A Salute to our Members

For more member photos see pages 16-17.
Happy Spring - at least that’s what the calendar says!

I can’t believe we have only two and a half months left in our MAHA program year. It will be busy, however, with the District meetings, Officer Installations, and our Annual Meeting on Mackinac Island. Our VP of Education has been working diligently to prepare an interesting and beneficial program for you to enjoy titled, “Breakthrough to Excellence”. You’ll find details in this issue of the Highlights. We anticipate another excellent networking session as well, where we’ll meet and share ideas. So we cordially invite you to join us. As for the District meetings, I love attending them, because they afford me the opportunity to talk with more of you than is possible on the Island.

As I’m sure you’ve heard by now, we will not be voting to change our name at the Annual Meeting. By a 2 to 1 margin you said, “Please don’t” during the G-mail distributed survey. Thank you for giving us your honest opinions. And, thank you for your responses to the second program survey. We will use these responses to tailor future programs to include what you have asked for. No more surveys this year, I promise.

Some of you may be asking, “why the changes”? If we want to be an organization that continues to grow and thrive in today’s changing healthcare scenario, we have to determine what in our program offers the most value to you, your volunteers, and your hospitals. We did not create this changing environment, but we are trying to navigate through it successfully, as are you. On that note, there will be Bylaw changes to vote on at the Annual Meeting. You’ll find them outlined on pages 12-15. We believe these changes are necessary to enhance our ability to more effectively operate a successful organization. So please, be sure to look them over and be prepared to address them at the Annual Meeting.

I want to personally thank my Board for their efforts this year, especially those folks who will be leaving: Nancy Viele, Margaret Ohryn, Marlene Sebastian, Vivian Mettler and Bob D’Alberto. Nancy will be serving on the American Hospital Association’s Committee on Volunteers for the next three years. Margaret will continue to serve on the Nurse Anesthetists’ Board and focus on her writing career. Bob will be assisting Carol next year as she assumes the MAHA Presidency. The other ladies assure me that they will continue to be active at their local hospitals. Without the assistance of these professionals there would be no Conferences or District meetings. Thank you also to Stacy Dowdy, Brian Peters, Chris Mitchell, Jill Seyler, Verna, Garry Macak and many others at MHA who assist us throughout the year. Lastly, I’d like to express my appreciation to several DVS’ that have been particularly helpful as conference speakers and in other ways: Sarah Knochel, Carol Bridges, and Lyn Freeman. Many thanks.

Please know, it has been my honor to serve you as President this year. It has been an interesting journey, and I’ve met some wonderful people. My best wishes to incoming MAHA President, Carol D’Alberto, for a successful program next year.

Mary Lu Cramer, MAHA President

MAHA Mission: To provide guidance and education to its member hospitals and their communities, thus enabling each institution to maintain its highest standards in healthcare.
With the unusual winter we have had in Michigan this past year, the welcome of tulips and lilacs as we arrive at the Grand Hotel on Mackinac Island will be appreciated. It is after this welcome that a busy three days begin.

Registration will be in the Terrace Room from 1:30 p.m. to 3:30 p.m. At the time of registration, you will receive information on the various changes in the MAHA Bylaws that have been recommended. We will have MAHA Board members available to answer any of your questions. You also will have the opportunity to visit the Legislative table during this time.

Following registration, the MAHA Annual Meeting will be held in the Theatre at 4 p.m. The American Legion Post K 299 will be performing the Flag Ceremony for us, followed by the Welcome by President, Mary Lu Cramer, Opening Prayer and Pledge of Allegiance by Vice-President, Carol D’Alberto. President Cramer will conduct the business meeting that includes the recommended MAHA Bylaw changes and election of MAHA Officers for 2017-2018. To finalize logistics, the VP of Education, Anne Lorentzen, will provide a conference overview and the Conference Coordinator, Bobbi Bruckman, will give a hotel orientation.

Our opening speaker will be Kay Wagner and her topic is “Humor”, how it can be used in various hospital situations we, the volunteer, find ourselves in. Dinner will follow in the Grand Hotel’s Main Dining Room. Following dinner, the six District receptions will be held in the Grand, Governor and Milliken Suites.

On Wednesday, following breakfast in the Main Dining Room, we again meet in the Theatre, where MHA representatives will update us on the current legislative and medical events of importance at the State and Federal levels.

We have three workshops available to you, from which you have an opportunity to attend two of them. Carol Bridges will be presenting, “When I See You With My Heart...” (When I see you with my eyes, I think we are different, when I see you with my heart, I know we are the same). Melissa Murtha, FNP and Ryan Murtha, PA-C will present, “Advanced Practice Providers: The Team-Based Approach to High-Level Care”. Melissa practices in a Family Medicine Clinic and Ryan specializes in pulmonary and critical care medicine. Sarah Knochel will present, “Secrets to Success, Effective Recruitment, Recognition & Retention Strategies”.

After lunch and the afternoon workshops, we have scheduled a, “Tea and Talk Networking Session” with hosts, Anne Lorentzen, VP of Education and Bobbi Bruckman, incoming VP of Education. Tea and cookies will be available for an afternoon break. Bring your questions to this session to share with fellow volunteers. This is your opportunity to have input in the discussion. Following the networking session, you will have time to relax, visit with old friends or check out other areas in the Grand Hotel.

Late Wednesday afternoon, MHA will be hosting a pre-dinner reception on the front porch of the Grand Hotel, putting us in the mood for the banquet and installation of new officers. Following dinner, everyone is invited to the reception in the Governor’s Suite hosted by the newly installed President, Carol D’Alberto.

Following breakfast on Thursday, we’ve invited closing speaker, Kay Frances, speaking on the topic “Stress Management/ Humor”. Kay is a motivational humorist and known as, “America’s Funniest Stressbuster”.

This will conclude our 68th MAHA Annual Conference for 2017.

We would like to inform you that the MAHA Board has already begun planning the MAHA 69th Fall Conference. We look forward to seeing everyone again in Frankenmuth, Michigan for this event October 18, 19, 20, 2017. The theme will be: “PRISMS OF POSSIBILITY”.

Anne Lorentzen
Vice-President Education
KAY WAGNER

Kay Wagner Kay has been a registered nurse since 1985. Her career has spanned over three decades, which has led her down various paths. After some time in the clinical setting, Kay transitioned into leadership, which began with house supervision, expanding to managing workforce development for a health system, to her current role as the Vice-President of Quality & Patient Safety for MidMichigan Health.

She received her Bachelor and Master of Science in Nursing Degrees from Saginaw Valley State University (SVSU) and her Doctorate of Health Administration from Central Michigan University. She is the business owner of CommuniKay, which began in 1998 and has presented professionally at the local, regional, state and national level to diverse populations. She has adjunct faculty experience with published research and is the author of the book Kara’s Courage.

Kay’s proudest accomplishments include her 30-year marriage to Jeff, their three daughters Kara, Lauren & Brooke. Their family recently grew with the addition of Brian their son-in-law and their first grandchild, Graham.

CAROL BRIDGES

Carol Bridges is the Director of Volunteer Services at Henry Ford Wyandotte Hospital. Carol Bridges is a strong and inspirational leader with a talent for motivating employees and volunteers. She is passionate about the patient experience and comes to us with over 28 years of health care experience with Henry Ford Health System.

In her current role, she works directly with hospital and volunteer leaders to bring the voice of the patient to all improvement initiatives. She has an extensive background in Service Excellence training, as well as utilization of Press Ganey/HCAHPS patient satisfaction data. Her years spent in healthcare leadership include a strong focus on coaching, mentoring, facilitative training, and project management. She is a Certified Senn-Delancy and Crucial Conversations presenter. Carol is a past-President of the Michigan Council of Directors of Volunteer Services.

MELISSA MURTHA

Melissa Murtha is a certified nurse practitioner specializing in family medicine. She practices at MidMichigan Health Park – Freeland.

Melissa decided to further her career in medicine while working as a registered nurse. “I was interested in continuing my education and broadening my skills, in order to have greater impact on the clinical decisions that affect patients’ outcomes,” she said.

“I enjoy the variety of patients that I am able to see in family medicine,” she said. “I enjoy taking care of the wide range of age groups, especially pediatrics and geriatrics. I also like the challenge of diagnosing and managing chronic illnesses. My main goal is to provide the best outcomes for my patients.”

RYAN MURTHA

Ryan Murtha, PA-C, is a Physician Assistant specializing in pulmonary and critical care medicine. He started his career at Spectrum Health in Grand Rapids and then relocated to MidMichigan Health - Midland. His practice is inpatient at night admitting and managing patients in the ICU.

As the only ICU provider in the hospital at night, his role is highly autonomous, but he is still part of a strong team of intensivists. “I love the challenge that ICU brings. Even after eleven years, the variety and complexity of the job keeps me excited to come to work,” Ryan says.

Ryan has additional leadership roles as part of the leadership teams at MidMichigan Physician’s Group and with the Michigan Academy of Physician Assistants. He is pursuing a master’s degree in Health Administration and Leadership through SVSU. He says, “As a Critical Care PA, I have earned the respect of my PA, NP and Physician colleagues.
through hard work and life long learning in a demanding clinical setting. It is exciting to learn and apply new skills on the administrative side of healthcare."

**Philosophy of Care**

“In my practice, I meet patients and families at some of the worst moments of their lives. I try to treat each one with respect and honesty giving them the individual time that I would give my own family at such a hard time. My aim is true patient and family centered care”. Ryan adds, “It is my duty to stay sharp and up to date on the latest trends and guidelines so that I can provide excellent care to every patient.”

