club of Flint and many others.

Prior to joining the McLaren Foundation, Roxanne began her career at McLaren in 1995 working as a Physician Services Representative. She was promoted to Director of Community Relations at Lapeer Regional Hospital in 1998. In 2002, Roxanne joined the University of Michigan-Flint as Director of Development and worked with donors, alumni and community leaders affiliated with several schools on campus. She holds a Bachelor Art Communication from the University of Michigan and a Master of Science in Health Services Administration from Central Michigan University.

CONFERENCE SPEAKERS — David Finkbeiner & Laura Appel

“Legislative Issues and Affordable Health Care”



David Finkbeiner is Senior Vice President of Advocacy at the Michigan Health and Hospital Association. In his position David is in day-to-day

contact with legislators, state and federal officials and leaders of other associations with interest in health policy issues. He joined the MHA advocacy team in early

2000. Prior to the MHA, David worked in both administrative and clinical positions in Michigan hospitals. He has served on numerous advisory boards for health insurance companies, advocacy groups, educational institutions, community agencies and state departments. David holds a Master's Degree in Social Work from the University of Michigan and a Bachelor's Degree in Social Science from Michigan State University. He is a Diplomat with the American Board of Examiners in Clinical Social Work and a member of the American College of Healthcare Executives.



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 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, Ann Arbor, MI.

CONFERENCE SPEAKER — Marlene Pardoe

“Maximize Engagement Through Volunteer Leader Retreats”



Marlene Pardoe began her career in hospital volunteerism as a Volunteer at the age of fourteen. She already had some experience in

community volunteering as a lifetime Girl Scout – from Brownie to Gold Award Recipient to Leader of three troops – Brownie, Junior and Special Needs Girl Scouts. She volunteered at the C.S. Mott Children's Hospital while attending the University of Michigan where she attained a B.S. in Biology. Work in a U. of M. pharmacology laboratory ensued, and after several years, Marlene knew this was not her calling! She began working at Hillsdale Community Health Center and became the Director of Human Resources and Marketing and then DVS there. She commuted evenings to Eastern Michigan University where she received her MBA degree. Marlene spent two years at Burnham Brook Center as Director of Fund Development. She became a Certified Fundraising Executive and enjoyed working with the members and volunteers. The last eighteen years, Marlene has been DVS at Bronson Battle Creek where she is also honored to lead the Patient Relations and Pastoral Care Teams. Her passion is working on relationships and building highly functioning work groups – of volunteers, hospital department teams and community leaders. A Crucial Conversations Trainer, Strategic Planning Facilitator and Customer Service Speaker, Marlene has had the opportunity to work with many hospital and community groups with humor, stories about life and well ... just plain FUN!

Highlights



EAST CENTRAL DISTRICT

Despite the hard winter our state has experienced, the hospital volunteers of the ECD have been very busy. Many of their winter activities were listed in the previous *Highlights* but some of our hospitals have reported new and on-going plans and projects.

Hurley Medical Center Auxiliary has had several events take place: combined volunteer services making three auxiliary services into one, a committee formed to merge Auxilians and Volunteers, a birthday party to honor all Auxilians and Past Presidents, gift shop floor carpet replaced with a wood floor, several vendor sales and an employee vendor sale planned for summer, continued payment of the monetary pledge to Hurley and many organizational updates and implementations.

McLaren, Flint Volunteers are excited to be preparing for their 95th Anniversary Celebration to be held April 10, 2014. In 2013 they gave a total of \$129,447.02 to their hospital in the form of monies for special equipment, projects, and a scholarship. Fund-raisers and thousands of handmade items have added to the totals. With McLaren Flint's Proton Therapy Center about to open, volunteers have assisted in several fund-raisers to support the Hospitality House. Thirty plus volunteers also perform a variety of tasks daily at the Hospitality House. Volunteer officers were honored: Denise Osman, Board Treasurer, and Kathy Carrithers, President, were honored at a dinner/reception for their volunteer service to

the community by the Greater Flint Area Arbor of the GLEANER Life Insurance Society. Judy Dawson, President-elect, and Kathy Carrithers were invited to attend the McLaren Corporation Annual Meeting/Dinner.

