



MICHIGAN ASSOCIATION OF HEALTHCARE ADVOCATES

# Highlights

Volume 62, Number 1



Alma Bershas  
MAHA President

## President's Message

As I stood at the Annual Meeting of the Michigan Association of Healthcare Advocates at Mackinac Island, being installed as President by William Jackson, Senior Advisor to the Board of Directors of MHA, the thought ran through my mind that this would not be possible if not for the many volunteers who give so generously of their time and dedication each and every day of their lives.

The theme for this year's event was *"Waves of Change – Oceans of Opportunity."* This theme reflects the many changes our hospitals and healthcare facilities have experienced, along with the changes yet to come. Volunteers are a very resilient and adaptable group of individuals. We all experience varying levels of conflict when we're involved as volunteers. It is very important to remember why we are giving our time, what the overall purpose is behind our volunteering and remember who is befitting from our time and experience. The organizations we serve and those served by the organization will always be there, in need of our assistance. Volunteers will overcome each and every challenge that presents itself with the same efficiency and skills they have in the past and will do so in the future. Please read Jeanette Havel's review of the Annual Meeting in this newsletter. I am sure you will find this very well prepared, informative and interesting.

Sharon Flewelling and I attended the **MHA Annual Meeting** at the Grand Hotel later in June. Their theme this year was *"Michigan Hospitals Leading the Nation in Healthcare."* MHA is committed to providing the best healthcare for all citizens in Michigan. Their goal is to advocate for the hospitals and the patients they serve. While there is no clear path to healthcare reform, Michigan providers will lead us to this transformational

change. The vision and mission of MHA is similar to the mission and vision of MAHA and together we will continue to accomplish these goals.

The MAHA Board attended a Retreat in July, where we spent time getting acquainted with each other and made our plans for the coming year. One of our first tasks is to go forward with implementing the strategic plan, which was completed under the guidance of Sharon Flewelling, Past President of MAHA.

In the fall, Jeanette Havel, President Elect, and I will be visiting our six districts for the Fall Swing Around. We will be updating you on the current activities of the MAHA, along with Stacy Dowdy, from MHA, who will give us the latest legislative news. I am looking forward to meeting and making many new friends at this time and learning about the hospitals that make up the MAHA.

Our **Fall Conference** will be held on October 15 - 17, 2013, in Lansing, Michigan. This will be the 65th Fall Conference (my how time flies) and we will continue our experience of having wonderful and educational times at these conferences. Please plan to attend and enjoy all this conference has to offer.

In closing, let me quote Helen Keller, who said *"Alone we can do so little. Together we can do so much,"* we as hospital volunteers can achieve much when we work together.

Sincerely,

**Alma Bershas,**  
**MAHA President**



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# Highlights

## MAHA LOOKING AHEAD 2013-2015

The following dates are for your calendar — Information current as of 8/1/13

August 28-31-2013	AHVRP 45th Annual Conference	Indianapolis, IN
September, 4 -5, 2013	UPD Fall Meeting	Manistique, Michigan
September 11-12, 2013***	MAHA Committee Meetings	Lansing, Quality Inn
September 13, 2013	<b>MAHA Board Meeting</b>	Okemos, Michigan
September 17, 2013	NCD Fall Meeting	Grayling, Michigan
September 18, 2013	SED Fall Meeting	Chelsea, Michigan
September 25, 2013***	ECD Fall Meeting	Horizon Center, Saginaw
September 26, 2013	SWD Fall Meeting	Battle Creek Country Club, Battle Creek
September 30, 2013	WCD Fall Meeting	Ludington, Michigan
October 15-17, 2013	<b>MAHA FALL CONFERENCE</b>	Lexington Hotel, Lansing
January 14,15, 2014	MAHA Committee Meetings	Lansing, Quality Inn
January 16, 2014	<b>MAHA Board Meeting</b>	Okemos, Michigan
April 9, 10, 2014	MAHA Committee Meetings	Lansing, Quality Inn
April 11, 2014	<b>MAHA Board Meeting</b>	Okemos, Michigan
April 30, 2014	<b>HEALTH CARE ADVOCACY DAY</b>	TENTATIVE
May 4-7, 2014	AHA/SAL Meeting (TBD)	Washington, D.C. – Hilton Hotel
May 14, 2014***	ECD Spring Meeting/Installation	Horizon Center, Saginaw
May 20, 2014***	SED Annual Meeting	Sterling Heights, Michigan
May 22, 2014***	SWD Spring Meeting	TBA
May, 2014***	NCD Spring Meeting/Installation	Otsego Memorial-Gaylord
May 28-29, 2014***	UPD Spring Meeting	Hancock, Michigan
June 10,11-12,2014	<b>ANNUAL MEETING</b>	Grand Hotel, Mackinac Island
July 8-10, 2014	MAHA Board Retreat	St. Frances, Dewitt, MI
August, 19-22,2014	AHVRP Conference	Washington, DC
September 9-10, 2014***	UPD Fall Meeting	Iron River, Michigan
September 17, 2014***	SED Fall Meeting	Detroit, Michigan
September 24, 2014***	ECD Fall Meeting	Horizon Center, Saginaw
September, 2014***	NCD Fall Meeting	Alpena Regional Medical Center
October 14-16, 2014	<b>MAHA FALL CONFERENCE</b>	Crystal Mountain
May 13-14, 2015***	UPD Spring Meeting	Munising, Michigan
May 19, 2015***	SED Annual Meeting	Detroit, Michigan
May 20, 2015***	ECD Spring Meeting/Installation	Horizon Center, Saginaw
May, 2015	NCD Spring Meeting/ Installation	Cheboygan Memorial Hospital
June 9,10,11, 2015	<b>ANNUAL MEETING</b>	Grand Hotel, Mackinac Island
July 7-9, 2015	MAHA Board Retreat	St. Frances, Dewitt, MI
August 25-28, 2015	AHVRP Conference	Atlanta, Georgia
September 2-3, 2015***	UPD Fall Meeting	Aspirus Keewenaw, Mich.
September 16, 2015***	SED Fall Meeting	Sterling Heights, Michigan
September 23, 2015	ECD Fall Meeting	Horizon Center, Saginaw
September, 2015	NCD Fall Meeting	Paul Oliver Memorial Hospital Frankfort
October 13-15, 2015	<b>MAHA FALL CONFERENCE</b>	

\*\*\*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!**

## MAHA Officers and Board Members 2013-2014



*From left to right:*

*Front row: Claudia Bryant, Connie Garlitz, Sharon Flewelling, Jeanette Havel, Alma Bershas, Nancy Viele and Patt Luomala.*

*Second row: Betty Bierman, Pat Sampsel, Marilyn Ashdown, Bobbi Bruckman and Carol D'Alberto.*

