President’s Message

Thank you for making my installation as MAHA President at the 66th Annual Meeting so very special and truly memorable. Your words of encouragement and well wishes meant a great deal to me, and I will try and live up to your expectations.

Our theme for the 66th Annual Meeting in June at the Grand Hotel “Volunteers – the Extra Hands” is evidenced every day of the year in the hospitals in which our volunteers give so generously of their time and talent. You truly provide the extra hands that are so important to patients, and your efforts to be an advocate for favorable healthcare legislative for hospitals does make a difference. That moment when you stop and give directions to visitors who are lost, when you sit with relatives in the surgical waiting lounges, or those of you who work in the gift shops and share in the birth of a child are the “extra hands” to do things that are so very important.

Your MAHA president and president elect also attended the MHA Membership Meeting at the Grand Hotel and witnessed the retirement of Spencer Johnson as President of MHA for over 30 years. We also were privileged to see the appointment of Brian Peters to the position of CEO of the Michigan Health and Hospital Association. We were there to give him our best wishes from MAHA. The MHA meeting’s theme, “Leaders of Tomorrow’s Healthcare” stressed many of the hurdles that are facing us in the coming year ahead for health. It definitely will not be “business as usual” for the hospitals in our communities.

The MAHA Board has chosen as its mission for the coming year to “Communicate, Educate and Motivate.” Throughout the year we will be coming to you at the district level and at the individual volunteer sites to talk with you and see what it is that you need within your hospitals so that we can provide education at our conferences and at your district meetings that will help you at your hospitals. We will be calling and emailing you for your ideas and opinions. We are all in this together – we need your ideas so that we can help you feel motivated to take that extra step at your hospital and feel comfortable doing so.

At the MAHA Retreat board members had a very productive meeting discussing the goals and objectives of the organization and strategizing ways to accomplish the mission we have chosen. Included in our discussions was the attendance at the last few conferences. We will be coming to the general membership to solicit ideas on ways to increase the attendance at our two conferences. It is becoming exceedingly difficult to continue to provide quality conferences with such low attendance numbers.

Mary Lu Cramer and I are busy making the final arrangements to visit the six MAHA districts for their fall meetings. We will be discussing our 67th MAHA Fall Conference. Our theme for the Fall Conference is “Volunteers … A Gift to the Community” will be carried out in the speakers and workshop presenters presented. We have also planned something special for all at the banquet, but we are not going to reveal that until your district meetings.

Hope to see all of you at the district meetings and at the Fall Conference at Crystal Mountain.

Nancy Viele
MAHA President
MAHA Looking Ahead, 2015-2018

The following dates are for your calendar — Information current as of August 1, 2015

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
<th>Location</th>
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<tr>
<td>September 2-3, 2015**</td>
<td>UPD Fall Meeting</td>
<td>Aspirus Keewenaw</td>
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<tr>
<td>September 9-10, 2015</td>
<td>MAHA Committee Meetings</td>
<td>Quality Inn Suites, Lansing</td>
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<td>September 11, 2015</td>
<td>MAHA Board Meeting</td>
<td>Okemos</td>
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<td>September 16, 2015**</td>
<td>SED Fall Meeting</td>
<td>Wyandotte</td>
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<td>September 17, 2015**</td>
<td>SWD Fall Meeting</td>
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<td>September 21, 2015**</td>
<td>WCD Fall Meeting</td>
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<td>September 22, 2015**</td>
<td>NCD Fall Meeting</td>
<td>Paul Oliver Hospital-Frankfort</td>
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<td>September 23, 2015**</td>
<td>ECD Fall Meeting</td>
<td>Horizon Center, Saginaw</td>
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<tr>
<td>October 12-14, 2015</td>
<td>MAHA Fall Conference</td>
<td>Crystal Mountain-Thompsonville</td>
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<tr>
<td>November 4, 2015**</td>
<td>MHA Board of Trustees Meeting</td>
<td>Okemos</td>
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<tr>
<td>January 12-13, 2016</td>
<td>MAHA Committee Meetings</td>
<td>Quality Inn Suites, Lansing</td>
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<td>January 14, 2016</td>
<td>MAHA Board Meeting</td>
<td>Quality Inn Suites, Lansing</td>
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<td>February 10, 2016**</td>
<td>MHA Board of Trustees Meeting</td>
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<td>March 15, 2016</td>
<td>SED Spring Workshop</td>
<td>Detroit</td>
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<td>April 6, 2016**</td>
<td>MHA Board of Trustees Meeting</td>
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<td>April 6-7, 2016</td>
<td>MAHA Committee Meetings</td>
<td>Quality Inn Suites, Lansing</td>
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<td>April 8, 2016</td>
<td>MAHA Board Meeting</td>
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<td>April 16, 2016</td>
<td>Healthcare Advocacy Day</td>
<td>Lansing</td>
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<td>April 24-26, 2016</td>
<td>SHVL Conference</td>
<td>Jacksonville, Florida</td>
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<td>May, 2016**</td>
<td>NCD Spring Meeting/Installation</td>
<td>West Branch, Michigan</td>
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<td>May 10-11, 2016**</td>
<td>UPD Annual Meeting</td>
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<td>May 17, 2016**</td>
<td>SED Annual Meeting</td>
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<td>ECD Spring Meeting/Installation</td>
<td>Horizon Center, Saginaw</td>
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<td>May, 2016</td>
<td>WCD Spring Meeting/Installation</td>
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<tr>
<td>June 7-9, 2016</td>
<td>MAHA Annual Meeting &amp; Educational Institute</td>
<td>Grand Hotel, Mackinac Island</td>
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<td>July 12-14, 2016</td>
<td>MAHA Committee and Board Retreat</td>
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<td>September 14-15, 2016**</td>
<td>UPD Fall Meeting</td>
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<td>September 20, 2016**</td>
<td>SED Fall Meeting</td>
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<td>September 27, 2016**</td>
<td>NCD Fall Meeting</td>
<td>Charlevoix Area Hospital</td>
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<td>September 28, 2016**</td>
<td>ECD Fall Meeting</td>
<td>Horizon Center, Saginaw</td>
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<td>October 17-19, 2016</td>
<td>MAHA Fall Conference</td>
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<td>May, 2017**</td>
<td>NCD Installation Meeting</td>
<td>Munson—Traverse City</td>
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<td>May 10-11, 2017**</td>
<td>UPD Spring Meeting/Installation</td>
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<td>September, 2017**</td>
<td>NCD Fall Meeting</td>
<td>Mercy-Cadillac</td>
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<td>September 27, 2017**</td>
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<td>May, 2018**</td>
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<td>September, 2018**</td>
<td>NCD Fall Meeting</td>
<td>Mercy-Grayling, Michigan</td>
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<td>Attended by MAHA President</td>
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<td>Attended by MAHA President and MAHA President Elect (and/or VP Ed)</td>
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<td>***</td>
<td>Attended by MAHA President, MAHA President Elect and MAHA Vice President of Education</td>
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</table>

Prepared by: Mary Lu Cramer, President Elect 248-714-5774 or mcramer2@comcast.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, 2015-2016

