MAHA Mission: The MAHA Mission is to provide guidance and education to its member hospitals and their communities thus enabling each institution to maintain its highest standards in health care.
The MAHA Annual Meeting and Educational Institute were in June and the attendees enjoyed some excellent speakers with very appropriate topics for volunteers working in a hospital setting at this time. I want to say thank you to the District Presidents on the great District Reception that they sponsored at the “Cottage”. I think most all the attendees participated and the chatter level was great. That was “networking” in the extreme!

The Annual Meeting location was moved to a new location and this was based on the review of evaluations completed following previous conferences. Many indicated that it was too expensive to continue attending the Mackinaw Island location. We also changed the format of the conference so that you could hear all the speakers. We were disappointed that many of you did not attend. YOU WERE MISSED.

The 69th MAHA Annual Meeting at Crystal Mountain is behind us and your MAHA Board for 2018-2019 has already begun their work. We had our July Board Meeting which has been restructured given the input of the Focus Committee. We currently have five committees: Executive Committee, Finance Committee, Advisory Committee, Conference/Communication Committee and the Council of District Presidents. We will be adding another committee later in the year as we will be celebrating the MAHA’s 70th Anniversary in June 2019 but more on that in the HIGHLIGHT Spring Edition.

The MAHA Bylaws have been updated, reviewed by MHA and the rationale for the changes appears in an article in this Fall issue of the HIGHLIGHT. The proposed MAHA Bylaws are posted on the MAHA home page (mahaonline.org) for your review. We can go no further in the restructuring of MAHA without these Bylaw changes. A delegate from your hospital will have the opportunity to vote to approve the updated Bylaws at the MAHA Fall Conference, October 17th, 18th and 19th in Frankenmuth. At the recent Annual Meeting, I stressed the importance of attending this meeting and attendees were challenged to take the OPPORTUNITY to talk with their fellow volunteers at their hospitals and invite them to the Fall Conference. A delegate from your hospital must be present to vote.

Annually, MAHA collects information on auxilian/volunteer hours of service which is shared with the Michigan Health and Hospital Association (MHA) and the American Hospital Association (AHA). We know that change is occurring at your hospital, there have been Auxiliaries that have elected to not continue as the Auxiliaries have gotten older and cannot continue to do as they have in the past. There are Auxiliaries that now are Volunteer Groups and that has changed the focus of what they do in their hospitals. MAHA has always been for “all” who provide service in their hospital. Our members have great value for their hospitals.
I hope that you will join us in this very exciting year for MAHA and its membership. Your Board is always available to you. If you go on the MAHA website, mahaonline.org, you will find contact information for each Board member and we welcome your questions and suggestions. President-Elect Bobbi Bruckman and I are looking forward to seeing you at the District Meetings in September and October.

We will see you at the Bavarian Inn and Conference Center in October for the Fall Conference, TOGETHER, CHARTING A NEW COURSE. We will have the Vendor Show, Harvest Gathering and the Basket Giveaway and of course, the vote on the MAHA Bylaws.

Thank you for the OPPORTUNITY to be your President for 2018-2019. Together we can make this a special year as we move forward.

Anne Lorentzen,
MAHA President

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In addition to the MAHA Calendar which we publish in every issue of HIGHLIGHTS, we would like to establish an “EVENTS” Calendar which will share with all our members, events going on at your facility such as golf outings, card tournaments, picnics, etc. This will allow our hospitals the opportunity to support each other’s mutual goals.

Be sure to include your event listings when you submit your articles to your District President keeping in mind that we are only publishing in Spring (April) and Fall (September).

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PLEASE Like US ON FACEBOOK!

In Facebook, search for Michigan Association of Healthcare Advocates.

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Post your information on hospital activities planned or events held; add pictures and share with your auxiliaries, volunteers, hospitals and friends.

Suggestion? Please contact:
Bobbi Bruckman, President-Elect
at bbobbi1@frontier.com
or 989-666-6953
A new venue for the Annual Meeting awaited us at Crystal Mountain Resort in Thompsonville in June. Based on repeated requests from the membership we tried a site other than the Grand Hotel on Mackinaw Island as well as “changing up” the educational speaker platform. Attendees had the opportunity to hear all speakers and stay in one room for the day, with the elimination of breakout workshop sessions.