*Third row: Mary McCreary, Janet Barker, Marilyn Beverley, Gail Riley, Sheryll Mithen, MaryLu Cramer and Ed Hugan.*

## MAHA Board and Committee Chairs

President .....	Alma Bershas (SED)
President Elect.....	Jeanette Havel (ECD)
VP of Education.....	Nancy Viele (ECD)
Secretary.....	Bobbi Bruckman (ECD)
Treasurer.....	Mary Lu Cramer (SED)
Counselor.....	Sharon Flewelling (NCD)
Conference Coordinator.....	Marilyn Ashdown (SWD)
Legislative Advocacy Director.....	Claudia Bryant (NCD)
Membership Director .....	Sheryll Mithen (ECD)
Communications Director.....	Gail Riley (WCD)

### Appointed

Vendor Coordinator .....	Carol D'Alberto (UPD)
Public Relations Chairman.....	Pat Sampsel (SWD)
Bylaws/Resource Chairman .....	Ed Hugan (ECD)

## Council of District Presidents

Janet Barker (ECD).....	Connie Garlitz (SWD)
Patt Loumala (NCD) .....	Mary McCreary (UPD)
Marilyn Beverley (SED) .....	Betty Bierman (WCD)

## MAHA Liaison to MHA

Stacy Dowdy .....	Coordinator, Health PAC
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MICHIGAN ASSOCIATION OF HEALTHCARE ADVOCATES

### IMPORTANT PHONE NUMBERS

- **Alma Bershas**  
President  
Home: (734) (433-9783  
Cell: (734) 476-9125
- **Jeanette Havel**  
President Elect  
Home: (989) 747-0268  
Cell: (989) 254-9063
- **MHA Headquarters**  
(517) 323-3443
- **Lansing Quality Suites**  
(517) 886-0600
- **Grand Hotel**  
(906) 847-3331
- **Lexington Lansing Hotel**  
(517) 323-7100



# Highlights

## MAHA Board, Committee Chairs, Council of District Presidents 2012-2013



### **PRESIDENT**

**Alma Bershas (SED)**

115 Willow Court  
Chelsea, MI 48118  
Phone: 734-433-9783  
Cell: 734-476-9125  
Email: eaab734@comcast.net

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

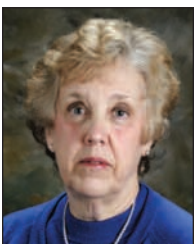


### **PRESIDENT ELECT**

**Jeanette Havel (ECD)**

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

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



### **VICE PRESIDENT EDUCATION**

**Nancy Viele (ECD)**

3365 W. Grand Blanc Road  
Swartz Creek, MI 48473  
Phone: 810-655-6419  
Email: gviele@gmail.com  
Hurley Medical Center-Flint  
St. Joseph Health System-Tawas

- Chairs Education Committee as outlined in bylaws
- Plans educational programs and entertainment
- Writes articles for programs in *Highlights*
- Contacts workshop presenters regarding equipment needs; prepares bios

- Prepares program and other flyers for *Highlights*; evaluation forms for meetings; writes thank you notes to speakers
- Reviews financial books with President Elect



### **COUNSELOR**

**Sharon Flewelling (NCD)**

2171 Whitetail Drive  
Cadillac, MI. 49601  
Phone: 231-876-1824  
Cell: 810-965-0726  
Email: sflewelling@chartermi.net  
Mercy Hospital-Cadillac

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

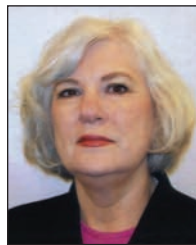


### **SECRETARY**

**Bobbi Bruckman (ECD)**

2400 East Cronk Road  
Owosso, Michigan 48867  
Phone: 989-743-6045  
Cell: 989-666-6953  
Email: bobbi1@frontier.com  
Memorial Healthcare Owosso

- Member of Education, Executive, Conference, Bylaws and Policy Committees
- Records all business at Board and Executive Committee meetings and sends to all board members and MHA
- Compiles all correspondence as directed by President
- Keeps a file of minutes
- Prepares Annual Report
- Sends cards to board members and immediate family in case illness or death
- Custodian of permanent files, maintained at MHA
- Orders supplies as needed



### **TREASURER**

**Mary Lu Cramer (SED)**

1300 Oak Hollow Drive  
Milford, MI 48380  
Phone: 248-714-5774  
Email: mcramer2@comcast.net  
Huron Valley Sinai Hospital

- Chairs Audit and Budget committees
- Maintains record of all financial receipts and disbursements; keeps file of vouchers and invoices
- Prepares monthly financial statement to MHA Executive Board and Controller
- Prepares annual report and proposed budget to board for approval
- Submits books for review to President elect and Vice President four times a year



## CONFERENCE COORDINATOR

**Marilyn Ashdown (SWD)**

133 Fairfield Drive  
Coldwater, Michigan 49036

Phone: 517-278-5942

Cell: 616-856-2565

Email: marilynjill@gmail.com

CHC of Branch County

- Coordinates all arrangements for MAHA sponsored meetings
- Selects food service; arranges for speaker equipment; verifies meal count at MAHA conferences
- Approves payment of bills for physical arrangements
- Writes thank you notes; keeps a list of possible meeting sight schedules; visits with other MAHA representatives to preview sites



## LEGISLATIVE ADVOCACY DIRECTOR

**Claudia Bryant (NCD)**

6043 Foothills Trail

Gaylord, Michigan 49735

Phone: 989-939-7165

Cell: 989-992-2387

Email: cdbryant@charter.net

CHC of Branch County

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



## MEMBERSHIP DIRECTOR

**Sheryll Mithen**

1625 Binder Road

National City, MI 48748

Phone: 989-469-4112

Email: mithen@chartermi.net

St. Joseph Health System

Tawas City

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



## COMMUNICATIONS DIRECTOR

**Gail Riley**

14303 Garfield Street

Spring Lake, MI 49456

Phone: 616-847-4036

Cell: 616-402-2623

Email: popspet@charter.net

North Ottawa Community Hospital  
Grand Haven

- Serves as Editor of MAHA *Highlights* and other publications as directed by the President
- Obtains photos for use in *Highlights* from Public Relations Chair
- Prepares and submits for printing: flyers, registration forms and programs for MAHA sponsored meetings
- Arranges for proof materials to be sent to the President, President-elect and contributors
- Handles mailing of *Highlights*
- Orders *Highlights* printing in quantity to correspond with master list; working with MAHA President determines the number of copies to be printed
- Submits electronic copy of each issue of *Highlights* to MAHA President elect to forward to Webmaster for web publication