President.................................................................... Nancy Viele (ECD)
President Elect........................................................... Mary Lu Cramer (SED)
VP of Education......................................................... Carol D’Alberto (UPD)
Secretary.................................................................... Anne Lorentzen (ECD)
Treasurer .................................................................... Ed Hugan (ECD)
Counselor .................................................................. Jeanette Havel (ECD)
Conference Coordinator ........................................... Gail Riley (WCD)
Legislative Advocacy Director................................... Cynthia Hopper (UPD)
Membership Director ................................................ Margaret Ohryn (SED)
Communication Director ........................................... Patt Luomala (NCD)

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

Council of District Presidents
Carol Crane (ECD) ..................................................... Vivian Mettler (NCD)
Marlene Sebastian (SWD).......................................... Barbara Tenpas (WCD)
Patricia Esselman (SED) ............................................. Deborah Northrup (UPD)

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

MAHA Board and Committee Chairs

President........................................................................... Nancy Viele (ECD)
President Elect........................................................... Mary Lu Cramer (SED)
VP of Education ......................................................... Carol D’Alberto (UPD)
Secretary........................................................................ Anne Lorentzen (ECD)
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MAHA Liaison to MHA
Stacy Dowdy............................................................. Coordinator, Health PAC

IMPRESSNT
PHONE NUMBERS
• Nancy Viele
  President
  Home: (810) 655-6419
  Cell: (810) 479-6015
• Mary Lu Cramer
  President Elect
  Home: (248) 714-5774
  Cell: (219) 384-0461
• Lansing Quality Suites
  (517) 886-0600
• Crystal Mountain
  (231) 378-2000

MAHA
MICHIGAN ASSOCIATION OF HEALTHCARE ADVOCATES

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MAHA Board, Committee Chairs, Council of District Presidents, 2015-2016

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

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

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

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

- Chairs 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**
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

- Acts in an advisory capacity to the President and Board
- Chairs 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

**SECRETARY**
Anne Lorentzen
6061 Poinsettia Drive
Saginaw, MI 48603
Phone: (989) 792-6002
Email: amlorentzen5803@charter.net

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

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

• Chairs Audit and Budget committees
• Maintains record of all financial receipts and disbursements; keeps file of vouchers and invoices
• Prepares monthly financial statement to MHA Executive Board and Controller
• Submits books for review to President elect and Vice President four times a year
• Identifies and develops resource materials and programs that meet the needs of membership
• Has a display at Fall Conference and Annual Meeting for purpose of exhibiting MAHA publications
• Chairs Resource Committee

CONFERENCE COORDINATOR
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

• Coordinates all arrangements for MAHA sponsored meetings
• Selects food service; arranges for speaker equipment; verifies meal count at MAHA conferences
• Reviews invoice from hotel for physical arrangements and forwards to President
• Writes thank you notes; keeps a list of possible meeting sight schedules; visits with other MAHA representatives to preview sites

LEGISLATIVE ADVOCACY DIRECTOR
Cynthia Hopper (UPD)
PO Box 1730
Sault Ste Marie, MI 49783
Phone: (906) 635-1654
Cell: (906) 203-2605
Email: rchopper@lighthouse.net
War Memorial Hospital

• 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
• Attends AHA Annual meeting in Washington with MAHA President
• Sends copies of MAHA requests for Legislative alerts to District Presidents

MEMBERSHIP DIRECTOR
Margaret Ohryn (SED)
5660 Glenn Eagle Drive
West Bloomfield, MI 48323
Phone: (248) 681-4212
Cell: (248) 342-1968
Email: margo@comcast.net
DMC Huron Valley Siani Hospital

• 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 healthcare facilities
• Submits copies of membership list to MAHA Board and MHA in July
• Enters data in computer for printing membership; responsible for printing labels for MAHA mailings; makes membership badges for conferences
• Contacts District Membership chairs in November to obtain information for the Hours and Dollars Report.

COMMUNICATIONS DIRECTOR
Patricia Luomala
90 Park Ave #308
Manistee MI 49660
Phone: (231) 299-1088
Email: pattluomala42@yahoo.com

• 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
• Orders Highlights printing in quantity to correspond with master list; working with MAHA President determines the number of copies to be printed
• Submits electronic copy of each issue of Highlights to MAHA President elect to forward to Webmaster for web publication
• Maintains updated biographical file on current Board members
• Requests photos of MAHA board members for publication in the 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

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MAHA Board, Committee Chairs, Council of District Presidents, 2015-2016
(continued)

**VENDOR COORDINATOR**

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

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

**ECD**

**Carol Crane**
849 Beach Buggy Lane
Linden MI 48451
Phone: (810) 735-6618
Cell: (810) 423-6517
Email: mamoose01@yahoo.com
Genesys Regional Medical Center

**NCD**

**Vivian Mettler**
PO Box 115
Charlevoix, MI 49720
Phone: (231) 547-9751
Email: 4cats06@sbcglobal.net

**SED**

**Patricia Esselman**
7173 Huntcliff Court
West Bloomfield MI 48322
Phone: (248) 432-7015
Cell: (313) 319-3599
Email: patscreations55@att.net
Providence Park Hospital & Medical Center

**SWD**

**Marlene Sebastian**
11525 Pope Church Road
Springport MI 49284
Phone: (517) 857-2472
Cell: (517) 581-9432
Email: msebastian@springcom.com

**UPD**

**Deborah Northrop**
4371 East Mills Road
Pickford MI 49774
Phone: (906) 647-2510
Cell: (906) 440-9330
Email: ddnorthrop@yahoo.com
War Memorial Hospital

**WCD**

**Barbara Tenpas**
162 West 20th Street
Holland MI 49423
Phone: (616) 396-2102
Email: barbtenpas@yahoo.com
Message from the President Elect

Amid the still blooming lilacs, MAHA held its 66th Annual Meeting from June 9 to 11, 2015 at the Grand Hotel on Mackinac Island. Forty hospitals were represented among the participants from all six districts, but we missed all those members who weren’t able to attend. The theme of “Volunteers – the Extra Hands” celebrated our roles as volunteers in the purest sense. The Membership approved the new slate of officers and the amendment to the Bylaws that prohibits a former MAHA State President from returning to the MAHA Board as a District President after completing his or her year as MAHA Counselor. This change was recommended by the Council of Past MAHA Presidents to encourage new candidates with fresh and innovative ideas at both the district and state level.

The program was opened with the lively songs and message of LaDonna Gatlin about life and making the right decisions on Tuesday night. After dinner we got the opportunity to visit old friends and meet new ones at the six District meetings. Wednesday started with a presentation from MHA Chairman of the Board of Trustees and CEO of McLaren Port Huron, Tom DeFauw, who talked about the challenges our hospitals face from a CEO prospective. The slides from his presentation can be found on the MAHA web site. David Finkbeiner and Stacy Dowdy also talked about the Auto No fault Campaign as the issue continues. David’s slides are also on our web site. So if you missed the conference take a look.

The workshops presented covered: volunteer gift shop management with great vendor and buying tips by Russ Billau, DVS from St Joseph Mercy Chelsea; a number of computer application ideas for volunteer groups by Larry Pienta, a volunteer form DMC Huron Valley Sinai Hospital and IT expert; and Carol Bridges, Director of Volunteer Services and Patient Satisfaction from Henry Ford Wyandotte covered using volunteer in patient programs improving hospital HCAP scores. Carol’s and Larry’s handouts are also on the web site. We followed the workshops with our popular Tea and Talk Networking Session which created opportunities for meeting, greeting, and sharing with fellow volunteers and Board members.