McLaren Lapeer Region Auxiliary has been busy holding numerous fund raising sales including a Blanket and Sheet Sale, Book Sale, Six Dollar Sale and Germack Nut Sale. They held their 1st Annual Harvest Moon Gala and Amber Globe Awards at Boulder Pointe Golf Club in Oxford with nearly 250 people attending. These events helped to raise money for the Auxiliary's generous pledge of \$20,000 to the Foundation. The Volunteer Coordinator has been recruiting and interviewing several potential volunteers. The volunteers also donated over \$500 to adopt four families for the Holiday Depot Christmas Program.

Volunteers from *MidMichigan Medical Center – Gladwin* have been busy throughout the harsh winter. The gift shop, now named The Gift Closet, has been a success, offering many desirable items and holding a huge holiday gift sale in December. Also in December was Gladwin's annual Love Light Tree event. Future fundraisers include candy/nut sales, a scrubs uniform sale, and –new to the list- BRA LA LA! This event will have individuals, organizations and businesses purchase a bra, decorate it and submit it for voting. The votes are \$1 each and the bra with the most votes (\$\$) will be awarded first place. The announcement of winners will be held on February 7 with a Wine and Chocolate event. Monies raised will be used in the mammogram scholarship fund to provide mammograms in Gladwin County for those not able to afford them otherwise.

Covenant Healthcare Saginaw volunteers ended 2013 with all goals met. Participation in Harvest Gathering resulted in \$1,000 in cash and 650 pounds of food, all given to the East Side Kitchen of Saginaw. The Fall

Volunteer Education Day, consisting of information on the implementation of HRO (High Reliability Organization) at Covenant, was well attended. Nurses arranged through Employee Health were available to give attendees flu shots. Funds from the St. Laurent Brothers candy sale and the Tree of Love met the pledge for the Sexual Assault Center at Covenant. Events to come are the Volunteer Dinner and Installation of Officers, the Covenant Kids Telethon for which volunteers have pledged a donation of \$10,000, and the Spring Fling, a sale of outside plants and hanging baskets.

St. Joseph Health System volunteers have been doing a lot of planning for upcoming fundraisers including a Bake Sale, a large Yamaha Grizzly Raffle, a \$5 Paparazzi Jewelry Sale and NYE Uniform Sale. Volunteers are working diligently to provide support and assistance to the emergency room as it undergoes renovation. A "Regional Retreat" between the three Regional Health System hospitals – St. Mary's of Standish, St. Joseph Health System, and St. Mary's of Saginaw – is planned. Volunteers are eagerly anticipating this opportunity to bond and network with each other.

MidMichigan Medical Center – Midland Volunteer Board has hosted a "Coffee Talk" sharing information about the volunteer organization in order to generate interest in obtaining

MAHA District Presidents

Please send a copy of your District newsletter to the MAHA President, Vice President, Resource Chairperson, and Communications Director. Also, remember to send a copy to each of the other District Presidents.

new members. So far, the gatherings have resulted in 10 new volunteer applications! As a part of MidMichigan's Patient Experience mission, volunteers have expanded their organization to include a "Compassionate Care" service with the goal of improving recorded patient experiences. Volunteers as well as hospital employees will be recognized by the hospital as a part of the program implemented by the Patient Experience Task Force.

Janet Barker, ECD President

NORTH CENTRAL DISTRICT

Alpena Regional Medical Center Auxiliary a \$70,000 check was presented to the hospital. They are currently purchasing a Central Fetal Monitoring System and five Maternal/Fetal Monitors at a cost of \$279,205.11.

Mercy Hospital – Cadillac Auxiliary In November, 2013 a drill was conducted to test emergency response to a weapons situation. The drill was to ensure that as an organization we are prepared in the event a weapon is brought onto the grounds.

This year we are able to donate towards a new Portable X-ray Machine.

Charlevoix Area Hospital Guild collectively we volunteered and additional 2000 volunteer hours over previous years.

We awarded \$7,500 in Scholarships to local High School Students and Hospital Employees to further their education.

McLaren Cheboygan Campus Guild a Greens and Bake Sale was held to raise funds to be used for gasoline gift cards to help defray the cost of travel to Petoskey for Medical Procedures. \$2064 was raised.