**Sarah Knochel**

Sarah Knochel is the Front Desk and Volunteer Services Manager at Covenant HealthCare where she has been employed for 17 years, serving the last 15 years in a leadership role with volunteers. Sarah’s responsibilities include education and training of volunteers and creating high impact volunteer positions that meet the demands of the medical center. Throughout her tenure at Covenant HealthCare, Sarah has expanded the number of opportunities available for volunteers and currently works with nearly 450 individuals ranging in age 16 to 96.

Sarah is a member of the Michigan Healthcare Volunteer Resource Professionals where she has served as Newsletter Chair, Treasurer, President-Elect, President, and Advisor. She serves on the Veteran Recognition, Emergency Preparedness and United Way committees for Covenant HealthCare.

Sarah has a Bachelor’s degree in Finance from Saginaw Valley State University. In her spare time, Sarah loves to travel, enjoys nature and landscape photography and spending time with family and friends.

**KAY FRANCES**

Kay Frances is a Humorist and has shared her message to, “lighten up stress less and take care of ourselves” in forty states and Canada for over thirty years. She holds a Master’s Degree in Business Administration, a degree in Physical Education and a 4th degree black belt in karate. She was also a family caregiver for seven years.

When it comes to humor, Kay is the “real deal” having performed as a professional standup comedian for many years and appearing on a number of national television and radio programs, including Lifetime Cable’s “Girls Night Out” and NBC’s “America’s Funniest People”. She also lived and performed in New York City where she appeared at the nation’s top comedy clubs such as “The Improvisation” and “Catch a Rising Star”.

**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.

**2017 GRAND HOTEL INFORMATION/REGISTRATION**

Please go to: MAHAonline.org website homepage for appropriate forms to submit or with any registration issues.
TUESDAY, JUNE 13, 2017

1:30 – 3:30 p.m.
Registration
Hospitality Room (Terrace Room)

4:00 – 5:00 p.m.
MAHA ANNUAL MEETING (Theatre)
Welcome
Mary Lu Cramer, MAHA President
Opening Prayer & Pledge of Allegiance
Carol D’Alberto, President Elect
Flag Ceremony
(By Federal law people may not be admitted to the theater while the flag ceremony is in process)
American Legion Post K 299
Conference Orientation
Anne Lorentzen, VP Education
Hotel Orientation
Bobbi Bruckman, Conf. Coordinator
Business Meeting
Mary Lu Cramer, President
Vote on Bylaws Changes
Election of Officers

4:00 p.m.
Rooms Available for Registrants

5:00 – 6:00 p.m.
OPENING SPEAKER (Theatre)
“HUMOR”
Kay Wagner

6:30 – 8:30 p.m.
Dinner (Main Dining Room)

8:30 – 9:45 p.m.
District Receptions (Grand ECD, WCD: Governors SED, UPD, and Milliken SWD, NCD)

9:45 p.m.
MAHA Current Board Meeting
(President’s Suite)

WEDNESDAY, JUNE 14, 2017

6:30 – 7:30 a.m.
Early Morning Walkers (Front Porch)

7:30 – 9:00 a.m.
Breakfast (Main Dining Room)

9:15 – 10:15 a.m.
LEGISLATIVE & HOSPITAL ISSUES TODAY (Theatre)
MHA Representatives

10:15 – 10:30 a.m.
Break

10:30 – 11:30 a.m.
WORKSHOPS

“When I See You With MY Heart ...”
Carol Bridges, Henry Ford, Wyandotte
(Terrace Room)

“The Advanced Practice Providers: The Team-Based Approach to High-Level Care”
Melissa Murtha, NP & Ryan Murtha, PA-C
(Cottage Room)

“Secrets to Success, Effective Recruitment, Recognition & Retention Strategies”
Sarah Knochel, Covenant HealthCare, Saginaw
(Grand Pavilion)

11:30 a.m. – 12:45 p.m.
GRAND LUNCHEON (Main Dining Room)

1:00 – 2:00 p.m.
2nd Workshops Begin

2:30 – 4:00 p.m.
“TEA AND TALK” NETWORKING (Room 218)
Hosted by
Anne Lorentzen, VP of Ed
Bobbi Bruckman, incoming VP of Ed

4:00 – 6:00 p.m.
Free Time

5:30 p.m.
New MAHA Board Photo

6:00 - 7:00 pm
Reception hosted by MHA

7:00 p.m.
BANQUET (Theatre)
Installation of Officers

9:30 p.m. (or immediately following installation)
President’s Reception (Room 246)

THURSDAY, JUNE 15, 2017

6:30 – 7:30 a.m.
Early Morning Walkers (Front Porch)

7:30 – 9:00 a.m.
Breakfast (Main Dining Room)

9:15 – 11:15 a.m.
CLOSING SESSION (Theatre)
MAHA Remarks
Mary Lu Cramer, MAHA President
Fall Conference – Bavarian Inn, Frankenmuth

CLOSING SPEAKER
“Stress Management/Humor”
Kay Frances
Celebration Corner

Do you have a celebration to share? Please submit all your events to Highlights Editor: Sandy Reardon at reardonsandy@charter.net.

- In December, **Owosso Auxiliary Members, Ann Bentley**, achieved the hospital’s prestigious Humanitarian Award. Ann volunteers many hours in all areas of the hospital, donating generous amounts of dollars and serves not only as an Auxiliary member, but as a Foundation member and a Memorial Healthcare Board of Trustees member as well. Congratulations Ann!

- **Henry Ford Macomb** celebrated several honorees at their recent Medallion Ball. One of the honorees was **George Convery**, a volunteer at our out patient substance abuse center. All proceeds from the event will benefit our surgical expansion.

- **Volunteer of the Month, Gloria Beaune**. She started volunteering as a Candy Stripper in July of 2015 and is also a member of War Memorial Hospital Auxiliary in Sault Ste. Marie. Gloria spends time brightening patient’s days by visiting with them and offering reading materials. She goes above and beyond always making sure she has word search books available, as those seem to be the favorite request.

Fundraising Vendor Days

- Chic and sassy jewelry
- Purses, wallets and crossbody bags
- Bling belts, scarves and more

Baubles & Bags does all the work and pays you 25 - 30% of our total sales! You don’t have to lift a finger!

“Easiest fundraiser we ever had”
“Very professional”
“Beautiful Displays”

Last year our fundraisers generated over $40,000 for Michigan hospital auxiliaries!

For more information contact:
Jeanie Scharf, jeaniemather@msn.com
248-330-3155
Jim Mather, jimmather@hotmail.com
248-770-4894
Spirit brings SmileZone to Saginaw Covenant HealthCare

Thanks to the Saginaw Spirit Hockey team, Covenant HealthCare has been selected as the first hospital in the United States to have Smilezones renovated by Smilezone Foundation USA. Smilezone Foundation USA is a registered 501(c) 3 charity committed to putting smiles on the children’s faces.

The Covenant Emergency Care Center (ECC) waiting room is the first of three zones in Covenant to be completed. To create a welcoming atmosphere for its youngest visitors, Smilezone renovations include bright colors and interactive games for children to enjoy while in the waiting room. The redecoration includes several murals and the cases will contain signed Spirit memorabilia and other fun activities for the children. Saginaw Spirit representatives, Covenant executives, Emergency Care Center staff, and Covenant Kids were in attendance to celebrate the grand opening.

Smilezone’s mission is to create, build, and transform areas (zones) in hospitals, private treatment and development centers, and children’s clinics. Smilezones improve the lives of children facing illness, disabilities, and physical and emotional obstacles – ultimately, putting a smile on their faces.

Excerpted from: The Saginaw News, December 21, 2016 – In the News

Hurley Wins $50K Prize in Contest

Hurley Children’s Hospital bested many other competitors and won the $50,000 grand prize in the $100K Credit Union for Kids Vote for Miracles online contest. Local Flint dentist, Dr. Allen Klein, contributed an additional $10,000 to this worthy cause. The funds will go to the Flint hospital and enable the facility to continue providing exceptional care for pediatric patients.

Industry News

War Memorial Hospital First in Region to Offer Robotic Surgery

Robots performing surgery. It sounds like a headline out of a Sci-Fi novel. It’s real, and it’s here. War Memorial Hospital, in Sault Ste. Marie, is paving the way for the future in medical care for patients of the U.P. and Northern Lower Michigan, with the introduction of the Da Vinci surgical system. WMH is the only hospital north of Traverse City, and throughout the entire Upper Peninsula, to offer this new robotic surgery. The benefits to robotics are less recovery time, less length of stay in the hospital and less pain for the patient.

The new Da Vinci surgical system can be used in a number of specialties, including urology, gynecology, bariatrics, and general surgery. Other surgeons plan on using the robot for hysterectomies, myomectomies (removing uterine fibroids while preserving the uterus) and any surgery where they are concerned about potential scar tissue. The robot offers us a lot of advantages over traditional laparoscopy such as being able to see in 3-D and having a greater range of motion with instruments.

For more information on War Memorial Hospital services and physicians, visit the War Memorial Hospital website at www.warmemorialhospital.org.

Excerpted from: War Memorial Press Release

Robot Naming Contest held and the winner is YOOP.