We received many compliments on the installation ceremony this year. Designed by outgoing President Jeanette Havel it set an inclusive, charming tone. We closed with Frank Ringquist, a volunteer from a Virginia hospital who works with a Clown Alley group within his hospital to bring humor to their patients as part of the healing process. Their approach has several of our hospitals thinking about using humor in their programs. It was a pleasure seeing all of our members who attended. We hope to see them and all our other members at Crystal Mountain on October 12-14, 2015.

Mary Lu Cramer
MAHA President Elect
Greetings MAHA members! My name is Margaret Ohryn and I am the new Membership Director. I am excited to work with our Executive Board, Committee Directors, and members of all districts. I am taking over Carol D’Alberto’s role as Membership Director as she has moved on as VP of Education. Carol has done an awesome job bringing MAHA Green!

As the MAHA Membership Director, I ask that each one of you help maintain a current membership database. It is important to provide your updated email, phone number, and address so the association may provide important communications to all members.

Looking forward to working for you and with you this next fiscal year. Thank you.

Margaret Ohryn, CRNA, MS, MBA, MAHA Membership Director

The MAHA Legislative Advocacy Director is Cindy Hopper and her email address is rchopper@lighthouse.net. She will have legislative advocacy articles in the future Highlights issues. Legislative updates are sent to all District Presidents and Legislative Representatives and they in turn channel the information on to all the hospitals in their District. Whenever there is an MHA request for Legislative information it is promptly sent to all Districts and MAHA Board members. Cindy will be at the MAHA Fall Conference with an information table for attendees. The table will have legislative information from MHA. Be sure to stop and see her.

Cindy Hopper, Legislative Advocacy Director

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3340 Hospital Rd. Saginaw, MI 48603 • healthsourcesaginaw.org
As summer begins to fade into September, we start to think about the beauty of Michigan autumn and the MAHA Fall Conference! This year we will again be gathering at the picturesque Crystal Mountain Resort and Spa in Thompsonville, MI. The drive there is a spectacular one from any Michigan community you may come from with our glorious colors. Hospitals along with schools, churches, businesses, and service organizations are the core of any community. And volunteers to these vital groups are a gift to the community. You are a Gift to your Hospital and Community! Please come join us to enjoy the fall colors, visit with other hospital volunteer groups and friends, and hear the program we have put together for you.

We are changing a few things. Firstly, the Vendors will be present both Monday (1 to 5 p.m.) and Tuesday (10 a.m. to 4 p.m.) to allow everyone plenty of opportunity to visit them with lunch on Tuesday being served in their area. The Networking Session will allow you to pick from two sessions with different topics to discuss and share with fellow volunteers lead by MAHA Officers. One will discuss the challenges for small hospitals and the other will discuss the changing role of the volunteer. Lastly, we are returning to supporting the Harvest Gathering with food and hygiene product donations. So we would appreciate any donations of non perishable food or hygiene products you may wish to bring.

The Speaker Program will start Monday night with Emmy awarding winning, Michigan educated journalist and fellow volunteer, Lila Lazarus. Lila will talk about living life to the fullest including community service, and a look at her biography is very full! MHA will start Tuesday morning with a legislative update. Following them will be Kathy Zagroli and Cheryl Thrushman from Providence Hospital to talk about their extremely successfully multi hospital pet therapy program. And yes, their well know therapy dog Parker will be with them. There are three Workshops on Tuesday afternoon to select from during two workshop time slots. Cheryl Karpen, the celebrated author of the Eat Your Peas series, will utilize her vast retail experience to present “The 5 Must-Haves for Retail Success in 2016.” Joy Spahn, the Regional Director of The Alzheimers Association Greater Michigan Chapter, will cover “The Basics: Memory Loss, Dementia, and Alzheimer’s Disease.” And Sarah Knochel, Manager of the Front Desk and Volunteers Services Manager from Covenant Healthcare, will speak on “Utilizing Technology to Enhance Your Volunteer Program” including social media to recruit younger volunteers.

The Vendors will wrap up Tuesday afternoon with their drawing before the start of the Networking Session. The Cash Bar will be held on the Mountain Top! You have the option of riding the ski lift or going in a van. Either way the view should be spectacular! During the banquet Tuesday night we will be recognizing three MAHA member hospitals for receiving the Ludwig Award for Community Benefit: from the Southwest District—CHC of Branch County; from the Upper Peninsula District-Aspirius Grand View Ironwood; and from the North Central District, Charlevoix Area Hospital. And back by popular demand the Benzie High School Choir will perform after dinner. And there will be a gift exchange of wrapped white elephant gifts. So please bring one and get in on the fun.

Our Conference will conclude Wednesday morning with Mary Kay Slowikowski, internationally-known speaker with her own national broadcast, Emmy award winning PBS special, who will speak to us about identifying a glimmer of potential and building on it in designing a value added volunteer program. And of course, the basket give-away.

We are very happy to provide this program to you in this wonderful setting with many opportunities to visit with other volunteers and friends, and to go home with new ideas!
MAHA 67th Fall Conference Agenda
“Volunteers ... a Gift to the Community”

**MONDAY, OCTOBER 12, 2015**

1:00 p.m. – 4:00 p.m.
- MAHA Conference Registration
- Hotel Registration
- Donations for Harvest Gathering Accepted
  (food & hygiene products)

1:00 p.m. – 5:00 p.m.
- Vendor Time

2:30 p.m. – 3:30 p.m.
- Meeting of Past Presidents

4:00 p.m.
- Hotel Rooms Available

4:30 p.m. – 4:45 p.m.
- First Timers Orientation

5:00 p.m.
- **WELCOME**
  - Opening Prayer/Pledge
  - Conference Orientation
  - Hotel Orientation

5:30 p.m.
- **OPENING SPEAKER**
  - “Adventure-Service & Living Life to its Fullest”
  - Lila Lazarus

6:30 p.m.
- **DINNER**

**TUESDAY, OCTOBER 13, 2015**

7:30 a.m. – 8:30 a.m.
- **BREAKFAST**

8:00 a.m. – 8:45 a.m.
- One-day registrations

9:00 a.m. – 10:00 a.m.
- **MHA UPDATE**

10:00 a.m. – 3:30 p.m.
- Vendors Open

10:00 a.m. –10:30 a.m.
- **Break**

10:30 a.m. – 11:30 a.m.
- “Facility/Therapy Pet”
  - Kathleen Zagurol, Cheryl Thrushman & Parker

11:30 a.m. – 1:00 p.m.
- Lunch (with Vendors)

1:00 p.m. – 2:00 p.m.
- **WORKSHOPS**
     - Joy Spahn
  b. “The Five Must Haves for Retail Success in 2016”
     - Cheryl Karpen
  c. “Utilizing Technology to Enhance Your Volunteer Programs”
     - Sarah Knochel

2:00 p.m.-2:15 p.m.
- **Break**

2:15 p.m.-3:15 p.m.
- **WORKSHOPS REPEATED**

3:15 p.m.-3:30 p.m.
- **Break**

3:30 p.m.- 4:00 p.m.
- **Vendor Drawing**

4:15 p.m. – 5:15 p.m.
- **NETWORKING SESSION**
  Topic #1: “Issues for Small Hospital Volunteer Programs”
  Topic #2: “The Changing Role of the Volunteer”

5:30 p.m.
- Cash Bar – On the Mountain Top!!!