## BYLAWS/RESOURCE CHAIR

**Ed Hukan (ECD)**

2100 East Thompson Road

Holly, Michigan 48442

Phone: 248-634-3549

Cell: 248-534-089

Email: ehukan@comcast.net

Genesys Regional Medical Center –  
Grand Blanc

- Chairs Bylaws/Resource Committee; contacts all board members in November requesting suggested bylaw changes
- Asks Board members to review their job descriptions prior to leaving office and makes suggestions for change
- Distributes updated manuals to incoming board members in July
- Keeps a file of each district's Bylaws
- Identifies and develops resource materials and programs that meet the needs of membership
- Has a display at Fall Conference and Annual Meeting for purpose of exhibiting MAHA publications



# Highlights

## MAHA Board, Committee Chairs, Council of District Presidents 2011-2012



### **PUBLIC RELATIONS CHAIR**

#### **Pat Sampsel (SWD)**

549 Lake Drive  
Coldwater, Michigan 49036  
Phone: 517-238-2173  
Cell: 419-704-6482  
Email: sampselre@gmail.com  
CHC of Branch County

- Maintains updated biographical file on current Board members
- Sends photos of MAHA Board members to Communications Director for publication in September *Highlights*
- Assembles folders and content for MAHA sponsored meetings
- Takes pictures at MAHA sponsored events, makes copies available to Historian
- Sends media release to Public Relations Department at hospitals and to identified newspapers
- Maintains a file of all programs, folders, and their contents and other pertinent information



### **VENDOR COORDINATOR**

#### **Carol D'Alberio (UPD)**

N9469 East Shore Road  
Lake Gogebic  
Marenisco, Michigan 49947  
Phone: 906-842-3525  
Cell: 906-362-5387  
Email: Gogebic@alphacom.net  
Aspirus Grandview Hospital, Ironwood

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

### **DISTRICT PRESIDENTS**

- Preside at all District meetings, clearing all dates with MAHA President
- Serves on Education Committee and Council of District Presidents
- Attends orientation of the April MAHA Board meeting
- Assists the Membership Director at registration for all MAHA meetings
- Allocates time on the agenda of District meetings for remarks by the MAHA President and President Elect
- Invites the MAHA Legislative Director to visit district once a year, preferably in the Spring
- Encourages local hospitals to submit news to the MAHA Communications Director for publication in *Highlights*



### **ECD**

#### **Janet Barker**

5289 Concordia Drive  
Grand Blanc, Michigan 48442  
Phone: 820-715-0395  
Email: j56barker@gmail.com  
Genesys Regional Medical Center



### **NCD**

#### **Patt Luomala**

8778 Glovers Lake Road  
Bear Lake, Michigan 49614  
Phone: 231-864-2300  
Cell: 231-383-3532  
Email: pluomala@centurytel.net



### **SED**

#### **Marilyn Beverley**

3105 Negaunee Court  
Clyde, Michigan 48049  
Phone: 810-987-2168  
Cell: 810-841-5964  
Email: mrbeverley@comcast.net  
Port Huron, Michigan

### **SWD**

#### **Connie Garlitz**

3000 Leon Avenue  
Lansing, MI 48906  
Phone: 517-323-1756  
Email: cmbg20@att.net  
Sparrow Health System, Lansing



### **UPD**

#### **Mary McCreary**

Hunter Road  
Iron River, Michigan 49935  
Email: marymccre@gmail.com  
Northstar Health System



### **WCD**

#### **Betty Bierman**

14100 Green Street  
Grand Haven, MI 49417  
Phone: 616-842-8807  
Cell: 616-820-9405  
Email: rbpointstearn@gmail.com  
North Ottawa Community Hospital



## MAHA 65th Fall Conference • October 15-17, 2013

**NEWS FLASH** — A new game called **SCRABBLE** has just hit the market and a product called **Velcro** has just been developed. As astounding as these news items were in 1948, the most phenomenal news was that Michigan Association of Hospital Auxiliaries (MAHA) was established during that year. We later changed our name to Michigan Association of Healthcare Advocates, but we will still be celebrating our 65th birthday at the **Fall Conference** October 15-17 at the Crowne Plaza (formerly Lexington) Hotel.

We would like to invite everyone to attend our birthday celebration. We are planning some special decorations that will remind us what some of our institutions looked like back in 1948. It will be interesting to see what they looked like then and what they look like now. It will be like a step back in time.

Your MAHA Board has worked very hard to provide a program — both in speakers and workshops — for this **Fall Conference** that will enrich your personal experience as well as your work as an auxilian/volunteer in your individual institutions. We are very proud of the fact that we will feature three speakers/workshop presenters who were recommended by you, the attendees, at past conferences. We have tried to weave our theme *“Together Toward Tomorrow”* into the tapestry of our educational backdrop.

Our opening speaker, **Leslie Charles’** topic, *“Life is Not a Duress Rehearsal”* will humorously shed light on the stress that we all experience. She will also be conducting a workshop entitled, *“Slightly Irregular: Putting Life’s Imperfections Into Perspective.”* Our featured speaker on Wednesday, **Sharon Greenhoe**, will enlighten us on the nationwide issue of *“Elder Abuse.”* Her talk will highlight the financial exploitation on the mature population as well as help us to recognize the signs of abuse on our older population.

Our workshops will feature a two-part gift shop presentation by nationally recognized **Ann Obarski**. Ann’s talk, entitled, *“The Face and the Future of Your Hospital Gift Shop”* — parts 1 and 2. Her presentation will introduce us to buying, merchandising and training skills for providing excellent customer service to increase sales. She will be providing us with hints and suggestions for all attendees to take back to their individual gift shops.

Our workshops continue throughout the afternoon and will feature **Julie Stratos** who will present *“Steps to Success for Your Volunteer Organizations.”* She will provide an insight into volunteer retention, volunteer expectations,



recruitment and ensuring an efficient and effective organization. **Lary Holland** will be presenting two computer presentations — *“Basic Computer Skills”* and *“Advanced Computer Applications.”* Whether you have to list on your computer steps for opening your e-mail or you regularly navigate the Cloud, these workshops are for you. Our Networking Session for this conference will consist of a panel comprised of representatives from For-Profit hospitals and Not-For-Profit hospital discussing the effects of the changes have on their hospitals.

**David Finkbeiner** and **Stacy Dowdy**, our MHA team, will be shortening their scripted talk to allow more time for questions from the membership. This is the time to ask the legislative question for which you need clarification.

Last, but certainly not least, we have some vendors who are new to the MAHA Conference. Please take the time to visit the vendor room. They do a great deal of work to display their products so that we can see if their company would be a good fit for fundraisers. Let’s show them our appreciation.

The MAHA Board sincerely hopes that you will consider attending the **Fall Conference** — renew old friendships, meet new friends, refresh yourself and take home some new information and ideas that may work at your hospitals. Also, it is going to be exciting to witness the presentation of the *“Volunteer of the Year Award”* to one individual from each of our six districts.