Innovation at Work

Hospital Building Campaign Tops $500,000 Goal – Auxiliary Helps

The Hills and Dales Hospital Auxiliary, in Cass City, played a vital role in a major renovation and expansion project underway at the hospital this year. The auxiliary recently pledged $11,500 toward the $6 million dollar facelift for the hospital. This was in addition to other contributions, which helped the hospital meet their $500,000 interim goal.

The Hills and Dales Auxiliary’s contributions are varied and include hosting six or more blood drives each year. Profits are also made from gift shop sales at the hospital and by selling popcorn twice a week. The auxiliary also organizes a number of fundraisers throughout the year, including book sales, jewelry sales, and uniform sales.

In addition to this new project they have purchased more than $148,000 worth of equipment and items needed by the hospital over the past decade.

Excerpted from Cass City Chronicle, March 8, 2017
Recruiting Volunteers

Recruiting and selecting volunteers involves more than just advertising for volunteers and processing their applications. To attract volunteers who fit in well with your organization and contribute to your programs you need to know what sort of volunteer roles you need filled and, importantly, the kind of people that you would like to have in those roles. You also need to make sure that your organization’s culture, programs and processes are set up to attract these kinds of volunteers and keep them for the long term.

Attracting volunteers is very similar to promoting any product or service. It’s about tapping into the kinds of people that you want to attract and selling the benefits of your program that appeal to these people. If you want to attract college students to volunteer there’s not much use posting an ad on a grocery store bulletin board. And you can’t expect to attract retirees to volunteer by offering them the chance to gain work experience, training and a start on their career path! Tailor your appeal to your audience.

The first step is to decide what type of individual would be an asset to your organization. Volunteers come in all shapes and sizes. Do you know what kind of people you want to attract for your volunteer/auxiliary programs? Things to think about when you are ready to start recruiting volunteers are:

- Who do you want to attract?
- What sort of benefits do your auxiliary/volunteer group offer that would be attractive to these kinds of people?
- Where are some good places to tap into the kinds of volunteers you want?
- Knowing your target audience(s) will give more focus to your recruitment activities. And knowing the places where your target audience is more likely to see your promotional information will give more focus to your recruitment efforts.

Word of mouth is one of the most effective ways to attract new volunteers. People are much more comfortable trying something new if it is recommended by someone they know and trust. Take the time to brief your Volunteers/Auxiliars about the roles you need to fill and the benefits of getting involved. Ask them if they know of people or groups who might be a potential source of prospective volunteers. Create a list of these sources and include them in your recruitment campaigns.

Word of mouth promotion tends to recruit similar kinds of people to those who are already involved with your organization. This is a bonus in the healthcare field since we have a well-defined organizational culture and new recruits know up front that their main role, no matter what particular job they may fill, is to be there to assist and support the patients in that facility.

Look for more on this topic in the next issue of the Highlights.

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VENDORS WANTED

If you know of a vendor who would like to come to our 2017 Fall Conference and Vendor Show in Frankenmuth, please contact MAHA Vendor Coordinator, Janet Barker, j56barker@gmail.com to give her the contact information.

JOIN FACEBOOK

Would you like to become friends on the MAHA Facebook page? Add pictures? Invite others? Please contact Carol D’Alberto, MAHA Vice-President, at carol.d’alberto@aspirus.org or (906) 362-5386.
MAHA Committee Report on 2017-2018 Nominations

The MAHA 2016 Nominating Committee met January 26, 2017, to propose a slate of officers for the 2017-2018 MAHA Board. Election of officers will be held at the 68th MAHA Annual Meeting and Educational Institute June 13, 2017 at the Grand Hotel on Mackinac Island.

THE PROPOSED MAHA OFFICERS FOR 2017 – 2018:

- Vice President Education: Bobbi Bruckman (East Central District)
- Secretary: Lois Castle (North Central District)
- Treasurer: Deborah Northrop (Upper Peninsula District)
- Legislative Advocacy Director: Carol Crane (East Central District)
- Membership Director: Shelley Redman (Southwest District)
- Conference Coordinator: Janet Barker (East Central District)
- Communications Director: Sandra Reardon (East Central District)

AUTOMATICALLY SUCCEEDING TO OFFICE:

- President: Carol D’Alberto (Upper Peninsula District)
- President Elect: Anne Lorentzen (East Central District)
- Counselor: Mary Lu Cramer (South East District)

The position of Vendor Coordinator shall be filled by presidential appointment.

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 Chair of the Committee on Nominations.

Article X, Section 7 of the MAHA Bylaws provides that “additional nominations 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 MAHA Secretary at least fourteen (14) days prior to the Annual Meeting and Educational Institute.

THE MAHA 2017 NOMINATING COMMITTEE:

- Chair: Nancy L. Viele, MAHA Counselor (East Central District)
- Member: Mary Lu Cramer, MAHA President (South East District)
- Member: Carol D’Alberto, MAHA President Elect (Upper Peninsula District)
- Member: Sharon Flewelling, MAHA Past President (North Central District)
- Member: Gay Baker, Volunteer Member (Southwest District)

Thank you to our MAHA Patron Sponsor, Geneva Distributing.
From time to time the Michigan Association of Healthcare Associates Board of Directors finds it necessary to recommend changes to the MAHA Bylaws. The changes are in areas that need clarification, or allow the Board to operate more effectively and consistently with its goals and objectives. These recommendations have the approval of the MAHA Board and MHA CEO Brian Peters. We have outlined the suggested new wording and the rationale for each of the recommended changes. If you have any questions, please contact Nancy Viele or Mary Lu Cramer.

In accordance with the MAHA Bylaws we submit the following for your approval:

**Recommended Bylaw Changes**

April 2, 2017

Bylaw changes are shown in **bold** and the rationale for each change is provided.

**ARTICLE I – NAME**

This organization, related to the Michigan Health and Hospital Association, hereafter referred to as MHA, shall be known as the Michigan Association of Healthcare Advocates, and hereinafter referred to as MAHA.

**Change to Read:**

The Michigan Association of Healthcare Advocates, hereafter referred to as MAHA, is affiliated with and supports the Michigan Health & Hospital Association, hereafter referred to as MHA.

**RATIONALE:**

New wording flows better.

**ARTICLE II – PURPOSE**

**Change to Read:**

**ARTICLE III - PURPOSE**

**RATIONALE:**

The previous Bylaws had not included a Mission Statement.

**ARTICLE II - MISSION**

The Michigan Association of Healthcare Advocate’s Mission is to provide guidance and education to its member hospitals and their communities thus enabling each institution to maintain its highest standards in health care.

**RATIONALE:**

Since auxiliary and volunteer groups are a member of MAHA by virtue of their membership in their respective districts, the change puts the responsibility for contact and review at the district level first so that preliminary arrangements; e.g., dues can be clarified prior to request for reinstatement to MAHA.

**ARTICLE IV - MEMBERSHIP**

**Section 2:** Any auxiliary/volunteer organization whose institution loses its membership in the MHA cannot continue as a member of the MAHA. In the event that said institution meets the requirements and again becomes a member of the MHA, the auxiliary/volunteer organization may present a request to the board of directors of the MAHA for reinstatement.

**RATIONALE:**

Since auxiliary and volunteer groups are a member of MAHA by virtue of their membership in their respective districts, the change puts the responsibility for contact and review at the district level first so that preliminary arrangements; e.g., dues can be clarified prior to request for reinstatement to MAHA.

**ARTICLE V - MEETINGS**

**Section 1.** Board and Executive Committee meetings shall be held the third Thursday of the month unless otherwise ordered by the Executive Committee, the time and place to be directed by the President.

A. The Board of Directors shall meet four times a year: July, September, January and April. Additional meetings may be called by the President or at the request of three (3) members of the board.

**RATIONALE:**

This change will allow flexibility in scheduling the board meetings especially in the winter months.

**ARTICLE IV - MEETINGS**

**Section 3.** A quorum for voting at any MAHA general membership meeting shall be forty (40) delegates.

**Change to Read:**

**ARTICLE V - MEETINGS**

**Section 3:** A quorum for voting at any MAHA general membership meeting shall be thirty-five (35) delegates.
ARTICLE V – OFFICERS AND TERMS OF OFFICE

(Article V) Section 2. The elected officers of the MAHA shall be President, President-Elect, Vice President, Secretary, Treasurer, Legislative Director, Membership Director, Communications Director, Conference Coordinator, and Counselor.

Change to Read:

(Article VI) Section 2. The elected officers of the MAHA shall be President, President-Elect, Vice President of Education, Secretary, Treasurer, Legislative Director, Membership Director, Communications Director, Conference Coordinator, Vendor Coordinator, and Counselor.

RATIONALE:

The office of Vice President is referred to as both Vice President and Vice President of Education. To be consistent, the position will be referred to as the Vice President of Education. Elevating the Vendor Coordinator position from appointed to elected allows this position an equal seat at the Board of Directors’ table. It is currently the only appointed position.

Currently Reads:

(Article VI) Section 2. In the event of death, resignation, or other reason causes the office of President Elect to become vacant at any time during his/her term of office, the sitting President would then complete his/her term as President, and the President Elect’s position would remain vacant. The following year the current President remains in office, and the Vice President would assume the office of President Elect. When the nominating committee holds their regular scheduled meeting, a new Vice President would be nominated.

Change to Read:

(Article VI) – Section 5. In the event of death, resignation, or other reason shall cause the office of President Elect to become vacant, the President Elect’s position would remain vacant for the remainder of his/her term, and the President shall serve an additional term the following year. The Vice President of Education shall assume the office of President Elect as usual. When the Nominations Committee holds its regularly scheduled meeting a new Vice President of Education be nominated. Should the office of Vice President of Education come vacant at any time during his/her term of office, the Nominations Committee would be convened immediately to nominate a new Vice President of Education.