The slate of officers was accepted, followed by the installation of officers for 2018/2019. President Anne Lorentzen, President-elect Bobbi Bruckman, VP of Education Jeannette Smith, Secretary Lois Castle, Treasurer Patricia Johnson, Counselor Carol D’Alberto, Conference Coordinator Joyce Nielsen, Legislative Director Judy Dawson, Membership Director Shelley Redman, Communication Director Sheryllynn Russo, Vendor Coordinator Sandra Reardon and the six District Presidents Beth Greene ECD, Connie Garlitz SWD, Pamela Jackson-Walters SED, Patti Dawson NCD, Maurine Sneathen WCD and Joyce Henderson, UPD.

Opening Speaker Monday evening was Nancy Radciff, RN. Nancy is from Bronson Hospital in Kalamazoo and her topic was “Customer Service”. On Tuesday, the all-day speaker session began at 9:00 am with Brian Peters and Paige Fults bringing updates from MHA and Legislative issues. Matthew Kempf, Medical Examiner -Investigator-Newaygo and Ottawa Counties followed with a presentation on “How to Run a Meeting-Roberts Rules”. After lunch, Jeff Hauk, Director of Public Safety and Public Authority Memorial Healthcare Owosso presented on “Hospital Safety for Volunteers and Staff”. To end the day we heard from Diana Brookens, Manager of Volunteer Services, Midland her topic was “How Volunteers Impact your Patient Satisfaction Scores and Employee Morale”.

Wednesday morning, closing speaker, T. Marni Vos filled the room with laughter and good messages. She is a motivational speaker and her topic was “People, Purpose, Passion... Optimism that reflects a belief in themselves as well as the possibilities of the future”.

Based on the overall review of the evaluations, the majority liked the new speaker format. All the speakers received “excellent to good” ratings. The evaluations for Crystal Mountain had both positive comments and not so positive comments.

Everyone seemed to really enjoy the District Presidents’ get-together” in one of the cottages. It was very well attended with many staying to spend time with old and new friends. Due to miscommunication the President’s reception did not go as planned.

President Carol D’Alberto concluded the 69th Annual Meeting for 2018.

Mark your calendars, the MAHA Board is already in the initial planning phase for the MAHA 70th Fall Conference and Vendor Show. We look forward to seeing everyone again in Frankenmuth for this event beginning on Wednesday October 17, 2018.

The Conference Coordinator is already working on location sites for the 70th Anniversary MAHA Annual Meeting next June. We will let you know the location and dates as soon as possible.

Bobbi Bruckman, President-Elect
The Michigan Association of Healthcare Associates (MAHA) Board of Directors is asking that the MAHA membership approve amendments to the association’s Bylaws, which will enable us to act in a more efficient and effective manner.

The key changes as proposed include the following:

- **Article V** – reduce the number of Board and Executive Committee meetings from four to three, enabling us to conduct all of our required business, while at the same time allowing us to save monies.

- **Article VI** – combine the officers of the Legislative Advocacy and Communications Director (now the Public Relations Advocate) placing those related functions under a single person allowing for a more uniform approach, and eliminate the Vendor Coordinator position, which will reduce the overall size of the Board and lower Board costs.

- **Article IX** – reduce the complexity of the Bylaws themselves by moving the job specifications to Policies and Procedures, thus enabling changes to be made as needed to keep pace with the rapidly changing nature of the association.

- **Article X** – reduce the total number of committees to facilitate both cost savings and more effective association management.

- **Article XI** – as in Article IX, moves the specific description of the nomination and election of the Board of Directors Policies and Procedures, making the Bylaws more easily understandable and clarifying the roles and limitations of the committee itself.

The vote on the changes will occur during the business meeting at the Fall Conference, Wednesday, October 17, 2018. A Delegate from each hospital present will have a vote on the proposed changes. If you have any questions, you can contact President Anne Lorentzen or any other Board member.