**Nancy Viele, VP Education**

# Highlights

## MAHA Fall Conference Agenda

### TUESDAY, OCTOBER 15, 2013

12 - 5 p.m.

Vendor Time

12 - 3:30 p.m.

MAHA Conference Registration  
Hotel Registration  
Harvest Gathering

4 p.m.

Hotel Rooms Available

5 p.m.

Vendor drawings  
(Must be present to win)

6 p.m.

#### WELCOME

Alma Bershas, President

*Opening Prayer/Pledge*

Jeanette Havel, President Elect

*Conference Orientation*

Nancy Viele, VP Education

*Hotel Orientation*

Marilyn Ashdown, Conf. Coord.

6:30 p.m.

#### DINNER

7:30 p.m.

#### OPENING SPEAKER

*"Life is not a Duress Rehearsal"*

Leslie Charles

### WEDNESDAY, OCTOBER 16, 2013

7:30 - 9:00 a.m.

Breakfast

8:00 - 8:45 a.m.

One-day registrations

9:15 - 10:00 a.m.

#### MHA UPDATE

David Finkbeiner

Stacy Dowdy

10 - 11 a.m.

#### MORNING SPEAKER

*"Elder Abuse"*

Sharon Greenhoe

11:30 a.m. - 12:45 p.m.

Lunch

1- 2 p.m.

#### WORKSHOPS

1. *"The Face and the Future of Your Hospital Gift Shop" (Part 1)*

Anne Obarski

2. *"Steps to Success for Your Volunteer Organization"*

Julie Stratos

3. *"Slightly Irregular: Putting Life's Imperfections into Perspective"*

Leslie Charles

4. *"Basic Computer Skills"*

Lary Holland

2 - 2:15 p.m.

Break

2:15 - 3:15 p.m.

#### WORKSHOPS REPEATED

1. *"The Face and the Future of Your Hospital Gift Shop" (Part two)*

Anne Obarski

2. *"Steps to Success for Your Volunteer Organization"*

Julie Stratos

3. *Slightly Irregular: Putting Life's Imperfections into Perspective"*

Leslie Charles

4. *"Advanced Computer Applications"*

Lary Holland

3:15 - 3:30 p.m.

Break

3:30 - 4:30 p.m.

#### NETWORKING SESSION

*"The Effects of changing from Non-profit to For Profit Hospitals on Volunteer/Auxiliary programs"*

M. Beverly, M. Cramer, Cathy Crimmins, and B. Bruckman,  
Moderated by Sheryll Mithen

4:30 - 5:15 p.m.

Council of MAHA Past Presidents

6 p.m.

Cash Bar

6:30 p.m.

#### DINNER

*"Volunteer of the Year Awards"*

Entertainment by Flint Arrowhead Barbershop Chorus

### THURSDAY, OCTOBER 17, 2013

7:30 - 9:00 a.m.

Breakfast

9:15 - 10:15 a.m.

#### CLOSING SPEAKER

10:15 - 11:15 a.m.

#### MAHA CLOSING REMARKS

District Basket Giveaway

\*Speakers could be changed due to circumstances beyond our control.

#### DID YOU KNOW?

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



## MAHA Fall Conference Speakers and Workshop Presenters

### OPENING SPEAKER & WORKSHOP PRESENTER

*“Life is Not a Duress Rehearsal” and “Slightly Irregular: Putting Life’s Imperfections into Perspective”*



**Leslie Charles** is an award-winning professional speaker and nationally acclaimed author who has been educating and intriguing audiences since 1979. Her presentation and workshop session will be based on her two books, *Why is Everyone So Cranky?* And *Bless Your Stress*. Leslie’s “cranky” book thrust her into the national

media for two years, with network television appearances, radio, magazines and newspaper articles, including a *USA Today* cover story. Leslie brings expertise, experience and authenticity to every one of her engagements. She is a speaker who practices what she preaches and preaches what she practices. Her opening talk will offer wit, wisdom and a welcome relief.

### CONFERENCE SPEAKERS

*“MHA Update”*



**David Finkbeiner** David 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.



**Stacy Dowdy** is the coordinator of Grassroots Advocacy ad Health PAC for the Michigan Health and Hospital Association where she is responsible for the MHA Health PAC campaign Health Care Advocacy Day, Government Relations Seminar and numerous other grassroots activities. She is also the MHA liaison to

the Michigan Association of Healthcare Advocates and the Michigan Council of Directors of Volunteer Services.

Prior to coming to the MHA in 2007, Ms. Dowdy was the Director of Education for the Michigan Restaurant Association.

Ms. Dowdy holds a bachelor’s degree in Education from Central Michigan University and is certified to instruct grades K through five.

### MORNING SPEAKER

*“Elder Abuse”*



**Sharon Greenhoe** has served as the Local Long Term Care Ombudsman for the Region 9 Area Agency on Aging (AAA) for four years. She travels over 12 counties visiting 21 licensed long-term care skilled facilities. As the ombudsman, Sharon’s primary responsibilities include advocating for residents of long term care nursing

facilities working with residents and family members to resolve complaints, concerns and questions regarding their care. Her responsibilities also include educating the public about elder abuse.

Sharon manages a group of volunteer ombudsmen who visit nursing homes in the 12 county area. She recruits, trains and mentors these volunteers.

She is co-chair of the Best Practices of Northern, an organization representing 23 northern Michigan counties and 43 skilled long-term care nursing homes, bringing education to their staff about person-centered care in their facilities.

Before coming to the AAA, Sharon worked for the American Cancer Society as a staff person for ten years and was a volunteer prior to that.

Sharon is a self-proclaimed “late bloomer” having received her BA from Spring Arbor University at the age of 50. She resides in Johannesburg with her husband. She has three grown children, five grandchildren and is expecting her first great grandchild in January.

# Highlights

## MAHA Fall Conference Speakers and Workshop Presenters

### WORKSHOP PRESENTER

Anne M. Obarski, the “Eye on Performance”

*“The Face and the Future of Your Hospital Gift Shop” (Part 1)*

*“The Face and the Future of Your Hospital Gift Shop” (Part two)*



**Anne M. Obarski** is a professional international retail speaker and author who works closely with retail organizations who want to become CONTAGIOUS ... on purpose. She is the founder of Merchandise Concepts since 1984, a retail speaking and coaching service located in Columbus, Ohio.

She is a past sportswear buyer for a million dollar department for the May Company Department Stores, now under the Macy's name, a college business instructor, retail consultant and international speaker which have all helped Anne to bring real life experiences and advice to the thousands of audience members.

For 15 years, her company's “Retail Snoops” program allowed her to mystery shop over 2000 stores and businesses nationwide searching for excellence in customer service. That research provided her information to author and co-author five books on customer service with her newest book, *Make Your Customer Service CONTAGIOUS* just released this past summer.