6:30 p.m.
- **DINNER**
  - Please bring a wrapped “white elephant gift” to share
  - Entertainment: Benzie chorale

**WEDNESDAY, OCTOBER 14, 2015**

7:30 a.m. - 9:00 a.m.
- **BREAKFAST**

9:15 a.m. - 10:15 a.m.
- **CLOSING SPEAKER**
  - “The Glimmer Principle”
  - Mary Kay Slowikowski

10:15 a.m. -11:15 a.m.
- **MAHA CLOSING REMARKS**
- **DISTRICT BASKET GIVEAWAY**

*Speakers could be changed due to circumstances beyond our control.*
MAHA 67th Fall Conference Speakers

KEYNOTE SPEAKER  LILA LAZARUS

Lila Lazarus leads her life at a pace that is breathtaking, invigorating and fulfilling– and that’s just in the morning! She is an award-winning journalist who has anchored the news in Michigan, Maryland and Massachusetts. Lila runs a production company, Lila Productions, and currently hosts the award-winning Discover Remarkable series on WXYZ. Never afraid of a challenge, Lila swam the Straits of Mackinac (a 5-mile swim) to raise money and awareness for Mentor Michigan. Each fall, she climbs from one end of the Grand Canyon to the other (21 miles) and back again. In 2007, Lila was appointed to the Governor’s Council on Physical Fitness. An avid motorcyclist, Lila was recently named Michigan’s Ambassador of Motorcycle Safety. Extremely active in community and charitable organizations, Lila serves on multiple boards and is currently President of Kids Kicking Cancer. She’s also very involved with the Big Brothers/Big Sisters organization. She’s been a Big Sister for 20 years.

A graduate of Kalamazoo College, University of Michigan, University of Massachusetts and the University of Bonn in Germany, Lila holds two Masters Degrees. Her professional accomplishments include covering Nelson Mandela’s inauguration in South Africa and receiving multiple Emmy Awards, the Michigan Association of Broadcasters Award, two Clarion Awards and the American Society of Colon and Rectal Surgeons Award in back-to-back years. Most recently, she received the 2014 Telly Award for Social Responsibility on local television. Little known fact: Lila loves to talk. In fact, she speaks 5 languages! Lila creates adventures each and every day. (On her last birthday, she turned the party into a surprise wedding.) Whether she’s attempting the Firefighter Fitness Test, flying an F-18 with the Blue Angels or flying a hot air balloon to fulfill the wishes of a young woman battling cancer, she inspires people to live life to the fullest.

GENERAL SESSION SPEAKERS – KATHLEEN ZAGUROLI AND CHERYL THRUSHMAN

Kathy Zaburoli is the Manager of Volunteer Services for St. John Providence and Providence Park Hospital, Southfield and Novi campuses. She has been with St. John Providence Health System for 14 years and managed other hospital-based volunteer programs in the metro-Detroit area for 14 years prior to that. She is a firm believer in Winston Churchill’s words: “You make a living by what you get, but you make a life by what you give!” She is also an active volunteer in the community.

Cheryl Thrushman is the Lead Consultant for Multi-Media Services for St. John Providence and Providence Park Hospital, Southfield and Novi campuses. Cheryl is the champion behind initiating the Facility/Therapy Dog program at St. John Providence Health System. She is an experienced handler with her own two dogs, Glacier and Rattler, at a traditional Pet Therapy program in the VA System. She is now one of the co-host families for Parker, one of the St. John Providence facility/therapy dogs, and provides leadership for the program for our 7-hospital system.

DID YOU KNOW?

Did you know you are allowed 30 hours for attending the Fall Conference and MAHA Annual Meeting? 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.
With little capital but a dream, Cheryl Karpen launched Something Different, a gift shop and gathering place dedicated to celebrating and inspiring women. A place where customers felt comfortable sharing their hearts and baring their souls, she often heard them say, "We just want to be valued and appreciated by our families; especially our spouses." "Give the customer what they want" is a motto Cheryl learned to grow and imagine her business by. A second store was soon born. Cheryl named it Pure Bliss and dedicated it to "Nothing You need, everything you want for a romantic getaway." A darling of the media, the store was filled with the likes of love tokens, books on communication, candles, chocolates, and home décor inspired to create a romantic bed and breakfast setting.

Today, Cheryl is passionate about spreading peas on earth through her wildly successful Eat Your Peas gift book collection. Whether as a retailer or as an author, helping others communicate love, hope, and encouragement isn’t just something Cheryl talks about, she lives it.

Joy Spahn has a Masters degree in Public Administration with an emphasis in Health Care. She has been the West Michigan Regional Director for the Alzheimer’s Association, Greater Michigan Chapter for nine years and has over 35 years’ experience in geriatric care management. Her scope of experience includes directing two research based memory care centers, Clinical Director for outpatient services for older adults with chronic mental illness and dementia and Director of a local adult day center. She is the past Chair of the Michigan Adult Day Services Association and chaired the Associations program assistant training. She is a frequent speaker and trainer on Alzheimer’s disease, dementia and caregiver issues. She has presented at numerous local and state conferences including the National Aging Society of America annual conference.

Sarah Knochel is the Front Desk and Volunteer Services Manager at Covenant HealthCare where she has been employed for 15 years, serving the last 13 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 approximately 425 individuals ranging in age 16 to 96. Her favorite part of her job is seeing the smile and excitement on the volunteers faces as they enter the building to serve.

Sarah is currently the president of Michigan Healthcare Volunteer Resource Professionals and serves on the United Way committee for Covenant HealthCare. Sarah has a Bachelor’s degree in Finance from Saginaw Valley State University. When not working, Sarah loves to travel, enjoys nature and landscape photography and spending time with family and friends.

Mary Kay Slowikowski is an internationally known speaker and the first female speaker to appear nationally in her own Emmy-nominated PBS special. She is a master storyteller and veteran of business who uses personal stories and proven techniques to teach and inspire. A former victim of crippling panic attacks and agoraphobia, Mary Kay was once unable to leave her home – now she speaks in front of thousands. Mary Kay started her own business with her husband and has trained and spoken to countless Fortune 500 companies like Kraft, McDonald’s, Sprint, Pepsico and DuPont as well as dozens of Women’s groups, Education groups, Health Care Systems, Direct Selling Companies and Government Agencies.

In the field of healthcare, she has delivered Keynote presentations to the AORN International Conference and has been the featured speaker at several Illinois Hospital Association events. Mary Kay has compiled a vast array of experience working with Health Care professionals at Advocate Healthcare, Shenandoah Medical Center, Edward Hospital, and OSF Holy Family Medical Center among many others.