The proposed MAHA Bylaws are posted on the MAHA website home page (mahaonline.org) for your review.
We are pleased to return to the Bavarian Inn Lodge, One Covered Bridge Lane, Frankenmuth, Michigan. To register, please refer to the registration form on the MAHA website, www.mahaonline.org.

**Please note:** this year the conference is Wednesday through Friday, October 17th-19th. We are opening our Conference by hosting a Vendor Show on Wednesday, October 17th at 1:00 pm till 5:00 pm, with a vendor drawing at 5:05 pm.

The official MAHA “Welcome” begins at 5:30 pm Wednesday with a Business Meeting followed by dinner at 6:30 pm. Our opening keynote speaker is Holly Hoffman sharing “Never Give Up-The Survivor Way”.

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Thursday morning, Brian Peters, CEO, and Chris Mitchell, senior vice president, Advocacy, for the Michigan Health & Hospital Association, will give an update on the happenings within the MHA as well as an in-depth legislative/election presentation.

Following the MHA speakers, we will hear from Dr. Walker Foland, who works in the Emergency Department at Covenant Healthcare, teaches at Central Michigan University’s Medical School, and works with a local SWAT team. As hospitals look at Best Practices they must consider and include the frequent violence in the Emergency Department. Protecting patients and staff from violent acts is fundamental to ensuring quality patient care. Dr. Foland will share personal stories as well as his professional perspective on “Violence in the Emergency Room”.

The first presentation on Thursday afternoon will be given by Mindy Fuchs. Mindy is a Clinical Social Worker, in private practice from Coldwater, Michigan. She works with individuals, couples, and families. She will be speaking on “The Value of Volunteering,” highlighting the physical, mental, and social benefits of volunteering.

The final afternoon presentation will be given by Michigan State Trooper Troy Meder. He is part of the MSP Drug Recognition Education Program and will be speaking on issues related to it and will be including the Opioid Issues of today as well. We have extended the time to allow for questions and comments.

Thursday evening will include a cash bar at 6:00 pm in the Bavarian Inn Lodge bar, with the evening banquet scheduled at 6:30 pm.

The final speaker on Thursday will be Jane Luther-Umstadter, now from Gaylord, sharing her experience, “9/11 My Story”.

For more information on our speakers, please refer to the Bios included in this publication.

Our closing keynote speaker Friday morning October 19th is Mary Kay Slowikowski. She will take us on “The Journey Forward for MAHA”.

The District Basket giveaway follows, and you must be present to win.

Please remember, we will be collecting food and money for the “Harvest Gathering” again this year.

We are looking forward to seeing you soon. We sincerely hope that you will learn many things to take back to your hospitals.

We thank you for coming.

**Jeannette Smith,**  
**Vice President Education**
HOLLY HOFFMAN

“Nobody can go back and start a new beginning, but anyone can start today and make a new ending.” —Holly Hoffman from Your Winner Within

Born and raised in Eureka, South Dakota, Holly Hoffman was the last remaining member of the Espada Tribe and the last woman standing on Season 21 of CBS’ hit reality show “Survivor Nicaragua”.

Through that experience, and others throughout her life, Holly was inspired to share her message of positivity, determination and confidence with business leaders, teachers, and students across the nation.

A professional motivational speaker and the author of Your Winner Within, Holly acknowledges that life is made up of challenges, and we are oftentimes faced with situations that seem insurmountable. But within each of us is an ability to focus our thoughts, emotions, and energy to succeed—if only we have the knowledge, tools, and discipline to do so.

Holly's writing and speaking not only offer encouragement and optimism but a roadmap for self-discovery and spiritual enlightenment. Her methods—the ones she uses every day in her own life—are intuitive, honest, and adaptable to nearly any situation. Readers and audience members alike walk away inspired to light the fire of successful living within themselves.

Today, Holly is a member of the National Speaker’s Association and travels across the country, speaking to schools and universities, healthcare organizations, women’s organizations, community leaders and business professionals. In her seven years of speaking, she has traveled to 31 states and been to 170 high schools. Holly inspires her audiences to take opportunities and focus on attitude, determination, confidence, desire, faith, and perseverance.