### WORKSHOP PRESENTER

*“Steps to Success for Your Volunteer Organization”*



**Julie Stratos** is the Director of Marketing and Volunteer Services at the Community Health Center of Branch County. As Marketing Director, she is responsible for all aspects of marketing including community/public relations, advertising, special events, and market research. She also participates in several in-house committees including the Customer Satisfaction, Emergency Preparedness, and Decorating/Landscaping Committees. She also has responsibility for the oversight and coordination of Volunteer Services.

Julie has been with the Community Health Center since January, 1997. Prior to that, she was the President of the Branch County Chamber of Commerce. Before returning to Coldwater, Julie lived in the Miami, Florida area where she was the Administrative Director for a food broker.

She presently serves on the Coldwater Downtown Development Board of Directors. She is a Past President and current member of Altrusa International of Branch County, a service organization, and has served on a number of community task forces and committees. She is an adjunct instructor in the Business Department of Kellogg Community College. Julie was selected 2002 Citizen of the Year by the Branch County Chamber of Commerce.

Julie holds a Bachelor's Degree from Siena Heights University and additional credit hours towards a Master's in Business Administration. She has one daughter, three grandchildren, a dog and a cat.

### WORKSHOP PRESENTER

*“Basic Computer Skills”*

*“Advanced Computer Applications”*



**Lary Holland** brings with him experience over the past fifteen years in securing internet service providers, enterprise networks, wireless and surveillance systems. He provides telecommunication infrastructure from ILEC to telephone call, from dial-up modem to large interconnection circuits. He additionally serves his clientele with information from computer basics to programming.

Lary is currently President and CEO of NEM Technology, a privately held company in Oscoda that partners with leading computer, networking, telecommunications and security companies to provides the best in telecommunications, networking, surveillance and business technology services.

He believes in the power of partnership — the company's mission enshrined with the philosophy of “keeping you connected to everything”.



## EAST CENTRAL DISTRICT

July is finally beginning to look like summer (finally!) as I write this. Eight of the 21 hospitals in the East Central Districts have reported the latest volunteer/auxiliary “happenings.”

**MidMichigan Medical Center-Midland** reports that their parent organization, MidMichigan Health, is now a partner with the University Of Michigan Health System (UMHS), exciting news for the Medical Centers in **Midland, Gladwin, Clare and Alma**. Most clinical care will be performed locally in Midland, Gladwin, Clare or Alma facilities while highly advanced procedures will need to be performed in Ann Arbor. They proudly shared their new logo which uses the MidMichigan Health name with the University of Michigan block “M” and colors.

Another relationship has also been developed, a consulting arrangement between the Mackinac Straits Health System (MSHS), MidMichigan Health and the University of Michigan Health System. The three plan to collaborate in providing assistance with the outpatient surgical program at MSHS.

**MidMichigan Medical Center-Gladwin** is focusing on its 46th Annual Doe Day Golf Tournament, a women’s event to be held on August 7. This event raises funds for scholarships for women in the Gladwin County area, who cannot afford mammograms. The volunteers continue to stay very busy with their gift shop (employing the new Datasystem cash register), Rummage Sale, Quilt Raffle and December Love Light Tree.

**Hurley Medical Center** has had their luncheon/officer installation and meetings of the board and a joint chair-board meeting to begin development of a future plan for the auxiliary and the non-auxiliary volunteers. They are working with the hospital and the DVS in various endeavors, including determining if the new hospital payroll system will interface with the system used by the gift shop. A successful electronics sale will be followed by several other vendor sales.

**Covenant Healthcare** held its 4th Annual Covenant Kids Telethon, donating \$10,000 and volunteers to man the phones. To date, \$115,000 has been raised for children receiving care in Covenant. “Spring Fling” raised \$12,000 towards the pledge of the new Covenant Cancer Care unit. Two \$2,000 scholarships were awarded by the volunteers to students planning careers in the medical field. Two of the three gift shops have been renovated and expanded and plans for renovating the third are underway.

**McLaren Flint** reports many exciting changes in their hospital. Festivities for the opening of the new Proton Therapy Center will be held in late summer. The adjacent Hospitality House will have its Grand Opening July 17th following a gala fundraiser June 19th. McLaren’s volunteers have played an integral part in the Hospitality House project, serving on planning committees, volunteering at the fundraisers and the Grand Opening, donating numerous items for auction for the facility, and providing volunteers for the on-going, daily activities. Volunteers also presented a check to McLaren Foundation for \$25,000 for the Hospitality House “Nights of Hope,” a fund for those individuals who are without monies for the Hospitality House lodging. Other news includes a successful Volunteer Appreciation luncheon, recruitment successes due to an on-line application system, and numerous vendor sales. The volunteers are looking ahead to

February, 2014 when their Auxiliary/ Volunteer organization will celebrate its 95th anniversary. Plans for festivities are in the works!

**Genesys Regional Medical Center** held their Volunteer Appreciation/ Officer Installation in late June. A check was given to the hospital to be used in part, toward a pledge to assist Genesys with funding for the purchase of a Da Vinci Robot, for use in less invasive surgeries. Six Genesys volunteers attended the MAHA Annual Conference and came away with increased knowledge and enthusiasm. Plans for fall fund raisers include an HCI \$6 Sale, Gift Shop Handbag Sale, Linen Sale, Book Sale, Gift Shop U of M/MSU Tailgate Sale, Gift Shop Toy Sale and a Fashion Jewelry Sale.

**Marlette Regional Hospital** was busy donating to and buying “small,” but needed items for several departments, including activities rooms and laboratory “break” rooms. Volunteers sponsored three blood banks, with several members working throughout. Fundraisers of the \$5 Jewelry Sale and Linen Sale will be followed by the Garden Tour, with many of the members working at different sites.

**Scheurer Hospital-Pigeon** reported that they have held their Officer Installation in June, had their Spring

*(continued on page 12)*

## **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.*



# Highlights

## 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

#### Janet Barker

5289 Concordia Drive  
Grand Blanc, Michigan 48442  
Phone: 820-715-0395  
Email: j56barker@gmail.com  
Genesys Regional Medical Center

### NCD

#### Patt Luomala

8778 Glovers Lake Road  
Bear Lake, Michigan 49614  
Phone: 231-864-2300  
Cell: 231-383-3532  
Email: pluomala@centurytel.net

### SED

#### Marilyn Beverley

3105 Negaunee Court  
Clyde, Michigan 48049  
Phone: 810-987-2168  
Cell: 810-841-5964  
Email: mrbeverley@comcast.net  
Port Huron, Michigan

### SWD

#### Connie Garlitz

3000 Leon Avenue  
Lansing, MI 48906  
Phone: 517-323-1756  
Email: cmbg20@att.net  
Sparrow Health System, Lansing

### UPD

#### Mary McCreary

Hunter Road  
Iron River, Michigan 49935  
Email: marypmccre@gmail.com  
Northstar Health System

### WCD

#### Betty Bierman

14100 Green Street  
Grand Haven, MI 49417  
Phone: 616-842-8807  
Cell: 616-820-9405  
Email: rbpointstearns@gmail.com  
North Ottawa Community Hospital

## Around the State

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Luncheon and Fashion Show in May, and will hold their Golf Outing, their biggest fundraiser, in late August. Other activities include a raffle for an I-Pad and jewelry, "Tasting Pleasures" with local restaurants providing "tastes," a Jewelry Sale and a booth at the Holly Berry Fair.