Mary Kay is also a Marketing Strategist who helps organizations design and develop consulting interventions. She is an expert in delivering human resource training and customer service applications.
MAHA Around the State

EAST CENTRAL DISTRICT

Caro Community Hospital Auxiliary began selling tickets in April for our annual raffle. Prizes include a 50” flat screen television and a Kindle Fire HD!

Clare MidMichigan Health System elected new Board and appointed Chairpersons of Services.

We purchased several new items for the hospital I-Pro Transmitter, digital spirometry machine, two new wheelchairs for ER to name a few.

We have several new members which is always a plus.

In April the hospital had a Volunteer Appreciation Luncheon at the Doherty Hotel which we all enjoyed very much.

Our scheduled fall fund raisers include a Book Sale, a Uniform Sale and a Bake Sale.

A fundraiser that we did last year, Bras for a Cause, netted over $19,000 that will be used for women’s health.

Ann Rowe, Volunteer President

Covenant Healthcare, Saginaw hosted an Emergency Preparedness Fair in October. In November, our very own Carol Cottrell, Director of Covenant Healthcare Foundation, was awarded the Robert H. Albert Lifetime Community Service Award by the Saginaw County Chamber of Commerce.

Genesys Regional Medical Center has hosted several successful fundraisers to date. The Women in Agriculture Farm Center, a new undertaking shared by Genesys, Genesys Volunteers and the community, opened on our campus in the spring.

The Hills & Dales General Hospital Auxiliary has purchased a Stretcher for the OR Department, a reclining chair for the Blood Draw Lab and a couch and two chairs for the Swing Bed Program family room. In addition, a new heating and air conditioning unit was purchased for the front lobby.

Hurley Medical Center Auxiliary just celebrated its 59th anniversary! The Auxiliary was able to give a check to the Hurley Medical Center for $100,000 for pediatric renovations.

The Marlette Regional Hospital Ladies Auxiliary has donated $3000 which was used for patient care items. We held a very successful vendor fair/craft show. This spring we partnered with McKenzie Hospital in Sandusky to sponsor “The Evelyn Smallbladder Show.”

McLaren – Flint celebrated the long awaited renovation of the “Special Things Gift Shop” which re-opened in March. It is bigger, much brighter and more beautiful than ever!!! Several fundraisers have been scheduled with new vendors, offering a variety of items from hats and sunglasses to jewelry sets and a wide range of electronic items.

At Memorial Healthcare – Owosso we held our Spring Fashion Show in April. Our eighth annual “Steps for Courage” 5K Run and Competitive Walk was also held in April with all proceeds going to the Cancer Center. Our commitment for this year will be to help complete the renovations to the Family Birth Center and the Behavior Health Center.

MidMichigan Medical Center – Gladwin had great success with their 2nd annual Bra La La, which raised $25,000 to be earmarked for the women’s health and mammography scholarship fund for women in Gladwin County. Kindergarten and first grade students were welcomed at the spring Tot Tours. The 47th annual Doe Day woman’s outing at Sugar Springs Golf Course will be held on August 5th.

The auxiliary at MidMichigan Medical Center-Gratiot has held several successful fund raisers including The Lights of Love, a Candy and Nut sale, Baubles and Bags sale, Uniform Sale, and the New Book and Gift Fair.

Scheurer Hospital Auxiliary – Pigeon held an exercise expo, “Healthercize,” at Laker High School which benefitted the school health station and was staffed by the Hospital.

St. Joseph Health System – Tawas City volunteers have formed a Green Thumb Club that will help maintain the hospital campus plant beds, as well as a traveling SMILE Cart (Smiles Make Illness a Little Easier) for patient rooms and waiting rooms. We have fulfilled our pledge of $76,000, promised for Emergency Department renovations, early! We have also fulfilled our pledge of $22,732.25 for the purchase of Accuchek Glucose Monitoring machines.

St. Mary’s of Michigan – Saginaw celebrated the 55th anniversary of the Volunteer Alliance (previously called Auxiliary) and our Gift Shop, as well as the 140th anniversary of the hospital. We also hosted the ECD Spring Meeting at Horizons in Saginaw this year.

Carol Crane, ECD President

NORTH CENTRAL DISTRICT

Charlevoix Area Hospital

It has been a busy spring for us. We celebrated an expansion of Boyne Area Medical Center, a facility staffed by our employees and doctors.

We were able to present another $5000 to the foundation toward our pledge.

A Linen sale and a Book sale are planned for our summer fundraisers.

McLaren Cheboygan Campus

McLaren Cheboygan Campus Guild held luncheons in April and May. Election of Officers was held at the May meeting.

We were host to the Spring Meeting of NCD. The incoming officers of NCD were installed at this meeting, with 48 people in attendance.

Many hours are being spent planning the Power of the Purse event we are having in August.

Munson Healthcare Cadillac Hospital

We have 138 volunteers making a difference in our community through their generous devotion of time and service and also, holding 2 successful fundraisers. We held a candy sale in February and a garage sale in June. Currently we are working on our 3rd annual Power of the Purse event to be held August 20th at the Cherry Grove Event Center.
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.

Otsego Memorial Hospital, Gaylord

On June 8th we held our annual Scholarship Awards Luncheon. Two Gaylord High School Seniors and a Continuing Education Student received Scholarships of $500 each. Since 1995 we have given 59 scholarships with a total of $29,500.

Our pledge of $40,000 to OMH was used to complete the “Gazebo” in the hospital courtyard and the renovation of McReynolds Hall.

Immediately following the luncheon we held the installation of the new Auxiliary Officers presided over by the NCD President.

We held our Cherry Pink Dinner at Sojourns on Dixon Lake. The theme this year was “Denims and Diamonds.” This is our primary fundraiser. Great fun, food and festivities were enjoyed by all.

Paul Oliver Memorial Hospital, Frankfort

We started our year with our 20th Annual Golf Benefit on May 21st, held at Crystal Mountain Resort and Spa. It was a great day of golf, followed by a wonderful Barbecue Buffet. It brought us close to $13,000 towards a new updated ultrasound machine for Paul Oliver Memorial Hospital.

At our annual meeting on June 9th our new Board members were elected for the coming year. This was followed by lunch and fashion show for 80 Auxiliary members and guests. At this meeting a check in the amount of $40,000 was presented to Peter Marinoff, President of our hospital to help offset the cost of the new ultrasound machine.

On August 6th we will be hosting our Tour of interesting places. This is the 33 year we have held this event. The title for this year is “Same’re Here, Some’re There.” It is a tour of newer homes and cottages around Crystal Lake.

September 22nd will find us hosting the NCD Meeting held at The Hotel Frankfort. Our speaker, a doctor specializing in Cardiology, will speak about Women’s heart health.

October 10th, our 3rd fundraiser will be a silent auction followed by dinner and entertainment.

West Branch Medical Center, Tolfree Foundation, West Branch

Each month we hold a major fundraising event. They have been quite successful.

In March the hospital hosted a luncheon honoring all volunteers in the appreciation for all their services.

Thanks to Mr. and Mrs. Searfoss, our hospital now has a Wellness Park. The park consists of a mile and a quarter of paved walking path, a Gazebo for holding events and exercise equipment along the trail.

Vivian Mettler, NCD President.