RATIONALE:

Replacing the office of the Vice President of Education would be necessary to ensure that the education component of the MAHA conference coordination continue and that there is not an automatic vacancy on the incoming board.

ARTICLE V – OFFICERS AND TERMS OF OFFICE

(Section 8: A Director of Volunteer Services or a paid employee of any hospital or healthcare facility is not eligible to hold an elected office or an appointed office on the Michigan Association of Healthcare Advocates Board.

Change to Read:

(Section 8: Any individual who is a member of an auxiliary or volunteer organization is eligible to hold an elected or appointed office on the MAHA Board.

RATIONALE:

MAHA has recently been active in reaching out to include all persons involved in auxiliary and volunteer activities at the local level. We see the benefit to the organization in including any person who is a member of an auxiliary/volunteer organization, if they are active in local volunteering activities. Current wording promotes exclusivity and invites divisiveness by specifically targeting one specific population. Inviting and installing board members who are hospital employees could provide diversity. A volunteer with working experience within the hospital setting could provide a different perspective to board deliberations.

Currently Reads:

(Article V) Section 7. Should an officer, except the President, President Elect or Vice President be unable to complete the term of office, a new officer shall be nominated by the last appointed committee on nominations and elected by the Board of Directors.

Change to Read:

(Article VI) Section 7. Should an officer, except the President, President Elect or Counselor be unable to complete the term of office, a new officer shall be nominated by the last appointed Nominations Committee and elected by the Board of Directors.

RATIONALE:

There would be no need to replace the position of Counselor; however, the Vice President of Education must be replaced to ensure the conference coordination and to ensure that there is not an automatic vacancy on the incoming board.

Currently Reads:

ARTICLE VII – BOARD OF DIRECTORS

Section 1. The Board of Directors shall consist of the Executive Committee, other elected officers, standing committee chairmen, and the six district presidents. All members of the
Board of Directors shall be members in good standing of an auxiliary/volunteer organization affiliated with the MAHA.

**Change to Read:**

**ARTICLE VIII – BOARD OF DIRECTORS**

Section 1. The Board of Directors shall consist of the Executive Committee, other elected officers, and the six District Presidents. All members of the Board of Directors shall be members in good standing of an auxiliary/volunteer organization affiliated with the MAHA.

**RATIONALE:**

Having the phrase “standing committee chairmen” is unnecessary since the MAHA Board does not have committee chairs outside of the normal board members.

**Currently Reads:**

(Article VII) Section 2. No person shall serve for more than six (6) years with the exception of President, President Elect, Vice President, Counselor or District Presidents. Time served by individuals acting as District President shall not be counted in the determination of length of service as referenced in this section.

**Change to Read:**

(Article VIII) Section 2. No person, either elected or appointed, shall serve for more than six (6) years with the exception of President, President Elect, Vice President of Education, Counselor and District Presidents. Time served by individuals acting as District President shall not be counted in the determination of length of service as referenced in this section. Time served in an appointed position shall be counted in the determination of length of service as referenced in this section.

**RATIONALE:**

This revision brings consistency with both appointed and elected board members.

**Currently Reads:**

(Article VII) Section 3, B. Fill vacancies of all offices except the office of President, President Elect and Vice President.

**Change to Read:**

(Article VIII) Section 3, B. Fill vacancies of all offices except the office of President, President Elect or Counselor.

**RATIONALE:**

There would be no need to replace the position of Counselor; however, the Vice President of Education must be replaced to ensure the conference coordination, and to ensure that there is not an automatic vacancy on the incoming board.

**Currently Reads:**

(Article VIII) 1. PRESIDENT: serves ex officio on every committee except Education Committee and Committee on Nominations. Serves as a voting member of Education Committee and Committee on nominations. The President chairs the Audit Committee and the Executive Committee.

**Change to Read:**

(Article IX) 1. PRESIDENT: Chairs the Executive Committee and Board Meeting. She/he is assigned to committees as dictated by the current MAHA Policies and Procedures.

**RATIONALE:**

The rationale for Article IX 1-12 is that removing the committee assignments from the Bylaws and placing them in the Policies and Procedures allows for more flexibility and mobility in the composition of the committee membership to reflect the yearly changes in goals and direction for the MAHA Board.

**Currently Reads:**

(Article VIII) 2. PRESIDENT ELECT: serves ex officio on every committee except the Education Committee. Serves as a voting member of the Education and Executive Committees and the Committee on Nominations. She/he chairs Council of District Presidents.

**Change to Read:**

(Article IX) 2. PRESIDENT ELECT: Chairs the Council of District Presidents and the Financial Review Committee. She/he is assigned to committees as dictated by the current MAHA Policies and Procedures.

**Currently Reads:**

(Article VIII) 3. VICE PRESIDENT OF EDUCATION: succeeds to office of President Elect upon completion of term as Vice President; chairs Education Committee; serves on Executive, Conference, Audit, Finance and Budget, Bylaws and Policy, Goals and Objectives Committees.

**Change to Read:**

(Article IX) 3. VICE PRESIDENT OF EDUCATION: Chairs the Education Committee. She/he is assigned to committees as dictated by the current MAHA Policies and Procedures.

**Currently Reads:**

(Article VIII) 4. SECRETARY: serves on Education, Executive, Conference Committees. She/he chairs Bylaws and Policy Committee.

**Change to Read:**

(Article IX) 4. SECRETARY: Chairs the Bylaws and Policy Committee. She/he is assigned to committees as dictated by the current MAHA Policies and Procedures.

**Currently Reads:**

(Article VIII) 5. TREASURER. Chairs the Finance and Budget Committee, chairs Resource Committee and attends the Executive Committee.

**Change to Read:**

(Article IX) 5. TREASURER. Chairs the Finance and Budget Committee. She/he is assigned to committees as dictated by the current MAHA Policies and Procedures.

**Currently Reads:**

(Article VIII) 6. COUNSELOR. Chairs Committee on Nominations, Council of Past MAHA Presidents, the Goals and Objectives Committee; serves on Education, Executive,
Bylaws and Policy, Audit, Finance and Budget Committees.

Change to Read:
(Article IX) 6. COUNSELOR. Chairs Nominations Committee, Council of Past MAHA Presidents and the Goals and Objectives Committee. She/he is assigned to committees as dictated by the current MAHA Policies and Procedures.

Currently Reads:
(Article VIII) 7. MEMBERSHIP DIRECTOR: Chairs the Membership Committee, serves on the Education and Conference Committees.

Change to Read:
(Article IX) 7. MEMBERSHIP DIRECTOR: Chairs the Membership Committee. She/he is assigned to committees as dictated by the current MAHA Policies and Procedures.

Currently Reads:
(Article VIII) 8. CONFERENCE COORDINATOR: Chairs Conference Committee; serves on Education Committee.

Change to Read:
(Article IX) 8. CONFERENCE COORDINATOR: Chairs Conference Committee. She/he is assigned to committees as dictated by the current MAHA Policies and Procedures.

Currently Reads:
(Article VIII) 9. COMMUNICATIONS DIRECTOR: Chairs the Public Relations committee, serves as Editor of Highlights, serves on Education Committee.

Change to Read:
(Article IX) 9. COMMUNICATIONS DIRECTOR: Chairs the Public Relations committee. She/he is assigned to committees as dictated by the current MAHA Policies and Procedures.

Currently Reads:
(Article VIII) 10. VENDOR COORDINATOR: Chairs Vendor Committee; serves on Conference Committee; serves on Resource Committee and serves on Education Committee.

Change to Read:
(Article IX) 10. VENDOR COORDINATOR: Chairs Vendor Committee. She/he is assigned to committees as dictated by the current MAHA Policies and Procedures.

Currently Reads:
(Article VIII) 11. DISTRICT PRESIDENT: Serves on Education Committee; serves on Council of District Presidents.

Change to Read:
(Article IX) 11. DISTRICT PRESIDENT: She/he is assigned to committees as dictated by the current MAHA Policies and Procedures.

Currently Reads:
(Article VIII) 12. LEGISLATIVE/ADVOCACY DIRECTOR: Chairs the Legislative Committee

Change to Read:
(Article IX) 12. LEGISLATIVE/ADVOCACY DIRECTOR: Chairs the Legislative Committee. She/he is assigned to committees as dictated by the current MAHA Policies and Procedures.

Currently Reads:
(Article IX)
The Standing Committees of the MAHA shall include:

<table>
<thead>
<tr>
<th>Committee</th>
</tr>
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<tbody>
<tr>
<td>Council of Past MAHA Presidents Committee</td>
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<tr>
<td>Council of District Presidents Legislative Committee</td>
</tr>
<tr>
<td>Audit Committee Goals and Objectives Committee</td>
</tr>
<tr>
<td>Finance and Budget Public Relations Committee</td>
</tr>
<tr>
<td>Bylaws/Policy Committee Membership Committee</td>
</tr>
<tr>
<td>Resource Committee Vendor Committee</td>
</tr>
<tr>
<td>Conference Committee Nominations Committee</td>
</tr>
</tbody>
</table>

Change to Read:
(Article X)
The Standing Committees of the MAHA shall include:

<table>
<thead>
<tr>
<th>Committee</th>
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<tbody>
<tr>
<td>Council of Past MAHA Education Committee</td>
</tr>
<tr>
<td>Council of District Presidents Legislative Committee</td>
</tr>
<tr>
<td>Financial Review Committee Goals and Objectives Committee</td>
</tr>
<tr>
<td>Finance and Budget Public Relations Committee</td>
</tr>
<tr>
<td>Bylaws/Policy Committee Membership Committee</td>
</tr>
<tr>
<td>Vendor Committee Nominations Committee</td>
</tr>
</tbody>
</table>

RATIONALE:
The Audit Committee was renamed to reflect the activities of the committee since an audit was not the activity of the audit committee. The Resource Committee was removed as the main function was to select and offer educational books at the conferences. This activity is now done by email recommendations.