**Janet Barker, ECD President**

### NORTH CENTRAL DISTRICT

North Central District's Spring Meeting and Installation of Officers was hosted by West Shore Medical Center Auxiliary and held at the Manistee Golf & Country Club. MAHA President, Sharon Flewelling installed NCDs 2013 - 2014 Officers. Speaker for the event was Esther Sigurdardottir, PT. She gave a great presentation titled "Add Years to Your Life and Life to Your Years" in her lovely Icelandic accent. Fun and information was shared by all.

**Alpena Regional Medical Center** Auxiliary held their Annual Awards Banquet and presented the hospital with a check in the amount of \$25,000. Their Gift Shop raffled off a basket for Mother's Day and celebrated Volunteer Week with an Ice Cream Social. They continue to make Seasonal Decorations for Dietary to be included on the plates of those who are hospitalized.

**Grayling Mercy Hospital** Auxiliary held their 24th Annual "O'Mercy" Classic at the Fox Run Golf Club. Volunteer Week celebrations included a private viewing of "the Life of PI." They are in their third year of Fundraising to meet their \$100,000 pledge.

**McLaren Northern Michigan Cheboygan Campus** Guild celebrated Virginia Washington's 90th birthday. Virginia was MAHA President for the 1994 - 1995 year! New Board Members were installed at their May meeting. Their first fundraiser was a "Taste of Up North" hosted by 9 local restaurants

with 188 people in attendance. \$91,000 was raised toward Emergency Room renovations.

**Munson Medical Care** Volunteer Board held its annual meeting and presented the new president of Munson Medical Care, Al Pilog with a check in the amount of \$92,000 to buy a new patient lift.

**Otsego Memorial Hospital** Auxiliary awarded four \$500 Scholarships to area High School Seniors who are entering college in the Health Care Field. They presented the OMH Foundation Board with a check in the amount of \$11,000 toward their pledge.

**Paul Oliver Memorial Hospital** Auxiliary held their 18th Annual Golf Benefit. Their Annual Meeting/Luncheon was held in June. They donated \$60,000 towards a Dialysis Suite.

**West Shore Medical Center** Auxiliary has welcomed 12 new members since January. A final check in the amount of \$10,000 was presented to James Barker, CEO. Their pledge of \$152,000 is now paid in full.

Fund raisers in the North Central District have included Uniform Sales, \$5 Accessory Sale, Books Are Fun, Miche Bag Sale, Garage Sale, Bake Less Bake Sale, and a regular Bake Sale.

**Otsego Memorial Hospital** Auxiliary has a member that has had a Lung Transplant. They now have a new project in process, a drive to get Organ and Tissue donors. One donor can help save 16 lives. Bev Cherwinski (co-chair) is Founder and President of the North Michigan Organ and Tissue Committee and is currently serving on the Governors State Board of Michigan Organ/Tissue Committee. This group will be donating a Rose Bush and plaque to the hospital in the North Central District who gets the most donors to sign up. What a fantastic cause!

**Patt Luomala, NCD District President**

## **SOUTHEAST DISTRICT**

The Southeast District Hospitals have had a wonderful spring and summer with many great projects, fundraising activities and the 2013 Annual Educational Institute and Installation of Officers. It is always great pleasure to hear from each hospital of their successes! It is great joy to share their ideas and success with all the districts of MAHA!

The Annual Meeting at Grand Hotel on Mackinac Island was represented by 25 of our auxiliary members and volunteers with two of our members being installed to the MAHA Board. Congratulations to Alma Bershas, 2013 MAHA President and Mary Lu Cramer 2013 MAHA Treasurer! A big thank you to the 73 auxiliary members and volunteers who visited our SED Reception!

**Chelsea Community Hospital/St. Joseph** held in April a Life Uniforms fund raiser which netted \$1,950, so they are looking forward to the December Life Uniforms sale event. Scheduled fall and winter fundraisers are HCL Fundraising, BC Sweets, Fall Bazaar and the Tree of Love. They are pleased to be able to award five \$1,000 scholarships this year to deserving students. Their newly completed "Volunteer Policy Manual" includes two main categories: Hospital Services and Patient Contact. Fifteen greatly appreciated volunteers assist in the Emergency Room. In addition there are five University of Michigan students working in the ER. In service meeting for the shuttle drivers and gift shop volunteers were well attended. Ten members from CCH were on hand to congratulate our own Alma Bershas as she was installed as President of MAHA at the 2013 Annual Meeting on Mackinac Island.

The **Crittenton Hospital Medical Center** has announced the graduating high school Crittenteens volunteers, who are the recipients of a \$1,500 college Scholarship: Kim Labick, Laura Donald, Claire FitzGerald, Rushi Rughani, and Cheryl Ho. Congratulations! "With

Love from the Auxiliary" a Mother's Day raffle of over 80 baskets raised nearly \$2,500 in May. Ways and Means has scheduled other summer fundraisers: scrub, shoe, and jewelry sales. The 34th Annual Golf, Tennis, and 5KFun Run/Walk was held the weekend of June 15-17 at Great Oaks Country Club in Rochester. All proceeds go to the CHMC Foundation. Additionally, the Gift Ship Treasurer announced a \$41,000 check to the CHMC Foundation for the new Tower addition to the Hospital.

**DMC Huron Valley – Sinai Hospital** has become a for-profit hospital, there have been changes at their hospital affecting the Volunteer's activities. They are no longer legally able to fund-raise large amounts of money, and they can only donate amounts under \$1000 to each item which assists with patient care within the hospital. In the fiscal year 2013, they were able to fill requests from different areas of the hospital. Some of those they were able to help were Radiology, different "wings" of the hospital, Surgical Services, Medical Records and Radiology, among several others. Their total assistance was \$15,000. Even though guidelines have changed, the most important thing is that they are still serving the patients and families of their communities.