SOUTHEAST DISTRICT

Henry Ford Macomb Hospital

The installation of the Gift Shop’s new POS system is now complete and we are now training all of the volunteers in its use. It is truly a wonderful improvement and will assist with inventory control and more accurate sales. The volunteers celebrated National Volunteer Week with a day bus trip to Frankenmuth. It truly was a fun, relaxing day.

Beverly Hartman, Auxiliary President

Henry Ford Wyandotte Hospital

Henry Ford Wyandotte Hospital auxiliary held a DJ Maxx Jewelry fundraising sale for two days in June in our Main Lobby. The auxiliary sells popcorn every 2nd and 4th Friday of the month outside of our cafeteria during normal lunch hours. This ongoing fundraising effort is one of our most successful. We purchased a popcorn machine that sits on a rolling stand and we make it fresh on the spot for 75 cents per bag. Although we do have signs, the smell of freshly popped corn throughout the hospital ensures plenty of sales.

Cynthia Jones, Auxiliary President

McLaren Port Huron

McLaren Port Huron Hospital Auxiliary welcomed summer with our annual flower sale. Many varieties were available and every single plant sold! I thank all who bought the beautiful plants and the Volunteers who gave their time and energy to work the sale. Our Volunteer Recognition dinner was held at Port Huron Golf Club on May 13. Hours earned pins were presented & special recognition included a certificate and a bouquet of flowers, was given to Karen Winters for her Retiring from Volunteering last year with over 10,000 hours (14,000ish hours)! The MAHA Conference on Mackinac Island, June 9-11, was attended this year by Joyce Fairbank, Dean Billings & me. June was wrapped up with our Ice Cream/Strawberry Social. Our Auxiliary’s way to say thank you to our hospital staff for their work. The scholarship presentations were also given out for the 2015-2016 season. Have a fun summer.

Sue Barbe, Auxiliary President

ProMedica Monroe Regional Hospital

ProMedica Monroe Regional Hospital (formerly Mercy Memorial Monroe) Installation of Auxiliary Officers for fiscal year 2015-2016 was conducted at our May 27th Membership Meeting. Our Gift Shop will host a Dynamic Cookware special event lobby fundraiser on June 30th. A new endeavor for our Gift Shop will begin soon. Food staples such as bread, buns, milk, etc. will be offered and will provide a welcome convenience to our staff. Our Honor Guard consists of 40 Auxiliary members. They attend funerals of Auxiliary members that have passed away. Families of the deceased are very grateful for this meaningful service. Our Auxiliary received the SED MAHA Certificate of Excellence again this year. It was presented at the SED Annual Meeting held in Farmington Hills.

Beth Gerna, Auxiliary President
St. Joseph Mercy Chelsea Hospital Auxiliary

The St. Joseph Mercy Chelsea Hospital Auxiliary would like to announce the awarding of 6 scholarships of $1,000 each for area students. These students were enrolled in a medical-related field of study for the coming academic year. The students are:

- Korry Chavey from Manchester attending Washtenaw Community College and studying Nursing
- Evona Lantis from Grass Lake attending Indiana Wesleyan University and studying Nursing
- Kelli Millican from Chelsea attending George Washington University and studying to be a Physicians Assistant
- McKenzie Palmer from Michigan Center attending Jackson College and studying Sonography.
- Maya Pifer from Chelsea attending the University of Michigan and studying Biomedical Engineering

Russ Billau, Director of Volunteers

St. Joseph Mercy Hospital, Port Huron

St. Joseph Mercy Hospital of Port Huron held their “Little Black Dress” in March which was a sell out again. Over $20,000 was raised with this fund raiser which is shared with McLaren Port Huron hospital. Our annual dinner was held for our Volunteer’s and Sandy Bonito who is on our Mavo board was named the “Volunteer of the Year.” It has been a busy beginning of a new year for us at St. Joseph Mercy. Our volunteers have dedicated more than 3,069.70 hours in the first quarter. During “Hospital Week” in May our theme was “Where Miracles Happen.” Each day a special activity took place for our employees and volunteers which all enjoyed.

Karen Hagen, Publicity Chairman

Pat Esselman, SED President

[Newsletter of the Michigan Association of Healthcare Advocates]
SOUTHWEST DISTRICT

Allegiance Health, Jackson
Cheryl Simonetti, Volunteer President
Our volunteers held their 79th annual Pink Ball themed A Modern Twist on “A Knight’s Tale.” Guests arrived in period costume, viewed silent auction items in the Merchants Gallery, purchased Crime cards in the Moneychangers Booth and sent friends to the Dungeon. $106,000 was raised which will be donated to the renovation of our Special Care Nursery.

Volunteer week was celebrated by a luncheon, entertainment by Kevin Nichol, a photo booth by Mid-Michigan DJs and several great door prizes.

Our annual miniature golf outing was the following week followed by pizza and more prizes.

We have 67 teens enrolled in our Summer Youth Intern Program.

Sparrow Clinton Hospital, St. Johns
Tammy McNamara Zuker, Auxiliary Member
Our fundraising events this spring have been, Annual Spring Flower Sale, Max & Erma’s fundraising event, Wine & Beer Tasting evening at a local garden center and our Gift Shop discount shopping events. All of these events have put us closer to reaching our pledge of $100,000 over a 5-year period for the new wing of the Sparrow Clinton Hospital Emergency Center.

This fall/winter fundraisers will be Family Pasta Dinner, Fall Flower Sale and Poinsettia sale, Purse Bingo and our Chicago Shopping Bus trip.

We would like to acknowledge two deserving Auxiliary Members: Shelley Gunther, 2015 Volunteer of the Year, and Gay Baker, 2015 Sparrow Clinton Hospital Volunteer of the Year, we sincerely appreciate them for their willingness to serve.

Bronson Battle Creek, Battle Creek
Annette Zalner, Volunteer President
Thanks to Joy Webster and her Committee’s fundraising efforts, Bronson Battle Creek can purchase a Cardiac 3-D Echo Imaging System. Our Emergency Department has completed a renovation and open house, it will enable more efficiency for our patients and our staff. We are dedicated in creating a compassionate experience for our patients and their families.

Community Health Of Coldwater
Barb Moran, Auxiliary Secretary
Seven of our members attended Health Advocacy Day, the Governor’s Aid came and talked to our group about our Tele-Health Clinics we have in three schools in our area. The hospital was able to obtain a grant from the State to help with funding of these clinics.

Several fundraisers include, in May we had a Baubles and Bags, HEP Open House, Ice Cream Social and in June Used Book Sale and Gift Shop Sale. There will be a garage sale in August.

We are delighted we are able to commit to a $5,000 a year, for 5 years, toward a new MRI equipment.

And lastly, we congratulate Sandi Miller for being appointed, Volunteer of the Year for the Child’s Advocacy Program.

Eaton Rapids Medical Center, Eaton Rapids
Patti Oliver, Auxiliary President
Our third annual Purse Bingo was a big success, we netted almost $5,000.

Tim Johnson, CEO spoke at our May auxiliary dinner, and gave a presentation on possible changes coming to the Medical Center.

Summer items selling well at the Owl’s Perch Gift Shop, we have a wide variety of items available ranging from jewelry to garden stones.

Our annual Gala will be held at the English Inn, on October 23. There will be a dinner, followed by music and a silent action.