Osego Memorial Hospital – Gaylord Auxiliary was able to pay our original pledge of \$40,000 plus an additional \$5,000 to the Hospital Foundation.

We also gave three \$500 scholarships plus an additional one from a former member's family in honor of their mother.

Mercy Hospital – Grayling Auxiliary Lights of Love has been chaired for over 20 years by Pat Tundo and Virginia Corwin.

Paul Oliver Memorial Hospital – Frankfort Auxiliary are raising money this fiscal year for a new Bone Density Machine.

Paul Oliver Hospital has again, been named a Five Star Facility.

West Shore Medical Center – Manistee Auxiliary Sleighbell Craft Show/Raffle/Bake Sale was a huge success. Every year it gets bigger and better.

It has been reported that all Gift Shops are doing great.

Fundraisers throughout the District were Books are Fun, Penny Wreath War, Christmas China Raffle, Silent Auctions/Dinners, Linen Sales, Annual Angel Pin Sale, Koeze Nut Sale, and Employee Craft Sale/Chinese Raffle.

Patt Luomala, NCD President

SOUTHEAST DISTRICT

Chelsea Community Hospital/St. Joseph Auxiliary – Chelsea

This past year was a busy, productive year for the Chelsea Community Hospital Auxiliary. Our Holiday Bazaar was a huge success and our Tree of Love brought in over \$1,500. Sales in the Arbor Nook Gift Shop made record highs with our new location and mix of merchandise –more clothing and accessories. Arbor Nook has been invited to join the Chelsea Chamber of Commerce.

Christmas gifts were donated to a family through the CCH Adopt-a-Family program.

Our year concluded on a high note with the presentation of a \$20,000 check to CCH President and CEO Nancy Grabner as fulfillment of the first year's pledge of \$100,000 over a five year period toward the new Cancer Center. Ground was broken for the Cancer Center on January 16.

We are looking forward to another great year of service to our hospital

A Reminder

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

ECD

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Spectrum Health-Zeeland Community
Hospital



community, fund raising for the Cancer Center and getting together with friends at MAHA meetings.

Shirley Hoppe, Public Relations

Crittenton Hospital & Medical Center – Crittenton

The Crittenton Auxiliary plans the following for the upcoming year:

Card Party/Rochester Junior Woman's Club. This raises monies for our Camisole program for women dealing with breast cancer surgeries.

We also provide the following fundraisers in our main foyer of the hospital for guests, patients and employees and fellow auxiliary personnel.

Carson's Community Day Sale, \$6 Sale, Mothers' Day Sale, Shoe Sale, Book Fair, Tree of lights, and Bake Sales. Our fund raising activities totaled \$25,584.25 for 2013. We also completed our pledge to the Crittenton foundation for the building program of the new South Tower our pledge originally totaled \$350,000.

Our other events that we continue to support include:

Chili Cook Off, Card Party and Rochester Junior League, We will attend Conferences and workshops for MAHA and SED, Annual Award banquet, Blood Drive, Breast Cancer Walk, One Stop Screening, Cancer Screening, Relay for Life, Christmas Eve Poinsettia delivery to all inpatients on Christmas Eve. We will also distribute grants our Crittenton Grants program to 4 or 5 active (350 hour minimum hours) of volunteer hours and deserving High School students. We have 98 current Crittenton volunteers and they gave 4,044 hours in 2013 to support hospital staff.

Doug Kaherl, President Elect 1014

DMC Huron Valley – Sinai-Hospital Volunteers

The DMC Huron Valley Sinai Hospital Volunteers had a Special Purchase Project in 2013. Requests were received from different departments in the hospital, and we were able to

accommodate the wishes of twenty (20) areas. These purchases were in the amount of \$15,000. They were delighted to receive these items to help them function more efficiently.

Another pleasurable undertaking – the Volunteers of Huron Valley-Sinai Hospital adopted a family of seven at Christmas – a mother and six children. It was very rewarding to help ensure that they had a Merry Christmas. We supplied clothes, toys, games and gift cards for food. We have participated in this event for several years now, and hope to continue.