The **Grace Guild of DMC Sinai Grace Hospital** has been busy this spring supporting community projects. We are funding six Detroit high school students, interested in the Medical field, the opportunity to observe all of the hospital departments. This program lasts six weeks, and has been very successful! We are helping to bring fresh fruits and vegetables, unavailable to so many living in the city. We have donated \$50,000 to the hospital for a patient discharge room. Educational materials will be provided, hopefully bringing the readmission rate down

As **Henry Ford Macomb Hospital – Warren Campus** has closed out their

*(continued on page 14)*

## **MAHA Highlights**

### **Deadlines for future issues:**

**November 01, 2013 –  
January, 2014 Issue**

**February 01, 2014 –  
April 2014 Issue**

I wish to thank everyone who sent articles for the September issue in a timely manner. I look forward to receiving more articles for the January and April, 2014 issues. Please send your articles to the addresses listed below.

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

If you do not have a computer your DVS or someone at the hospital my 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*.

**Gail M. Riley  
14303 Garfield Street  
Spring Lake, MI 49456  
popspet@charter.net**



# Highlights

## Around the State

*(continued from page 13)*

spring activities; they celebrated their volunteers with a luncheon and entertainment by the Macombers, a show choir from Macomb Community College. They sadly had to say goodbye to 90+ seniors from Dakota High School. These seniors were a part of the Medical Careers Program at the school. The students spent 1½ hours per day, 4 days per week working in various departments of the hospital. Another group will begin this program in the fall. They continue to have their various fund raisers that support their donations to the hospital to enhance patient care.

**Henry Ford Wyandotte Hospital** Auxiliary sponsored and awarded a scholarship to one of their high school senior volunteers to assist them in pursuing their education in the medical field. The recipient attended their June meeting to thank the auxiliary for the scholarship. The Auxiliary held a “Popcorn Day” fundraiser and are currently looking into the feasibility of making this a monthly event. A Suggestion was also made, and is being considered, to have a “Fresh Produce” Fundraiser. The Auxiliary is continuing to focus on increasing volunteer membership by speaking to Senior Community Groups, providing one-on-one contact and handing out brochures at various community expos, and providing informative volunteer brochures at various fundraisers and blood pressure clinics.

**Macomb McLaren Hospital** Volunteer Guild installed the new officers for 2013-2014 on June 4, 2013. They returned to one President and President-elect instead of three (3) Directors. The officers are: Sue Gallas, President; Paul Palazzola, President-elect; Chris Charron, Treasurer; Diane Susko-Allen, secretary. The Installation Event was held at Villa Penna, Sterling Heights, MI. The annual Guild donation was presented to the McLaren

Macomb Foundation in the amount of \$42,000.00. In July the Guild Board will meet at its annual Retreat to plan upcoming fundraisers and “fun” raisers for 2013-2014, as well as other Guild business.

The **Port Huron Hospital** Auxiliary has had a very busy spring and summer! They have had a Local Artist Sale, Flower Sale and a Spa Sale, with all of the proceeds to benefit the new CT scanner. Their annual Volunteer Recognition Dinner was held in May. In June, they hosted an Ice Cream and Strawberry Social for the hospital staff to say “Thank You for All You Do!” Also in June, the Auxiliary presented scholarships to eligible recipients pursuing careers in the healthcare field. PHH had three representatives attending the 2013 MAHA Annual Meeting on Mackinac Island and they enjoyed the exceptional conference. Their Auxiliary takes a well-deserved hiatus during the summer months. The Auxiliary congratulated Marilyn Beverley on her newly appointed status as President of the SED. She is a past president of PHH Auxiliary and they are very proud of her accomplishments.

**Providence Hospital – Medical Center of Southfield** had an outstanding Teen Volunteer Program this year. Seventy-one high school students provided 4,276 hours of service. The students who completed 100 hours and stayed active received \$100 and the Presidential Award for their Community ServIn addition 5 students received scholarships to be used for higher education. OLPL was an Emerald Sponsor for the 34th Annual Providence Health Foundation Golf Classic. The best part was that we had an all-female foursome, who were OLPL members and were dressed to the nine. Our Lady of Providence celebrates its anniversary every May by giving flowers to every patient in the hospital around May 27th. This year they gave out over 200 flowers. This was truly a “Make a Difference Day.” They were truly blessed

to see the smiles on the faces of the patients. It is good to let your light shine.

There are many changes occurring at the **St. John Providence Health System Macomb-Oakland Campuses**, as there are at most hospital facilities in our current environment. Our Auxiliary was begun in 1950 by a group of wives of Doctors on staff at Detroit Memorial Hospital. In 1963, a group of Macomb County women solicited funds to assist with the building of South Macomb Hospital. After the fundraising campaign and a merger with Detroit Memorial Hospital, the Auxiliary name was changed to Detroit- Macomb Hospitals Auxiliary. South Macomb Hospital opened its doors on March 1, 1966 and there were 50 volunteers working in the hospital. We currently have almost 300 volunteers and several charter members are still active. In the fiscal year ending April 2013, our volunteers donated 50,476 hours and a check was presented to President Terry Hamilton of \$214,777.92. The Auxiliary Board also committed to donate \$200,000 by September of 2013 toward the Emergency Room renovation assuming the funds are available. The Auxiliary has contributed over \$5 million to the Hospital since inception. Since the close of the Ford Macomb facility, our Macomb Campus is the only Hospital within a five mile radius. This has created a huge increase in our Emergency Room facility. In order to better serve our community, the Hospital is in the process of increasing beds and instituting procedures which will also increase our efficiency in meeting the challenges which this patient increase has presented. The Auxiliary Board is very aware of the medical uncertainties which exist in today’s economy and some of the drastic choices being instituted to reduce the federal debt; however, as our President once said, “we are a hospital founded on faith and we are sure our dedicated employees and our wonderful volunteer will help pull us through whatever challenges the future hold for our hospital.”



## **St. Joseph Mercy Oakland**

Volunteers installed their 2013-2014 officers, review of annual reports and presented the Outstanding, Honorary and Scholarship Awards June 12, 2013. The new officers installed: Michelle Dunaj, President; BG Gupta, Vice President; Barbara McRoberts, Treasurer; Gloria Stiel, Secretary. Along with the new fiscal year on July 1st begins our Mercy Volunteer annual retraining season. We will plan each session to be information and engaging (also known as fun!) It is so exciting to watch the progress of the new South Patient Tower. As St. Joe's recharges, so will our volunteer program. We will have many new areas at which we will be able to volunteer. We restructured the Teen Student Volunteer Program to keep up with the modern times. We orient the students by using an audio-visual PowerPoint and provide them with optimum learning experience.

## **St. Joseph Mercy Port Huron**

Volunteers have been very busy! It has been a busy spring and summer with our Little Black Dress Affair and our Wine tasting event which were both a huge success, along with our annual golf outing and our MAVO luncheon for volunteer's and scholarship awards. During Easter our patients received balloons with the help of our heavenly hounds program which is run by Carolyn Crowe. And as always we continue to have our monthly fund raising events.