The following changes involve changing only the Roman Numeral identification for the Articles:

<table>
<thead>
<tr>
<th>Article I – Standing Committees</th>
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</thead>
<tbody>
<tr>
<td>Article II – Nomination &amp; Election</td>
</tr>
<tr>
<td>Article III – Fiscal Year</td>
</tr>
<tr>
<td>Article IV – Amendments</td>
</tr>
<tr>
<td>Article V – Parliamentary Authority</td>
</tr>
</tbody>
</table>

Prepared by: Nancy Viele, MAHA Counselor and Acting Bylaws/Policies & Procedure Chair, 3/13/17

Michigan Association of Healthcare Advocates | 15
Members to Salute
Members to Salute
Healthcare Industry Information

Reducing Preventable Harm in Hospitals

Each year, in the United States, millions of patients are harmed while receiving care in hospitals. They get infections, experience adverse reactions to drugs, develop dangerous bedsores, or come down with pneumonia from the very ventilators meant to help them breathe. The estimates of the number of people who die each year as a result of hospital errors have ranged from as many as 98,000 in a landmark Institute of Medicine report from 1999 to as many as 440,000 in a 2013 study.

In the United States each year, there are over 35 million hospital admissions and 136 million visits to emergency rooms. Doctors, nurses and technicians conduct so many procedures and dispense so much medication that even seemingly tiny error rates can translate to tens of thousands of patients harmed. How can hospitals do better to improve patient safety?

The answer is systems with safeguards. In a good system, there are multiple layers of defense, each compensating for weaknesses in other layers. The big challenge isn’t just designing systems with better defenses; it’s gaining acceptance for them, and properly implementing them. Over the past decade, for example, many hospitals have adopted checklists to improve safety in areas where standard protocols can save many lives. When well implemented, the results have been stunning. However, as checklists have proliferated, the results have been inconsistent, often because front-line practitioners rejected them or adopted them halfheartedly.

So the big question is: How can health systems be made safer when success means changing the attitudes and habits of health care professionals at a time when many are overwhelmed and deeply frustrated by all of the demands being made on them? What does it take to get them to embrace, with urgency, new ways of working? Many individual hospitals or health centers have made headway in improving safety. But the nationwide gains have been mixed, with wide variations across and within hospitals.

In 2010, President Obama appointed Donald Berwick, who had founded the Institute for Healthcare Improvement, to be administrator of the Medicare and Medicaid service centers. Coming from an organization that had led major national campaigns to advance safer practices in hospitals, Berwick set as a goal integrating the collaborative improvement approach into the government’s patient safety work. He recruited Dennis Wagner to lead the partnership.

The Institute for Healthcare Improvement runs a program called the “Breakthrough Series” to spread innovative ideas through a collaborative learning model. It works this way: Organizations agree to work together to solve a problem. They commit to similar goals. They engage in rapid-cycle testing of ideas and learning, and share their results with everyone. “It’s meant for situations where there’s a clear gap between the way a current system works and the way it could work when there’s knowledge to close the gap.”

The key to finding solutions is to unearth and spread success stories and let peers coach one another. The idea is to set goals, as aims and goals create systems, and then call attention to successes from throughout the country. That’s what inspires people to “invent their own changes,” says Wagner. As with checklists, when solutions are imposed they are apt to be rejected. There’s a common belief that people are resistant to change, says Wagner. “We don’t accept that. Humans are creatures of change. What people are resistant to is being changed.”

This information was compiled from an article in the New York Times from the Michigan Healthcare Assoc. website, MHA.org website.
Around the State

EAST CENTRAL DISTRICT
Jeannette Smith, President-East Central District (ECD)

We invited our membership to attend a meeting to find more innovative approaches to finding board members for our organization. We had good attendance and came back with the knowledge that the membership wants to keep the board active and wants only one president. We had contemplated with the idea of having a co-chaired presidency role.

The MidMichigan Medical Center volunteer affiliates (Clare, Gladwin, Gratiot, Midland), met and video conferred our Alpena volunteers into the meeting. This was a first for the affiliates and a great way to see that all 5 hospitals were included in the meeting. We share ideas and news reports at these meetings. It was a wonderful opportunity for the volunteers from all 5 hospital systems to work as a team.

We had a Logo Wear sale and were pleasantly surprised in the number of items ordered by the MidMichigan Healthcare employees.

In an effort to attract new volunteers, we had a “Coffee Talk”. This was advertised in the newspaper and through our Pulse volunteer newsletter. Six new potential volunteers attended this event and 4 have submitted volunteer applications. This seems to be a good way for us to recruit new volunteers.

In December, we participated in the Love Light Trees, a community fund raising event, as well as a celebration of the lighting of our therapy Medical Center’s holiday trees.

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.

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SED
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SWD
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UPD
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906-428-3818

WCD
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Email: lindalou1263@yahoo.com
North Ottawa Community Hospital
616-638-1658

MidMichigan Medical Center-Midland Therapy Dogs
Around the State

Highlights

Deadlines for future issues:
July 1, 2017 for the September 2017 Issue

I wish to thank everyone who sent articles and pictures for the April 2017 issue in a timely manner.

Remember:
ONLY ELECTRONIC SUBMISSIONS ARE ACCEPTED.

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 and pictures to your District President so they may make a synopsis of the district to Highlights.

Please limit your articles to 100 words or less.

MIDMICHIGAN MEDICAL CENTER-Clare
Ann Rowe, Volunteer President

We held our annual Christmas luncheon in December. It is always nice to catch up with the other volunteers that we don’t see on a regular basis.

We hosted the MidMichigan Affiliate meeting/lunch at our hospital in Clare on February 16th. It is always good to listen and share ideas with each of the hospitals. There will be several fundraisers scheduled throughout the summer and fall.

We are all looking forward to spring’s arrival.

MIDMICHIGAN MEDICAL CENTER-Gladwin
Beth Daniels, President

The month of January brought a slow-down of activities for the Gladwin volunteers. Many have gone south and those left behind are inside staying warm.

February found us doing a candy sale so everyone could be ready for Valentine’s Day. We also had a “Breakfast with the President” scheduled. President, Ray Stover, had an informal discussion with an update of MidMichigan Health and our partnership with University of Michigan.

In March, we held a uniform sale so everyone could look good for Spring. In April, we will be busy with a Logo Wear sale and Tot Tours. Tot Tours is a time when kindergarten and 1st grade students become acquainted with the hospital.

The snowbirds have returned and spring is officially here. Happy Easter!

MCLAREN LAPEER REGION HOSPITAL-Lapeer
Sarah Barnes, DVS

McLaren Lapeer Region volunteer services donated over 18,000 volunteer hours!

- On April 26th 2017 McLaren Lapeer Region will be hosting its Annual Volunteer Appreciation Luncheon to show recognition and appreciation for all our volunteer staff. Volunteers will receive a gift and have a wonderful lunch of prime rib and shrimp!
- McLaren Lapeer Region volunteers have been very busy hosting several fundraiser sales throughout the year! In 2016 volunteer services helped raise over $14,087.99 for the McLaren Lapeer Region Foundation!
- Through the years, McLaren Lapeer Region has transformed from a community hospital to a regional destination for quality healthcare. Most notably is the hospital’s verification as a Level II Trauma Center, making it the only verified center in the Thumb region.
- The organization’s affiliation with Karmanos Cancer Institute has increased our patient’s access to advanced cancer care close to home. Karmanos Cancer Institute is one of only 47 National Cancer Institute-designated comprehensive cancer centers in the U.S.
- McLaren Lapeer Region offers a comprehensive range of specialties and services to meet the healthcare needs of our community. Our exceptional team of medical professionals consists of more than 150 primary and specialty care physicians.

Around the State

Jay’s Sporting Goods annual bake sale
Around the State

ST. JOSEPH HOSPITAL SYSTEM- ASCENSION – Tawas
Dawn Knapp, Volunteer Coordinator

The volunteers launched the newly named “Treasure Cart” on January 26 of 2017.

The cart’s name was chosen from 25 entries in the contest held by the SJHS associates and volunteers. Nichole Pelton, Radiology, suggested the winning name and earned a $10 gift certificate to the Volunteer Gift Boutique. Volunteer, Jennifer Fritz, took the newly decorated cart out for its first spin around the hospital.

The cart travels from waiting rooms and departments, selling various gift shop goodies and candies.

The SJHS volunteers have donated to the health system in 2016: a bladder scanner, an ice machine for post surgical orthopedic cases, $5000 for community needs and $3,495 in local scholarships.

It had been a busy and fun filled year!!

Together with the Endowment Fund, we were able to purchase stuffed bears to give the children who are patients in emergency rooms.