Barbara Brennan, Volunteer Group Leader

DMC Sinai Grace Hospital Guild – Detroit

The Grace Guild of Sinai Grace Hospital has been busy with community health projects. We have supported a community "Healthy Eating" program, bringing fresh fruits and vegetables to the Northwest Detroit area. We are helping to ready the hospital for the grand opening of our new emergency department, opening on February 1, 2014. This has been a two year building venture, that will double the emergency department. A much needed improvement for Sinai Grace Hospital and the community.

Juanita Dickerson, President

Garden City Hospital – Garden City

Garden City Hospital Guild presented the hospital president with a check for \$60,000 at their January meeting. This donation goes towards the renovation of the hospital's newborn nursery. The Guild is having an art sale, shoe sale and employee uniform sale in the next several months. They are trying something new this year – the Guild will be hosting an employee arts and craft fair before Easter.

Bonnie Barringer – Volunteer Liaison

Henry Ford Macomb Hospital – Clinton Township

The hospital recently held its Medallion Ball. Various staff and community persons were honored for their dedication and service at the event. Ken Hough from the Volunteer Services Department was chosen as a recipient of this prestigious honor.

The Gift Shop buyers recently returned from a buying trip to Atlanta GA. The fruits of their labors are beginning to arrive and find themselves on our Gift Shop shelves. The new merchandise helped our customers deal with the winter blues.

Beverly Hartman, President

Henry Ford Wyandotte Hospital Auxiliary – Wyandotte

Our hospital is continuing renovations in several areas of the hospital as well as the main Lobby area in order to improve the flow of patient and visitor traffic. The renovations include updating of elevators, lounges, meeting rooms, as well as the Lobby area. This is being done at the same time that a brand new computer system, called EPIC, is being implemented throughout all locations of the Henry Ford Health System. A great deal of effort is being spent training all of the hospital employees and volunteers that will need to use this system to fulfill their daily responsibilities.

We are in the process of firming up our vendor participants for 2014 and generally have at least one vendor fundraising event each month. In addition, our twice per month popcorn fundraiser is doing very well.

At our January meeting, the auxiliary approved the purchase of two 'AccuVein' Finders for use on the patient floors. This handheld equipment is used to find veins that are large enough for blood draw use as well as insertion of IV's in patients whose veins can be difficult to locate. This will greatly improve patient comfort, by eliminating the need for multiple needle pokes to find a suitable vein.

Sandra Chavez, President

McLaren-Macomb Hospital System

Reported no new information at this time.

Sue Gallas, President

Mercy Memorial Hospital System Auxiliary – Monroe

The volunteers at Mercy Memorial Hospital are always busy. The knitters knit 225 newborn hats for our babies this last quarter. Our gift shop was refreshed with a floor change. In February we sold lollipops as chances to win a large loveable Valentine teddy bear. We held a Spring loyalty customer open house. And we took an employee survey. A See's candy sale and a Germack nut sale were held also. Now we are preparing for our first Mom to Mom sale in early April. Mercy Memorial Hospital Guild, Monroe donated \$51,442 to the hospital for the purchase of 40 chairs for patient rooms and 4 bariatric chairs. Seven new knitters have joined bringing our total to twenty-two talented ladies. We're looking forward to June when Marie McLaughlin, our gift shop manager, will be one of the speakers at the annual conference on Mackinac Island in June.

Beth Grna, President

Port Huron Hospital Auxiliary – Port Huron

Port Huron Hospital's Auxiliary has a busy year ahead with numerous events scheduled. We currently have seven fund raisers planned, including Books R Fun, Rada Knife sale, Flower Sale and the Annual Holiday Bazaar. The proceeds from these fund raisers will continue to go towards the Auxiliary's pledge to the PHH for the new CT Scanner. We also will be co-sponsoring the Annual Little Black Dress Event in April. The proceeds from this event go back to the hospital's "Look Good, Feel Good Cancer Program." We also have the annual Ice Cream Social and the Volunteer Picnic scheduled for this summer.

M. L. Kraft, President

MAHA Highlights

Deadlines for future issues:

*August 1, 2014
for September issue*

I wish to thank everyone who sent articles for the April issue in a timely manner. Patt Luomala will look forward to receiving articles for the September, 2014 issue. Please send your articles to the address listed below.