DR. WALKER FOLAND

I graduated from Corunna Public Schools in 2002 and attended Michigan State University where I graduated Summa Cum Laude from Lyman Briggs College with a degree in Human Biology. I attended medical school at Michigan State University and after graduation, I completed a four-year Emergency Medicine Residency as Chief Resident. After I became Board Certified through the American Board of Emergency Medicine, I pursued additional training in Tactical Medicine through the Department of Homeland Security’s Counter Narcotics and Terrorism Operational Medical Support. I also completed Special Deputy Training through the Saginaw County Sheriff’s Department over the following year. I then joined the Saginaw County Emergency Services Team in Tactical Emergency Medicine Services.

I currently work as a Medical Operator on the Saginaw SWAT team, an attending Physician at covenant ER, Clinical Associate Professor at CMU Medical School and I chair the Covenant ER Safety Committee.

I am active on academic emergency medicine and contribute to national educational podcasts as contributing faculty for EMRAP and ERCast.

This year I was honored to receive Emergency Medicine Physician of the year for the State of Michigan.

I am blessed to have 4 beautiful children and an amazingly supportive wife, who has stood with me through all of this since I was 17 years old.

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MARY KAY SLOWIKOWSKI
Mary Kay Slowikowski is an internationally known speaker and the first female speaker to appear nationally in her own Emmy-nominated PB 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, and DuPont as well as dozens of Women’s groups, Education groups, Health Care Systems, Direct Selling Companies and Associations. She is a Marketing Strategist who helps organizations design and develop consulting interventions. Mary Kay has been listed in Who’s Who of American Women, for the last 30 years. She is also the author of the Future Woman and Managing Multiple Priorities seminars which have over 50,000 graduates.

Mary Kay's ability to touch and teach audiences in a unique way is remarkable. Mary Kay doesn’t come out of a book, she comes out of life.

MINDY FUCHS
I live in Coldwater, Michigan. I have been a licensed Clinical Social Worker in private psychotherapy for nearly two decades. My undergraduate degree is in Medical Technology from Franciscan University in Steubenville, Ohio and I received my Masters' Degree in Social Work from the California University of Pennsylvania.

My husband and I moved here ten years ago from southwest Pennsylvania. I opened my Coldwater practice in 2009 and like I did in Pennsylvania, work with adults, children and families.

I served on the board of directors for nonprofit organizations in Pennsylvania and here in Coldwater. I was a volunteer for the Washington County Critical Incident Stress Management Team (in PA).


My husband and I have fine children and nine grandchildren.

I was given the name, “The Happy Therapist” from a friend in Pennsylvania, who would hear me laugh throughout the day at work, and I continue to laugh every day!

DID YOU KNOW?
Did you know you are allowed 30 hours for attending the MAHA Fall Conference and 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.

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JANE LUTHER-UMSTADTER

Jane grew up in Flushing, Michigan along with her parents and 3 sisters.
She graduated from Central Michigan in 1967 with a BS in Health and Physical Education and taught school for 3 years in the Pontiac Schools.

Jane's sense of adventure took her to a position with an International Foundation promoting education and friendships in 1970 and headed for New York City, living and working in Manhattan. While working with the foundation she traveled extensively through Europe, meeting with State Departments, Embassies, Consulates, and Educational Authorities as well as across the United States furthering the work of the Foundation.

In 1976 she left the Foundation to work in the private business sector. Over the years she was successful in positions with Information Consulting firms such as Xerox and Keane Incorporated. In the 90's she changed industries to join the world of Healthcare. Jane was employed with Empire Blue Cross Blue Shield as a National Account Manager on the 17th Floor of Tower One on September 11, 2001.


Jane was married to her husband, Bill, for 30 years until his sudden and untimely death in 2005. Bill earned his Masters' and PHD from Rutgers University, a Professor of Chemistry and Physics. Along with her husband she has been and still is an avid Rutgers Fan. Among her favorite memories are the 2 Football wins over Michigan State and the 1 win over Michigan. However, she cheers for both Michigan teams when not playing her Scarlet Knights!