OWOSSO MEMORIAL HEALTHCARE – Owosso
Janice Andersen, Auxiliary President

Let us hope spring is here to stay!! Our Auxiliary has had a wonderful start to the New Year - 2017. This year is going to be very energizing and challenging with over nineteen fundraising events scheduled. This will help us achieve our $30,000 commitment towards the hospital’s Emergency Department renovations. This was a project the Owosso Memorial Healthcare Foundation took on for raising over $1.2 million. Through intense campaign efforts this was achieved and the Auxiliary committed $150,000 towards it over a five-year period. We are very fortunate, along with the community that the Phase III construction renovations for the Emergency Department were completed in March of 2017.

The Auxiliary Gift Shop is thriving and we appreciate all the volunteers and the shoppers. Our Popcorn Committee is busy with popcorn sales every other week, our Membership Committee has been overjoyed with all the new members they are getting, and the Blood Drives started up again in February.

This will be the Memorial Healthcare Auxiliary’s 98th year of existence and we have much to be thankful for. It is amazing what we have accomplished, not only for the hospital, but also for the community. Our Auxiliary is blessed with many talented members and the mission of the group remains the same, “To serve Memorial Healthcare and its patients and to assist in promoting good relations in the community”.

CARO COMMUNITY HOSPITAL
Suzanne Reed, President

Caro Community Hospital Auxiliary has been busy. A bazaar at the hospital was a success with proceeds from table rentals going to the Auxiliary. Our annual raffle was also a success and we had happy winners! Everyone enjoyed the Tree of Love again, with a record setting turnout for the evening’s program.

We sponsored a uniform sale and a book sale in March. Our annual Volunteer Tea has been planned for April.

Additional activities included the Auxiliary purchasing curtains for patient rooms, as well as new doors.
**ST. MARY’S OF MICHIGAN - Saginaw**
Janie Gugino, Volunteer President

We have had great events and projects happen at St. Mary’s hospital this winter. Our gift shop has a new name and logo, Happy Hearts Boutique. The Timeless Treasures Thrift Shop has also had a very good year. Both shops and our fundraisers have been able to contribute generously to the hospital. We were able to purchase a Breast Tomosynthesis machine for mammographies, Interventional Radiology Special Procedures Suite and 3-D Cardiac Ultrasound Equipment.

Our volunteers supported the annual “Food Baskets for Families” at Thanksgiving and the purchasing of clothing and toys for families at Christmas. We will be holding our second annual “Cabin Fever Basket Raffle” soon. It was a success last year and everyone entering the raffle this year is hoping to win the themed-basket. The volunteer basket has a Detroit Tiger theme and is filled with fun and valuable items for the lucky winner.

Hearts and hopes are turned toward spring. Our annual volunteer recognition program and new Board installations will occur in May.

**MCLAREN FLINT HOSPITAL**
Judy Dawson, Volunteer President

Three new Board officers were installed at the September installation luncheon, President, Judy Dawson, Vice-President, Beverly King and Counselor, Ginny Livingston. Four Board members attended the fall MAHA conference in Frankenmuth. Several auxiliars participated in hospital fundraisers and events including, the Euchre Tournament held at the Hospitality House in November, Trivia Night, the Soup and Chili Cook-Off in February, and the annual meeting for McLaren Corporation in January.

The Auxiliary Board approved four goals to accomplish in the coming months to help focus our efforts and we continue to work on the challenges of operating our Point of Sale System for the gift shop and vendor sales. We usually sponsor two vendor sales per month.
During our December Service Awards and Annual Report luncheon, a check for $80,843.64 was given to the hospital for the Karmanos Cancer Institute Healing Through Art Program and 3D Mammogram equipment. In-kind donations were $22,297.52. Our total contribution of $103,141.16 was given for fiscal year 2015-16.

Additionally during the fiscal year of 2015-16, our nearly 300 volunteers worked 41,453.5 hours. We are very proud of these numbers.

We have updated our offices, cleared old files, and developed more efficient systems to track volunteer hours. We have also secured professional help to advance our work in the archiving of historical documents.

This year we are changing the location of our Volunteer Years of Service Pinning Ceremony, and will hold it in WBRMC's Tolfree Wellness Park. Family and friends will be invited to celebrate with us in this beautiful outdoor setting. If you are ever in this area, please stop by the Tolfree Wellness Park and experience its peace and serenity.

McLAREN NORTHERN MICHIGAN CHEBOYGAN CAMPUS
Brenda Butts, Guild President

Cheboygan Campus Guild - Continues to Help Improve Health Care in Cheboygan

The Cheboygan Campus Guild recently donated $15,000 toward the needed telemetry monitoring system in McLaren Northern Michigan Cheboygan Campus Cardiac Rehabilitation department. This generous donation, along with other donations, met this need and will have a positive impact on patients receiving cardiac rehabilitation care in Cheboygan.

Thanks to donations from the Cheboygan Guild and other donations through the McLaren Northern Michigan Foundation, the Cheboygan Campus Cardiac Rehabilitation department now has state-of-the-art technology for more clear and accurate recording of ECG patterns to monitor for arrhythmias. The new technology will allow doctors to view the patient ECG and session reports immediately.

We are also pleased to announce a unique Tolfree Volunteer, Elli, a beautiful soft-as-silk English Springer-Spaniel and our very first Pet Therapy Ambassador. Elli and her companion, Marlane Searfoss, make regular Wednesday visits to patients at the hospital as part of the new Pet Therapy Program at West Branch Regional Medical Center. “Studies have shown animal-assisted therapy can reduce pain, anxiety, depression and fatigue in people with a variety of health issues. Pet therapy can help family and friends feel better, too”, Mayo Clinic. This is just another way that our volunteers continue the Tolfree Legacy of comfort and care close to home.
A little more detail about the new technology:
Total Cost of Cardiac Rehabilitation Technology – $47,000 which includes:
• 8 Telemetry Transmitters with Receivers
• 27” LCD Widescreen Touchscreen w/speakers
• Workstation System w/Windows 7
• Laser Printer
• VersaCare Software and Training

MUNSON HEALTHCARE CHARLEVOIX HOSPITAL
Cathy Fischl, Public Relations

The Munson Healthcare Charlevoix Hospital Guild has been very busy over the last few months, continuing to raise money for the hospital’s renovation projects through its popular gift shop and sales. To date, they have raised a total of $36,000 toward the addition of a surgical suite and laboratory renovation, and are always thinking of new and creative ways to raise funds to support special projects throughout the hospital.

(Left to right): Vivian Mettler, President of the Guild, hands another pledge to Lyn Jenks, CEO of Munson Healthcare Charlevoix.

MUNSON HEALTHCARE CADILLAC HOSPITAL
Kim Benz, Manager Volunteer Services and Gift Shop

Munson Healthcare Cadillac Hospital Volunteers continue to make a difference for patients and their families presented to the Emergency Department. Continued improvement occurred in the patient survey scores regarding the wait time before someone noticed the patient’s arrival, helpfulness of the first person they met, comfort of the waiting area, courtesy shown to family/friends and being kept informed about delays. This is a direct result of our ED volunteers continuing to put our patients at the center of all we do.

Munson Cadillac Hospital Volunteer Services raised over $8,000 from this year’s “Lights of Love” event to benefit the Cadillac Hospital Physician Recruitment Fund or other programs for Cadillac Hospital.

Power of the Purse planning has begun! With sellout attendances for the past few years, Volunteer Services at Cadillac Hospital look forward to continuing the momentum for this year’s 5th annual Power of the Purse event, August 17, 2017.

OTSEGO MEMORIAL HOSPITAL-GAYLORD
Jerry Moran, President

In October of 2016, Otsego Memorial Hospital chose a new Gift Shop manager, Wendi Nelson. Wendi Nelson firstly had to become a volunteer for the Auxiliary, but was the chosen one for the job. She came with many years of retail experience. She understood the expectation for success includes moving products at a steady pace throughout the retail cycle otherwise, changes would need to be made.

She had dreams for the gift shop. The shop needed a facelift and a fresh assortment of merchandise. Wendi noticed that there was opportunity for space planning, space planning in regards to traffic patterns, departmentalization organization, aesthetic progress, growth of the volunteer base and an update of the assortment offered. She went to work.

Her first project was to recruit new volunteers for the shop. Though it seemed unconventional to some, she looked in different places than where recruiting had been done in the past. Wendi looked to spouses of medical professionals and physicians that work for the hospital, as well as some stay at home mothers. She felt certain that they would be great assets to the shop.

In a short time, the hospital gift shop had a great, growing team of people who were working toward the same goal.

Next, the team went to work meeting new vendors, working on new collections and space planning solutions. Simultaneously, they had to brainstorm and coordinate all of the renovation work that was going to be done to the shop. Being non-profit they reached out to the community and businesses for help through donations. “We were overwhelmed with the kindness and generosity that our community showed us,” Wendi exclaimed. The whole project was donated, which included: moving all old fixtures out, tearing out carpet, prepping and painting the shop, the paint, prepping and laying new vinyl, the materials for the flooring, marketing materials, new window decals, cabinets and countertops, fixtures, et cetera. They
Around the State

even raised enough for the hosting of a grand opening and all its requirements. They raised over $11,000 in donations for the renovation.

The team had to go through all the old inventory, they ran sales and a closing clearance. To compliment what remained, their new team began work on the new collections while the space planning continued. Orders were placed. While the renovation work was being done in the shop, the team worked in our stockroom processing the new shipments.

Flower and candy sales continued during the shop renovation and rebirth. Employees and families were glad of this.