Remember:

**ELECTRONIC SUBMISSION
IS PREFERABLE AND IS
ENCOURAGED.**

If you do not have a computer your DVS or someone at the hospital may let you use theirs. Remember to send your hospital articles to your District Presidents so they may make a synopsis of the district to present to *Highlights*.

**Patt Luomala
(231) 864-2300.
8778 Glovers Lake Road,
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pluomala@centurytel.net**

Providence Hospital and Medical Center – Southfield

HAPPY NEW YEAR MAHA. We finished 2013 joyfully. We are volunteers who serve with a servant's heart. We participated in our Volunteers Holiday Luncheon, giving \$65,000 to the St. John Health Foundation, assisted with the Christmas Store shopping and giving gifts to over 500 children, escorted the Gentlemen Songsters bringing music and fun to the patients, enjoyed the Tree Lighting sing-along given by the hospital for the entire hospital staff. We look forward to 2014 by bringing more to the world of VOLUNTEERS.

**Carolyn A. Drake, President
Our Lady of Providence League
(OLPL) Providence Hospital**

Highlights

Providence Park Hospital & Medical Center – Novi

Reported no new information at this time.

Pat Poirer, President Elect

St. John Macomb – Oakland Hospital – Macomb Campus Auxiliary

The Macomb Campus of St. John Hospital remains very busy. The past year has been a year of challenge, as is the case in most Hospitals.

Thanks to the Staff Doctors, the Campus has added a beautiful self-playing Grand Piano in its lobby. A lot of visitors now sit in the lobby just to enjoy the beautiful music. We even have an occasional, trained, real live person who, with permission, sits and plays gorgeous music for everyone's enjoyment.

Our Auxiliary committed \$280,000 to our Hospital this year – \$200,000 of which was earmarked for our much needed Emergency Room expansion. The remaining \$80,000 is dedicated to the installation of a security system to protect our newborns. In addition to our fundraisers, assisting in our coffee and gift shops, the Auxiliary also planned and hosted our Christmas Tree Lighting and provided a Santa and refreshments for a "Cookies with Santa" evening. This year the Auxiliary is also participating with the Professional Nurse Practice Council and putting together a basket to be raffled off with all proceeds going to the "Make a Wish" Foundation.

In addition, we are in the beginning stages of merging the Oakland Campus into the Macomb Campus Auxiliary.

Sallie Hock, President

St. John River District Hospital – East China

No report submitted at this time.

Joyce Friederichs, President

St. Joseph Mercy Hospital – Port Huron

During the holiday season at St. Joseph Mercy Hospital we delivered Poinsettias again to our patients on

Christmas Eve, along with our "Lights of Love" Christmas bells that are hung on our Christmas tree in honor or memory of a loved one. What a beautiful way to show people we care. Our annual Christmas luncheon sponsored by the hospital for our employees was a huge success this year.

MAVO has also been busy with various fund raisers during the busy holiday season. And a special thanks again to Nora Condland, a MAVO volunteer, for her donation of the "Helping Hands" mosaic painting which graces the hospitals main corridor. What a beautiful piece of art. A wonderful holiday season here at St. Joseph Mercy Hospital it has been.

Karen Hagen, Publicity Chair

St. Joseph Mercy Oakland Hospital – Pontiac

SJMO Mercy Volunteers have two new departments in which we may volunteer at. We provide our patients with our loving hearts and compassion that each of us deserve. Volunteers were placed at the "Cancer Center" where patients receive infusions. Also, we were placed on 3 East and 3 North. The Volunteers are identified as "Senior Companions." We create an atmosphere of welcome and genuine personal concern for the patients and their families. Senior Companions can be found doing what friends do for friends. We are so proud to be a part of caring organization.

We are looking forward to the completion of our new South Tower. With this new addition, SJMO employees and volunteers will be required to complete a training/tour session. The completion of the new South Tower is expected May 2014.

SJMO will be the first hospital in Michigan to use new disinfection robot to enhance patient safety. The two robots use pulse ultraviolet light to destroy bacteria, viruses, fungi, bacterial spores and pathogens. Patient safety is our number one priority.

~Kindness is the greatest wisdom~

**Michele Dunaj
President, SJMO Mercy Volunteers**

University of Michigan Health System – Ann Arbor

No report to submit at this time but hope to submit a report in the next issue.