Jane is an avid sports fan, enjoys skiing and golf. Since returning to Michigan in 2015 she lives in in Gaylord with her younger sister Patty and her great nephew Aidan, age 14. She has become an avid gardener and also enjoys cooking, entertaining, art, refinishing furniture, needle work and spending time with family and friends. Jane is a member of the Gaylord Edelweiss Garden Club, Gaylord Area Arts Council and the Local Chapter of Beta Sigma Phi.

STOP - This November's election is probably one of the most important elections in the last several years. Everyone from the Governor to your local representative are up for election.

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

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

We have many things to think about with this election. Take your time. Read the Monday Report at www.mha.org if you still have questions or are unsure. When we started writing this article we made the statement that still applies. STOP ... LOOK ... LISTEN.
ELECTION 2018 - YOUR VOTE IS VITAL

Every year, elected officials cast votes on issues that affect thousands of Michigan residents’ health and access to care and the hospitals and providers who serve our communities. That’s why your vote is so critical to a healthier future for our state. The MHA keeps its members and healthcare advocates apprised of election activity, candidates’ positions on key healthcare issues and more.

Election 2018: Important Dates to Remember

• Last day to register for November general election: Tuesday, Oct. 9
• Deadline for requesting absentee ballot from local clerks: 4 p.m. Saturday, Nov. 3
• Election Day: Tuesday, Nov. 6

Health PAC supports hospital and health-care-friendly candidates for office and helps inform legislators about crucial healthcare issues.

The MHA Twitter and Facebook pages feature regular updates on election activity.

The MHA Legislative Action Center allows healthcare advocates to search for all legislative representatives in their district, obtain detailed contact information for those individuals, and allows for fast, easy messaging to office-holders.

Additional Resources

• Ballot Proposals - Members may visit michigan.gov/vote to track ballot proposals.
• Michigan Election Coalition
• Michigan Department of State - Elections in Michigan page

Members with questions should contact the MHA Advocacy division at (517) 703-8601.

Top Issues The top issues currently being worked on are, Legislation to Combat Opioid Addiction, the State Healthcare Budget, Healthy Michigan Plan – Medicaid Work Requirement Bill and Auto No-Fault Reform.

Judy Dawson,
Legislative Director
SOUTHWEST DISTRICT

Sparrow Clinton Hospital-St Johns
Kim Kellogg and Briana Hardaker, Co-Presidents

Over the last several months, the Sparrow Clinton Hospital Auxiliary held several fundraisers. For our new fundraiser, a pasty sale, 238 pasties were pre-sold and made in a marathon session on a cold Saturday morning in March. Most of us had never made pasties, but our Auxiliary secretary, Diane Zuker, was an awesome instructor and we turned out a quality product.

At our February meeting, proposals requesting support from our auxiliary for the Sleep Center to purchase new furniture; the Radiology Department to send employees for training on the new 3D mammography equipment; the SCH Rehab and Fitness Center to purchase an electric bariatric high/low fitness table; and the Director of Patient Care Services to send caregivers to the Pathways for Excellence Conference in Florida. The Auxiliary approved funding for all four requests.

April brought our hospital’s volunteer appreciation luncheon, where we were treated to a mini spa day and a wonderful luncheon.

In May, the Auxiliary had a booth at the Eat Local Eat Healthy festival in downtown St. Johns, where we sold MSU Dairy Ice Cream and provided information about our Auxiliary. Our annual installation meeting was held May 19. New officers were installed and Kim Kellogg, co-president, was named volunteer of the year. Our annual spring flower sale was a big hit, as always.

We are already working on our Purse Bingo, which will be held in November. Designer purses are being purchased and sponsorships are being solicited. This is our biggest fundraiser of the year and is always a great success.

Hayes Green Beach Memorial Hospital – Charlotte
Rachel Harvitt, Auxiliary President

Hayes Green Beach Hospital Auxiliary recently participated in our annual volunteer recognition program, hosted by the hospital for all of the “Generosity Guild” volunteers. Our 77 Auxiliary members provided 4,752 hours for our various activities. At the event, our Gift Basket Chair Annette Bruce reported on the successful year for the shop.

Also, at the event, our Auxiliary President Rachel Harvitt was surprised by receiving one of the two Volunteer of the Year awards, along with hospital courtesy volunteer Carolyn Drown.