Lakeland Community Hospital, Watervliet
Diane Camfferman, Auxiliary President
Our Auxiliary has had a very busy spring. In May we had a Swiss steak dinner, and book sale. We were able to hold our spring plant sale outdoors in the new pavilion. In June we sponsored a Victorian tea and fashion show, several ladies showed their creativity and set beautiful tables. As a result of all of everyone’s hard work we were able to make our last pledge to hospital for the building campaign.

Oaklawn Hospital, Marshall
Cheryl McAuliffe, Auxiliary President
We started off with our Membership Drive and have added 15 new volunteers. We gave seven deserving High School Seniors/Oaklawn Hospital employees, scholarships. Our Spring Student Art Show was a success with 265 pieces.

Our fundraising events were Bakeless Bake Sale, BC Sweets, Gift Shop Valentine Day Sale, and Bunco. Our first “Outside the Box Shoe Sale” was a success.

Our 2nd Purse Bingo will be in July and first time “Books are Fun” in September, Bunco in the fall and annual Bazaar and Tree of Memories. Our popcorn Guild serves popcorn every Wednesday.

Our Volunteer Appreciation Luncheon was held in April, we were able to give a monetary gift to Oaklawn Hospital in the amount of $28,000.

Sparrow Hospital, Lansing
Dottie Spousta, WBM Chair of Special Events
Our 119th Annual meeting and Awards Luncheon was held on May 19, 2015, at the Eagle Eye Banquet Center, East Lansing. We had a wonderful luncheon for 400 volunteers, followed by Annual Business meeting and Awards Program, chaired by President Jean Paull. CEO of Sparrow, Dennis Swann, helped distribute the awards and floral tributes, along with Alicia Armstrong, Cindy Harrington and Gina Spencer.

The 75th Anniversary was celebrated by Division IV, 55th Anniversary celebrated by The Mercy League, 35th Anniversary was celebrated by Sparrow Escorts, 15th Anniversary was celebrated by The Hello Hospital, 10th Anniversary celebrated by Sparrow Specialty Hospital, and 5th Anniversary was celebrated by Patient Concierge.
Our five longest serving volunteers honored were Margorie Clemetsen, Delores Lenz, Janice Ruppert all who have 45 years of service and Martha Freeman with 55 years of service. We presented the newest volunteer at each table with the fresh flower topiary centerpiece.

Spectrum Health Pennock, Hasting
Judy Kidder, Past President
On May 1, 2015 Pennock Health in Hastings became Spectrum Health Pennock. A decision will be made on a new hospital later this year.

Kendra Harthun our volunteer coordinator is busy scheduling high school juniors and seniors for the summer months.

Our newly elected leadership will assume their responsibilities at the September meeting, we thank them all for serving on the board.

July we will have an “Outside the Box” shoe sale, last year’s sale was a huge success.

Three Rivers Health, Three Rivers
Laurel Cordes, Auxiliary Newsletter
Our Auxiliary has had several fundraising events this year. One of them is, departments throughout the hospital put together a theme basket. They load them with goodies that represent their theme. They are then displayed in the hospital lobby, and a silent auction ensues. The last auction brought in $1,134 towards our Scholarship Fund.

Barb Moran, SWD Counselor

UPPER PENINSULA DISTRICT

Escanaba/OSF St. Francis
At our monthly meeting recently 30 members were in attendance. We have concluded several fund-raisers including a linen sale, book sale and Koozie Nut sale. A coffee sale is in progress using UP North Roast Coffee (a local merchant). We had a tasting of four coffees in the cafeteria which brought us many orders. Eight members expressed an interest in going to the UP District Spring meeting.

We did hold our June meeting and it will be the last until September. The biggest news I want to pass along is that our coordinator, Lanna Scannell, has accepted a position with OSF Foundation in Peoria, IL. Lanna will be missed sorely since we rely on her for so many things and she is so knowledgeable about so much. It has truly been a blessing to have been able to work with her over the years. Fund raising continues in book sales, uniform sales, and gift shop sales. Recently, we celebrated our 60th anniversary with an ice cream social and concert by the UP Express Barbershop Quartet – a nice ending to our year.

Hancock/Portage Health Auxiliary
Portage Health Auxiliary – UP Health System-Portage, Hancock is continuing to work towards their 501c3/non-profit status. They will work throughout the summer to set up a grants committee and work on policies and procedures. Events adding funds to the treasury are Books are fun, a Fudge sale and a Used purses/jewelry/ scarves and book sales. The Auxiliary donated a dining room set to Omega House (hospice), two microwaves and $3,000 for a refrigerator/freezer to Senior Meals program, funds to Salvation Army Christmas drive and $10,000 to Beacon House for fund raising mailing. Additionally, eight $1000 scholarships (mainly funded by Lights of Love) were awarded to local students in health care fields.

New officers were installed at the May meeting which was preceded by a light lunch provided by the hospital.

Ironwood/Aspirus Grand View
So far in 2015, the Aspirus Grand View Auxiliary has been supported by several vendors and they have given their profits in Auxiliary supported sales. We have had a very successful jewelry sale and a wonderful Tupperware sale (who doesn’t need more Tupperware!!?) Our Books Are Fun sales are supported by the whole community and we have a sheet sale and Crock n Rock style show on the books.

We awarded six scholarships of $1,000 each to children of Aspirus Grand View employees, volunteers or auxiliary members and Junior Volunteers. The recipient need not be entering the medical field – though most are! The scholarships are funded by the profits from vending machines that the Auxiliary has placed in the hospital and clinic. It is our way of saying “Thank You” to those who support us in our endeavors.

We supported the District Meeting by having the expenses as a line item in our annual budget and we sent six people to learn and bring back the information and ideas we got through networking. We also sent a representative to the annual state spring meeting so we can keep in touch with the topics that impact us all. We look forward to touching base with everyone at Crystal Mountain this fall.

Iron River/Northstar
NORTHSTAR Health System Volunteer Services had a productive winter season as their funds helped to purchase clinical equipment to improve patient quality of care.

The volunteers’ efforts raised over $20,000 to help purchase a vital sign machine for one of the clinics and a wound care camera set used in Home Care & Hospice.

They helped to organize and carry out a Cheesecake Event for NORTHSTAR's celebration of Hospital Week this spring.

Laurium/Aspirus Keewenaw
Our auxiliary has been very busy setting up a Point of Sale system in our gift shop. We are now able to accept credit cards. This has increased our sales.

We had great success with a variety of fund raising events: Tree of Love, Books Are Fun, nut sales, Used Books Etc. sale, and one day basket drawings.

On Sept. 2-3 we will sponsor the Fall Conference of the Upper Peninsula Hospital Auxiliaries. There will be a tour of our new wing at the hospital.

Manistique/Schoolcraft
The Schoolcraft Memorial Auxiliary in Manistique gave $500 scholarships to two high school graduates who will attend college for careers in the medical field. Additionally, $1,000 in gifts was given to various departments of the hospital. The gifts were chosen from a “wish list” that they submitted to the auxiliary.