Thank you to all of our auxiliary members and volunteers! Thank you for giving from your hearts! Volunteers are the heart of our communities!

**Marilyn R. Beverley, SED President**

## **SOUTHWEST DISTRICT**

## **UPPER PENINSULA DISTRICT**

The Annual MAHA Meeting at the Grand Hotel on Mackinac Island was well attended by UPD representatives. The attendees were given informational and educational sessions and exchanged ideas with other volunteers. Many new ideas will be taken back to the respective hospitals.

Busy time for **Northstar Health System** Hospital volunteers in Iron River. Members organized a lecture for women in the community on skin cancer, featuring a NHS physician and a testimonial by a local woman, who just faced a melanoma diagnosis. A semiannual Book Sale brought in revenues for supporting patient needs. During Hospital Week members hosted a "Cheese Cake Extravaganza" for all NHS Employees. On May 14 the hospital recognized all volunteers at a luncheon held at a local Iron River restaurant. Planning is currently underway for the annual fund raising Golf tournament and assisting with Women in the Outdoors day that was sponsored by the hospital. Recent updates at the NHS gift shop include a change in floor plan to make the shop more customers friendly and also the purchase of a POS system, to help with inventory and other business operations.

## **WEST CENTRAL DISTRICT**

Spring was very colorful in Grand Haven as NOCH hosted two "Garden Party" themed events, the first was its Volunteer/Auxiliary Luncheon May 2 and the second was the West Central District luncheon on May 22. Thomas Haas President of Grand Valley State University was the keynote speaker at the WCD Luncheon. He spoke on partnerships between universities and medical institutions, in particular GVSU and the western district, and how that strengthens the entire community. Both meetings were also officer installation meetings. We were pleased to host so many friends from throughout the District.

Upcoming Auxiliary fund-raisers, include shoes from a local shoe store, Books 'R' Fun, Scrubs and "NOCH Days" at a well-known Grand Haven restaurant (which donates a percentage of sales that day to us).

**Memorial Medical Center of West Michigan-Ludington** held their third annual "Art at Rest" fundraising auction. This event featured Adirondack chairs, painted flower pots by local artists, a silent auction featured; jewelry, pottery, Little River Casino Resort package, social membership to Lincoln Hills and much more. This fund raiser brought in approximately \$20,000.

There were only two articles submitted for the WCD. We hope we will have more for the January issue of *Highlights*.

## **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 January, 2014 issue by November 1, 2013. That will definitely be the cutoff date due to the Holidays approaching.

**popspe@charter.net**

**Gail M. Riley**

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

# Highlights

## MAHA 64th Annual Meeting and Educational Institute Report



The **Annual Meeting and Educational Institute**, *“Waves of Change, Oceans of Opportunity,”* held at the Grand Hotel on Mackinac Island was a wonderful conference. Our members enjoyed the ambiance, a little fog and some beautiful sunshine as they participated in everything the Grand Hotel and our program had to offer.

Our opening speaker, **Carol Nowaczyk** shared the story of her own struggle with heart disease and how it led her to become an Advocate of Woman’s Heart Health. Her experience as a heart patient moved her to communicate the symptoms of heart attacks in women to a national audience.

The District receptions were held in the Milliken, Grand and Governor Suites. Our members had the opportunity to network with fellow volunteers as they visited each location. Ideas were shared, conversations were enjoyed, new friendships were formed and old friendships renewed.

**Stacy Dowdy** brought the latest news from Lansing and encouraged the members to talk with their legislators. She introduced Patricia Hamel of the American Red Cross. Ms. Hamel shared her role as a volunteer for the Red Cross.

**Susan Blair, RD, CDE** of Sterling Area Health Center presented *“Coffee, Chocolate and Cabernet.”* Her humorous approach to eating healthy gave each of us a new perspective on how to enjoy tempting foods in a healthy way without feeling guilty. It made the trip to the Grand Buffet a new challenge.

Our workshops offered opportunities for learning the ability to see, access and determine what is added value as well as what is counterproductive leading us to success in our

personal and volunteer lives as presented by **Jacqueline Moore**. **Janel Walmsley** and **Shelley Buresh** shared taking your volunteer program to new levels by shifting from surviving to thriving, growing and empowering yourselves. **Melissa Heinlein** presented ideas for preventing board burnout, recognizing the signs, changing your habits and inspiring others to share the load. The sessions were loaded with new tools for our members to take back and implement in their volunteer groups.

Networking offered a “less” scary look at strategic planning. A discussion with lots of questions and suggestions on how to engage your members in open communication that can lead to defining, implementing and achieving success in the future of your organization.

A reception for the newly elected officers of MAHA was held on the porch of the Grand Hotel. The weather was perfect which added to the beginning of a delightful evening.

The banquet and installation of officers was followed by a reception in the Governor’s Suite. All had a truly “Grand” time.

*“Zap the Gap”* presented by our closing speaker, **Meagan Johnson**, gave an entertaining description of the differences in generations and how we can learn to bridge that gap by exploring ways to help each other.

Our attendees left the Grand Hotel with renewed energy, ideas to share with their colleagues, smiles and warm sunshine to enhance to trip home.

**Jeanette Havel, President Elect**

## Legislative Update

At the Annual Conference on Mackinac Island I was installed as your Legislative Advocacy Director for 2013-2014. It will be my job to bring you current news concerning our State Legislature. Please know that this article was written several months before you receive *Highlights*.

The Michigan House of Representatives passed bill 4714, MICHIGAN MEDICAID PROGRAM. Despite overwhelming support and advocacy from hospital leaders, insurers, consumers and Governor Rick Snyder, the bill was not taken up for a vote by the State Senate before they adjourned for the summer.

Our participation in Health Pac still continues. Please remember that donations must come directly from a volunteer and not from an Auxiliary. This year the total so far has been \$325,000. We wish to thank everyone that has supported Health Pac this year.

I cannot stress strongly enough the importance of our role as a volunteer.

So, when MHA asks us to help in getting a message across to legislators on pending legislation, we have no options. Each District Legislative Chair & each hospital Auxiliary Legislative Chair must do his/her job, to educate its members, on the legislative activities, regarding healthcare.

**Claudia Bryant**  
**Legislative Advocacy Director**



# MICHIGAN HARVEST GATHERING

23 YEARS OF HELP AND HOPE FOR THE HUNGRY

## 2013 Michigan Harvest Gathering

MAHA will be accepting non-perishable food items for the *Michigan Harvest Gathering* at the Fall Conference to be held on October 15 - 17, 2013 at the Crown Plaza Lansing (formerly Lexington Hotel), Lansing, Michigan. Additionally cash donations will also be accepted.