The hospital’s marketing department helped with the Facebook postings for the gift shop Grand Re-Opening. They printed fliers and distributed them to the departments of the hospital. Additionally, they hung fliers throughout the hospital for employees and visitors to see.

Those doing the renovation of the shop were very kind and quick. The work was done in less than a week. It then took another 4 days to set up the floor, all the while merchandise orders had been placed, arriving and received. The Grand Re-Opening was a success.

The goals for success included making sure that the Gift Shop was efficient with space utilization. They planned the store layout on paper before beginning. Customer shopping habits were considered. Traffic flow was discussed before floor fixtures placed. Everything down to the color pallet for the shop, considering flexibility, was evaluated.

Today, Otsego describes their updated shop to others as, “trendy, updated, fresh, convenient, thoughtful, fun, functional, well-planned and much like shopping at a downtown boutique”.

MUNSON MEDICAL CENTER-Traverse City

Cathi Consolino, DVS Secretary

Construction continues on a new inpatient Behavioral Health unit on D5/D6 at Munson Medical Center. The new unit will provide a calm, comfortable environment with patient activity areas, access to natural light, and views of the surrounding medical campus. The current Behavioral Health unit was built in 1926, making this a much-needed upgrade. The project is scheduled to be completed by November 2017.
Around the State

Plans also continue for a new Family Birth and Children’s Center to support the parents of nearly 2,000 newborns a year who choose to deliver their babies at Munson Medical Center. A northward addition to the hospital would house new Maternity, Neonatal Intensive Care and Pediatrics units. The plans include new private rooms and up-to-date spaces to accommodate the latest equipment and provide much needed area for family and friends to support the healing process. To learn more about this project intended to improve the quality of care for our littlest patients, visit: http://www.munsonhealthcare.org/FBCC

SOUTHEAST DISTRICT
Elaine Pastor, Former President-Southeast District (SED)
Carol Anne Towne, New President

ST. JOSEPH MERCY OAKLAND HOSPITAL - Pontiac
BG Gupta, Volunteer President

Last year, St. Joe’s offered a mandatory “Active Shooter Training” to volunteers and staff. This training had been extended to 2017 for new volunteers and staff members. The “Active Shooter Training” was designed to educate and empower each attendee with various methods and tools to react to an active shooter or a violent intruder. Volunteers and staff felt the training was a valuable class to take.

Mercy volunteers celebrated the Annual Christmas luncheon on December 14, 2016 at prestigious Iroquois Club. The event was well attended by volunteers and staff and everyone had marvelous time.

St. Joseph Mercy Oakland volunteer Book Sale was held on December 5–7, 2016 in the new Cafeteria Lobby. The sale was very popular and was enjoyed by our staff, employees and visitors. A new fundraiser, Volunteer Leather/Spring Fashion Event, was held on March 8-9. Mercy volunteers will hold the Annual Volunteer Appreciation luncheon on April 26. The agenda will consist of the recognition and presentation of awards to the volunteers for their many years of selfless service. We all look forward to this honorable day.

ST. JOHN RIVER DISTRICT HOSPITAL – East China
Carol Ann Towne, Auxiliary President

St. John River District Hospital Auxiliary had a very successful year in the Gift Shoppe. In December, the Auxiliary held their Lights of Love program, followed by a delicious luncheon provided by the hospital. During 2017 the Auxiliary has been concentrating their efforts on recruiting new volunteers and exploring new fundraising opportunities.

HENRY FORD MACOMB HOSPITAL – Charter Twp. Of Clinton
Beverly Hartman, Volunteer Liaison

The Gift Shop and Coffee Bar recently had a software upgrade to their point-of-sale terminals. We also have welcomed several new volunteers.

In late March, the volunteers celebrated an early National Volunteer Week as they were treated by administration to an evening at the Fox Theatre to see Dirty Dancing. The celebration was greatly appreciated.

PROVIDENCE-PROVIDENCE PARK HOSPITAL-Southfield
Joyce Redmond, President

Ascension/St. John Providence in Southfield - Our Lady of Providence League (OLPL)

We have been busy planning our annual meeting and luncheon to recognize and thank the volunteers for their commitment to support the hospital in various capacities.

A new Executive Board will be installed for the upcoming fiscal year and a check will be presented to Providence Health Foundation, fulfilling our commitment to support the renovation and update of the cancer center. The League will continue to support teen recognition and scholarships, fellowship gatherings for volunteers and the annual flower day for hospital inpatients.

Star Wars came to the chemo infusion center at Sinai Huron Valley Hospital during the holiday season.
**McLaren Port Huron Hospital**

Lavenia Dean Billings, Auxiliary President

McLaren Port Huron Auxiliary Annual Meeting with the installation of officers and luncheon was held on January 11, 2017. At the annual meeting the President, Lavenia Billings, gave CEO, Jennifer Montgomery, a check for $20,000 towards the commitment of $50,000. At the 2016 Annual Meeting a check for $20,000 was also given, leaving a balance of $10,000 to be paid in 2018 Annual Meeting.

The Phase 2 construction for McLaren has begun at the hospital, which will house the new emergency center and surgical floors. Completion is expected to be in late 2017 or early 2018, at which time Phase 3 will begin making all patient rooms private. Also, McLaren will be painting and refreshing different areas of the hospital.

The up and coming events are, His Hands Jewelry sale February 8 and 9, Books R Fun – March 16 and 17 and Susie Goodies April 24 and 25.

A special thank you goes to the Auxiliary Board Members of 2016 for all their hard work and dedication. We welcome the New Auxiliary Board Members serving in 2017.

Have fun fellow volunteers, spring is on its way!

**ST. John Macomb-Oakland Hospital**

Marilyn Kay, Auxiliary President

We had a very successful initiation of a new project called the Discretionary Fund Grant Process. The Auxiliary allocated $10,000 to purchase requests (under $2,000 each) from hospital departments. We were able to grant all of the requests received and the funding bought things, such as art work for our Infusion Center, planters for our Rehabilitation Unit, chairs for our chaplains and mannequins for teaching CPR.

**Southwest District**

Marlene Sebastian, President-Southwest District (SWD)

**Sturgis Hospital - Sturgis**

Patty LaBarge, Auxiliary President

Sturgis Hospital Auxiliary finished up a great year with our annual Tree of Love fundraiser. This program allows community members to donate to the Auxiliary in memory of a loved one. A symbolic tree is lit at the memorial service, which is held in combination with our Hospice group. It is a beautiful ceremony at the start of the holiday season. Over $2,500 was raised, which will be combined with donations from the various Guilds to outfit a new infusion room with 3 infusion chairs and privacy curtains.

In total, volunteer hours for 2015-2016 were over 4400. The Auxiliary donated over $18,000 to the hospital and $4,100 in scholarships were awarded.

**Bronson Battle Creek Hospital**

Mike Lawrence, President/Volunteers

Activities for the first half of 2017 include our Bakeless Bake Sale in February, Employee Appreciation Day during Hospital Week and our Spring Luncheon and Installation of Officers. The annual Golf Outing, which is jointly sponsored with the Hospital Foundation, will round out the spring activities.

Bronson Battle Creek was very busy this past fall with new volunteer programs, lots of fundraisers and a big fundraiser for the Food Bank. We were very fortunate in the fall as we made $10,500 more than we had budgeted.

This spring the hospital provides a free luncheon for all volunteers on Thursday, April 20 at Firekeepers. This luncheon is given in honor of the National Volunteer week. Our new officers will be installed on Wednesday, June 7. Gino Ughetti will become the new President on that day. Finally, we have 6 fundraisers in the next months.

**Henry Ford Allegiance Health-Jackson**

Cheryl Simonetti, President/Volunteer Secretary

The Volunteers of Henry Ford Allegiance Health (HFAN) have awarded five $1,000 mini-grants to hospital departments who proposed projects that have a positive impact on patients, staff and/or the HFAN community. This is our second year offering these mini-grants. The first year we had 11 applicants. This year we had 32 applicants!

The winners of the mini-grants were:

- Caring Hands and Mental Health Benefits of Art and Hobbies
- Behavioral Health: Sky Scapes, Comfort Cart & Culture of Caring
- Hospice: The Last Sense and Diversion Therapy through Music and Media
- Patient Experience: Code Lavender
- Outpatient IV Services: Silence is Golden (and Soothing)

Each mini-grant winner will report his or her progress and success to our Executive Board in the fall.
We will also be participating in a research study on reducing patient falls with the use of “fidget blankets” made by our quilters for the Department of Nursing. The goal is that if we can give confused patients something to keep them occupied, we will reduce the tendency of them trying to get out of bed.

SPARROW HOSPITAL-Lansing
Dottie Spousta, Women’s Board of Managers

The Sparrow Hospital Women’s Board of Managers is busy, in spite of winter’s lack of sunshine and frigid temps. The March Founders’ week plans included two teas being organized and an Award ceremony, which honored a community leader who is dedicated to the Sparrow Way (improving patient experience, every time and every patient). This annual event has grown from one day to a week, when the legacy of the 114 women who saw the need for a Lansing hospital in 1896, and worked to make one available for everyone, regardless of their ability to pay. This week makes clear that Sparrow’s and it’s founding women are remembered with gratitude and respect.

The Physicians Recognition Dinner will be held on the last Friday in April at MSU’s University Club. This is an annual event, which recognizes doctors who have made exceptional achievements in their patient and hospital endeavors. Their fellow peers nominate them, which makes the bestowed honors all the more meaningful.