Seven members attended the UPD spring meeting in Munising. On August 3 our annual community wide Flower Show and Tea will be a fundraiser for the coming year.
Sault Ste. Marie/War Memorial Hospital

War Memorial Hospital Auxiliary has been busy with fund raisers for the last few months. In March, a linen sale was held in the Hospital lobby. This was the first time our Auxiliary has had a linen sale and over $4,000 was raised. In early June we had our 33rd annual Flea Market. We have a two week preparation time for this sale and the community donates items. This is a one day sale and approximately $20,000 was raised.

The Auxiliary donated over $29,000 to the Hospital for 2015. Additionally, the second installment of $35,000 was paid toward a three year commitment to support the new Emergency Department.

U.P. Health System Bell/Ishpeming

About one year ago Bell Hospital in Ishpeming, MI became U.P. Health System Bell, a for-profit hospital. At that time in order for the auxiliary to remain a non-profit, it was decided that Bell Auxiliary would become their own corporation.

Since the inception of the “new” Bell Auxiliary, we have remained a big part of Bell Hospital. In the past year we have purchased new recliners for the OB unit, Snugglies for all the newborns, and each patient coming in as an inpatient receives a Quiet Pack personally delivered by our DVS. We also give two $1,000 scholarships to students entering their second year in the medical field. Grant requests that have been received and satisfied are HOSA-Health occupation students, the Ishpeming Chamber of Commerce, Ishpeming all night grad party, Bay Cliff, Ishpeming Senior Center, Negaunee Senior Center, St. Vincent DePaul, West End Cancer Society, the food bank, RSVP, the Carnegie Public Library, and the Salvation Army.

Funding for these things comes from our gift shop, Mackinac Island Fudge sale, slightly used purse and book sale, linen sale, Books are Fun, our soup lunch and craft sale and Lights of Love.

Deborah Northrop, UPD President

WEST CENTRAL DISTRICT

Holland Hospital

Holland Hospital has opened a new physician-based clinic in Holland to help women determine their risk level and offer advice on the best course of action. The Hospital’s High Risk Breast Clinic looks at factors such as family history, heritage, lifestyle and personal medical history to determine the risk for developing breast cancer. “There is no cookie cutter approach to prevention, screening or even treating breast cancer,” explains Susan Ervine, MD, Radiologist. “We are so pleased to be able to offer this high level of unique risk screening to aid in breast cancer prevention right here in Holland.”

Holland Hospital’s Volunteer Auxiliary Scholarship Committee granted scholarships to four college students from the West Michigan area are to be used toward their college education. The awards were presented at the Annual Meeting of the Hospital Auxiliary in April, marking the eighth year of the scholarship program.

As of July 1, Holland Hospital has become a completely tobacco free campus. The use of tobacco in any form, as well as e-cigarette and vapor products is no longer allowed on hospital property including buildings, grounds, and parking lots at the main campus and at the hospital’s off-site locations.

“By becoming completely tobacco free we are creating a healthier environment for everyone at Holland Hospital,” states Mark Pawlak, Vice President of Ancillary Services and Quality.

Holland Hospital is hosting a special Women’s Health event at Baker Lofts in Holland from 6-8:30 pm on Thursday, September 17. This community engagement event will focus on matters of women in midlife including sexual health, menopause, breast density and nutrition. Presentations will be presented by Drs. Susan Ervine, Laurie Berkholtz, Barb DePree and Jane Pettinga on the latest in breast health and healthy living options. This free event includes hors d’oeuvres, vendor exhibits, expert presentation and informative Q&A. Participants can register at (616) 394-3344 or online at www.hollandhospital.org.

Mercy Health – Muskegon

Volunteers Services Department upgraded its database to VSys One System. The more powerful program can pull many more reports and is more compatible with other programs. It can merge documents, email info and implement an electronic sign-in for the volunteer workforce. Our volunteer’s board provided financial support for this program.

Joyce Johnson, one of the first three volunteers to start the Hackley Campus Gift Shop, was recognized at the May Volunteers Appreciation Dinner with 50 years of service.

In 2014, our volunteers workforce contributed 37,299 hours [accounted for] which translates to an annual financial contribution to the hospital of $839,514.

Sparrow Carson Hospital

Life is full of changes and we now have a new name ‘Sparrow Carson Hospital Auxiliary’ as we have now joined the Sparrow Hospital System. In May new officers were installed for the 2015-2016 year, followed by a potluck to celebrate the ending of one year and the beginning of a new. It was announced at the May meeting that we had awarded three scholarships to students from our area schools that were going into the medical field. In June 3 Auxiliary members attended the Annual Conference at the Grand Hotel and were very impressed with the group of speakers for this year.

The 32nd annual Sparrow Carson Hospital Auxiliary along with Sparrow Carson Foundation golf outing was held in June. It was a rainy day, but with a record number of teams participating. Over $7000 was raised, which the auxiliary will get half for use to benefit our patients.

Sparrow Ionia Hospital

Sparrow Ionia opened their new state of the art hospital in Ionia on June 4. Occupancy took place on June 14. It is a beautiful facility much needed and appreciated by many.

The Sparrow Ionia Healthcare Advocates will be hosting the Fall Education meeting for WCD on September 21 at the Ionia County Intermediate School.
The Healthcare Advocates under the direction of the Lafayette Guild organized the first aid booth at the Ionia Free Fair.

Marlene Denny and Michael Procunier are the new co-chairs for the Sparrow Ionia Advocates.

**Spectrum Health Butterworth Hospital**

King Willem-Alexander and Queen Maxima of the Netherlands paid a visit to Helen DeVos Children's Hospital on Tuesday, June 2, and interacted with several patients to everyone's delight. One young patient said of the royal couple, "They weren't like royalty. They were more like us. They were so nice." See photos of the royal visit on line at: www.healthbeat.spectrumhealth.org and search for "royal visit."

A new computerized check-in system for volunteers, VSys One is installed and working well, according to Kim Francis, manager of Volunteer Services. Volunteers are now able to sign in and out at computer kiosks at five different locations.

Spectrum's Health's archival department, established 10 years ago under the auspices of the Spectrum Health Library, was recently installed at Blodgett Hospital. The new location provides a permanent home “under one roof” for documents, photographs, medical equipment, blueprints, yearbooks, uniforms, and medical and nursing journals and collectable memorabilia. This new temperature and moisture controlled area will house such items from Blodgett and Butterworth Hospitals from the time of their founding to the present time as Spectrum Health. Staff has access to these materials by appointment only. Those outside the system can request materials that will be sent mostly by e-mail, such as canned images and PDFs.

**Spectrum Health Ludington Hospital**

Spectrum Health Ludington Hospital’s volunteers recently completed its $125,000 pledge to support the hospital's expansion and renovation project. The pledge funded a helistop to restore emergency helicopter transport services to and from the hospital, and a private consultation room for families and doctors in the new emergency department. The five-year pledge was fulfilled two years ahead of schedule.

Barb Tenpas, WCD President

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**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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**CHARLEVOIX AREA HOSPITAL GUILD**

is proud to support  
Michigan Association of Healthcare Advocates
MAHA will be accepting non-perishable food items for the Michigan Harvest Gathering at the Fall Conference to be held October 12 – 14, 2015 at Chrystal Mountain Resort, Thompsonville, MI. Additionally cash donations will also be accepted.