Loulie Meynard – Manager of Volunteer Services message submitted by her administrative assistant.

Thank you to all the Volunteer Groups, Auxiliaries and Guild in the Southeast District for giving from your hearts!

**Marilyn R. Beverley
SED President 2013-2014**

SOUTHWEST DISTRICT

UPPER PENINSULA DISTRICT

WEST CENTRAL DISTRICT

Editor's Note

For all who sent an article to your District President thank you.

They are appreciated and make interesting reading to the volunteers statewide.

Some of you will note that many items were edited to better fit the *Highlights* format. If possible, please make your article 100 words or less and use the bullet type approach.

To all District Presidents please email your articles for the September, 2014 issue by August 1, 2014. That will definitely be the cutoff date.

popspet@charter.net

Gail M. Riley

**14303 Garfield Street
Spring Lake, MI 49456**

2013 Annual Report of Hours and Dollars

DISTRICTS	ECD	NCD	SED	SWD	UPD	WCD	TOTALS
Number of Hospitals	21	11	17	17	10	13	88
Number Reporting	21	11	16	13	10	12	82
Number of Beds	3,854	935	4,417	2,622	588	2,140	14,758
Number of Volunteers/Auxiliaries	3,787	1,935	5,096	5,490	1,249	2,941	20,299
Total Number of Volunteer Hours	436,881	183,030	626,227	559,587	105,170	207,426	2,119,976
Volunteers on District Board	5	7	16	12	6	9	55
Total Number of Board District Hours	426	692	3,380	658	426	689	6,271
Volunteers on MAHA State Board	5	4	3	3	3	2	20
Total Number of State Board Hours	2,342	832	849	111	1,263	1,908	7,335
Volunteers on AHA Board	0	0	0	0	0	0	0
Total Number of AHA Hours	0	0	0	0	0	0	0
Member Presidents on Hospital Boards With Voting Privileges	6 4	2 2	1 1	4 4	0 0	2 0	15 11
Money Donated to Hospital	\$1,053,636	\$330,007	\$994,683	\$1,020,103	\$261,950	\$530,0943	\$4,190,473
Other Monies Donated	\$52,362	\$25,100	\$74,716	\$71,927	\$24,106	\$46,44678	\$294,657* Mercy

WCD Mercy Health – Lakeshore Shelby did not report

Thank you to all the Hospitals that submitted numbers.

Note: 2012 records were substituted for four hospitals that did not submit.

A Special thank you to the District Membership Vice Presidents/ Directors and Presidents for their hard work and diligence. ECD Sheryllyn Russo; NCD Kay Meister; SED Mary Lu Cramer; SWD Nancy Cooley; UPD Chris Ainslie; and WCD Judy Ellis

Five-Year Hours and Dollars Historical Comparison

YEAR	2009	2010	2011	2012	2013
Number of Hospitals	106	97	96	91	88
Number Reporting	96	93	93	90	82
Number of Beds	19,370	15,715	15,966	15,159	14,758
Number of Volunteers/Auxiliaries	29,476	24,866	22,872	21,682	20,299
Total Number of Volunteer Hours	2,772,241	2,536,570	2,213,055	2,211,367	2,119,976
Volunteers on District Board	73	65	58	75	55
Total Number of District Hours	5,495	5,729	5,985	5,766	6,271
Volunteers on MAHA State Board	24	24	22	18	20
Total number of MAHA State Hours	7,624	6,082	4,772	5,387	7,335
Volunteers on AHA Board	0	0	1	1	0
Total Number of AHA Hours	0	0	300	300	0
Member Presidents on Hospital Board With Voting Privileges	25 15	19 11	16 10	15 9	15 11
Money Donated to Hospital	\$6,110,809	\$5,536,077	\$5,438,864	7,788,256	\$4,190,473
Other Monies Donated	\$280,410	\$264,512	\$281,505	\$324,218	\$294,657

Submitted by Sheryll Mithen, MAHA Membership Director



MICHIGAN ASSOCIATION OF HEALTHCARE ADVOCATES

Sheryll Mithen
1625 Binder Road
National City, MI 48748

MAHA 65th Annual Meeting and Educational Institute

June 10-12, 2014 • Grand Hotel