Speaking of Physicians, Karen Kent VanGorder, MD was named in December as the Senior Vice-President and Chief Medical and Quality Officer of Sparrow Health Systems. She is a Family Physician who has been a member of the Sparrow team since 1993. Dr. VanGorder is eager to lead transformation of Patient care, as well as enhance Physician Satisfaction.

The old medical building on Grand River Ave. has been demolished and replaced with a new state-of-the-art Sparrow medical facility. It opened in December and houses Physicians/Medical Groups and laboratories. Another renovation project can be seen at the Sparrow St. Lawrence campus, which has a newly remodeled gift shop, and is a delight for both volunteers and shoppers.

WEST CENTRAL DISTRICT
Maurine Sneathen, President-West Central District (WCD)

SPECTRUM HEALTH, BUTTERWORTH HOSPITAL - Grand Rapids
Pam Daugavietis, Chair - Board Communications

So far, even with many of our members off to warmer climates until spring, 2017 has started off very positively for our Butterworth Auxiliary.

We learned that in 2016, our guilds increased their combined membership by 41 new members, so word is getting out about how gratifying it is to be a part of an active group of guild members dedicated to helping others in the hospital setting.

On January 25, 2017, all guild presidents were invited to an exclusive look inside the Meijer Heart Center for a tour, refreshments and an intimate conversation with Dr. Penny Wilton, Department Chief of Cardiovascular Services and Medical Affairs in Critical Affairs. They all came away with new ideas to share with their members about how their philanthropic support can truly save and change lives.

Sean Boney, Supervisor of Security Operations for Spectrum Health, spoke at the March Butterworth Auxiliary Board meeting about what volunteers can and should do in certain security situations.

BRONSON SOUTH HAVEN HOSPITAL
Jeff Melvin, Auxiliary Coordinator

Our hospital is now Bronson South Haven! The voters overwhelming approved a ballot proposal in November to become an affiliate of Bronson Hospital. Just two months into the agreement, we can truly see the endless positivity that Bronson brings to our community.

The annual auxiliary Christmas bake sale brought in $460 in one morning. The gift shop sponsored a Christmas prize drawing featuring donations from area businesses and restaurants that raised just over $500.

The auxiliary just hosted the first of five 2017 Michigan Blood drives on February 14. They also hosted their annual Collective Goods (Books Are Fun) spring book fair on March 7 and 8.

Planning has begun for the 39th annual Auxiliary Awards luncheon that will be held on Wednesday, April 26.
Around the State

UPPER PENINSULA DISTRICT
Robert D’Alberto, President – Upper Peninsula District (UPD)

ASPIRUS KEWEENAW HOSPITAL - Laurium
Beth Maki, Auxiliary Member/Legislative Reporter

Our Auxiliary lost three dear long time members in 2016: Loretta Finley, Marie Massi, and Marie Regis. They have been greatly missed!

Our Gift Nook shop, the annual Used Books, Etc. sale, Tree of Love, One Day Basket drawing, Books Are Fun, nut sales and uniform sales did well. Our sewing ladies always have some kind of sewing and mending to do too.

In 2016, we were able to donate over $25,000 for patient care equipment. It is always an exciting time to see what our fund raising efforts help to buy.

Now in 2017, our Gift Nook is back in its regular location after months of renovations and upgrades throughout Aspirus Keweenaw Hospital. To celebrate, the Auxiliary hosted a weeklong Grand Reopening Sale (Feb. 27-March 3, 2017), with all purchases 25% off. The shop offers something for everyone, from fresh flowers, greeting cards, stuffed animals, jewelry, knick-knacks, scarves, purses, and more. The Auxiliary and Volunteers successfully operate our gift shop.

Wishing everyone a good year!
MAHA State Membership Director becomes Published Author

Margaret Ohryn (SED) is a volunteer at both DMC Huron Valley Sinai Hospital in Commerce and Beaumont Hospital in Royal Oak, where she volunteers in the chemotherapy infusion centers as well as the mother and baby units. She has recently published “And Beyond” under the pen name, Greta Orem, the first in a series of novels portraying human determination and resilience in the anesthesia department of a Level I Trauma Center. The book is available through Amazon. Margaret has a long list of professional degrees including a BSN, an MSA and an MBA. She has written professional articles, edited nursing textbooks, and belongs to several prose groups in the Detroit metropolitan area. Storytelling has become an essential part of her life.

As the recipient of an ‘Outstanding Service, Performance and Dedication’ award by her colleagues, she characterizes these attributes in her prose. She currently serves on two statewide nonprofits, Michigan Association of Nurse Anesthetists and Michigan Association of Healthcare Advocates. Margaret enjoys a busy life with her husband, children, and granddaughter. She understands that life should not be taken for granted, as each day is a precious gift.

Legislative Update
Stacy Dowdy Director, Health PAC & Grassroots Advocacy

The U.S. House of Representatives cancelled a scheduled vote on the American Health Care Act (AHCA) after it became clear there were not enough “yes” votes to pass the bill. House leadership made significant changes to the bill during negotiations last week to gain support from more conservative members, including the elimination of the requirement that insurance plans provide essential health benefits. However, these changes were not enough to sway the Freedom Caucus and also caused concern for more moderate Republicans. An announcement by the nonpartisan Congressional Budget Office that the latest version of the bill would save even less money than previously announced and would not cover any additional people.

The AHCA would have repealed and replaced the existing Affordable Care Act (ACA). The bill threatened the coverage and access to care for millions of people across the nation. The MHA has long believed that every American deserves affordable, high-quality healthcare coverage and access to care in the right place at the right time. With these principles in mind, the MHA actively opposes the AHCA and appreciates the support and advocacy of member hospitals in educating elected officials on the negative impact of the AHCA on Michigan patients and communities. At this point, the ACA remains the law of the land. Speaker of the House Paul Ryan (R-WI) said in news conference that repealing the ACA is still on his agenda, but there is no timetable for further activity.

Nationwide, the nonpartisan Congressional Budget Office (CBO) estimated that by 2018, 14 million fewer Americans would have been covered under the AHCA, and by 2026, as many as 24 million fewer Americans could have lost their coverage. The CBO also stated that premiums could have skyrocketed for individuals aged 50 to 64 under the AHCA. For example, a 64-year-old making $26,500 would have paid $1,700 a year under the ACA, but that amount would have jumped to about $14,600 under the AHCA.

Members will find ACA repeal and replace tools and information on the MHA website. Tools include talking points, reports and snapshots for each of Michigan’s 14 congressional districts outlining the ACA impact on coverage and hospital payments. Members can use the MHA Legislative Action Center to contact legislators electronically.
### 2016 Hours and Dollars Report

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**Margaret Ohryn, Membership Director**

### DISTRICTS

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<tr>
<th>DISTRICTS</th>
<th>ECD</th>
<th>NCD</th>
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### Hours and Dollars Five-Year Totals Comparison

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<tr>
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Thank you to all hospital Directors of Volunteer Services and District Membership Chairs: Beth Greene, Lois Castle, Margaret Nizza, Shelley Redman, Marilyn Koski, Linda Hall, and Cathy Crimmins for your assistance.
### MAHA Calendar – 2017

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<th>Event</th>
<th>Location</th>
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<td>April 4-5, 2017</td>
<td>MAHA Committee Meetings</td>
<td>Quality Inn Suites, Lansing</td>
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<tr>
<td>April 6, 2017</td>
<td><strong>MAHA Board Meeting</strong></td>
<td>Okemos, Michigan</td>
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<tr>
<td>May 7-9, 2017</td>
<td>AHA/SAL Conference</td>
<td>Washington DC</td>
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<tr>
<td>May 10-11, 2017*</td>
<td>UPD Spring Meeting/Installation</td>
<td>UP Health System - Bell Ishpeming, MI</td>
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<td>May 12, 2017*</td>
<td>NCD Installation Meeting</td>
<td>Munson-Traverse City</td>
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<tr>
<td>May 17, 2017*</td>
<td>SED Spring Meeting/Installation</td>
<td>Fox Hill, Plymouth</td>
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<tr>
<td>May 18, 2017*</td>
<td>SWD Spring Meeting/Installation</td>
<td>Schuler’s, Marshall</td>
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<tr>
<td>May 24, 2017*</td>
<td>ECD Spring Meeting/Installation</td>
<td>Horizon Center, Saginaw</td>
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<tr>
<td>May 25, 2017*</td>
<td>WCD Spring Meeting/Installation</td>
<td>Holland Community Hospital</td>
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<tr>
<td>June 13-15, 2017</td>
<td><strong>MAHA Annual Mtg &amp; Educational Institute</strong></td>
<td>Grand Hotel Mackinac Island</td>
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<td>July 11-13, 2017</td>
<td>MAHA Committee &amp; Board Meeting</td>
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<td>September 8, 2017*</td>
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<td>September 2017*</td>
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<td>October 3, 2017*</td>
<td><strong>MHA Healthcare Advocacy Day</strong></td>
<td>Radisson Lansing Hotel</td>
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<td>October 18-20, 2017*</td>
<td><strong>MAHA Fall Conference</strong></td>
<td>Bavarian Inn Lodge, Frankenmuth</td>
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* Attended by MAHA President and MAHA President-Elect (and/or VP Ed)

*Please notify the MAHA President or 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!*

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For more dates go to the MAHA website:
www.mahaonline.org

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**Save the Date:**

**Healthcare Advocacy Day**

**Tuesday, October 3, 2017**

*(More information to follow closer to the event date)*