A needed repair for our Gift Basket gate led to a significant remodeling of our shop and what a difference it has made in our sales, which enables the Auxiliary to in turn do more for the hospital. Also, after a very busy year of, both adding to our volunteer personnel and fund-raising activities, we are already planning next year’s calendar. We are planning a fundraising event every month. This past year, we added a Geneva Linen Sale to our always successful Collective Goods Sale, local purse peddler sale and our raffles and bake sales.

Now that summer is upon us the Auxiliary has taken a break June through August, returning in September.

Sparrow Health System
Dottie Spousta SWD rep from Sparrow WBM

Sparrow Volunteers continue to expend incredible energy in many diverse ways, in the mission of putting the patients’ needs, first and foremost. A few highlights from recent events: on April 28th the Women’s Board of Managers hosted a dinner @ the University Club, to honor the seven 2018 Physicians who were nominated by their peers, to the Physicians Hall of Fame; on May

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16th the W.B.M. honored the Sparrow Volunteers @ an Annual Awards luncheon and meeting, held once again at the Eagle Eye golf club. It was especially memorable, as Dennis Swan gave his tribute to the volunteers for the final time, as President and CEO of Sparrow, as he is retiring in October.

Sparrow has formed the Heritage Steering Committee, which grew out of the WBM Archives Volunteer's vision of a “Mayo like” way to display the historical memorabilia and objects throughout the main campus, with the community. In order to share the rich and unique history of the “Sparrow Way” with accessible displays and interactive digital screens. The committee representatives meet monthly and have agreed on goals for the 120th Founders Day in 2021.

Henry Ford Allegiance Health

Henry Ford Allegiance Health is celebrating our Centennial Anniversary with a year of activities and events. On Saturday, April 21, more than 300 guests gathered at our “Centennial Ball” hosted by the Volunteers of Henry Ford Allegiance Health. Proceeds from this event raised close to $140,000 to benefit patients of the Henry Ford Cancer Institute who are receiving their care close to home, in Jackson.

On May 1 we celebrated the ribbon cutting for the Center for Health Innovation & Education. The Volunteers of Henry Ford Allegiance Health raised and donated $200,000 and had a classroom named in their honor.

On Saturday, June 16 volunteers, staff and their families were treated to a Centennial Picnic at Cascades Park with free admission to the Falls that evening. All staff and volunteers were gifted with a Henry Ford Allegiance Health Windbreaker commemorating the Centennial.

On Wednesday, July 11 we celebrated the re-dedication of the Healing Fountain which sits in view of the Cancer Infusion Suite. The Volunteers donated this Fountain to the Cancer Center in 2011 but it was dismantled to allow for the construction of the new Patient Tower. Now that the tower is complete, the Fountain has been re-assembled. It was blessed and re-dedicated in a very moving celebration.

With our great and many volunteers, the wonderful support of staff and the community, we are looking forward to continued success while volunteering at Hillsdale Hospital.

SOUTHEAST DISTRICT

Huron Valley – Sinai Hospital

Holly B. Gerdon, DMC

Huron Valley-Sinai Hospital volunteers were honored at the annual Volunteer Luncheon on June 8th at Edgewood Country Club. Several members of the HVSH leadership team attended the annual event to recognize the invaluable contributions our volunteers provide in service to the patients and staff. Overall, our volunteers logged over 15,000 hours from June of 2017 through May 2018. At the luncheon, Henry McCurry was awarded our Volunteer of the Year.

Henry is a retired Assistant Principal and has been volunteering at Huron Valley for the past 5 years. He comes in 3 days a week, working in Post-Op and our Retail Pharmacy. He is always recruiting new people to volunteer.
and even came up with the idea to have “business cards” for our volunteer program. One of Henry’s supervisors in the Pharmacy shared that the employees changed their standard line for calling patients based on what they heard Henry doing. He is truly a valuable asset to our team here and we greatly appreciate his dedication.

We also honored additional volunteers with Service Hour Awards starting at 500 hours up to 12,000 hours. Pet Therapy, Spiritual Care, and PFAC (Patient and Family Advisory Council) were also recognized for their service to HVSH and the community. We are incredibly grateful for our volunteers and happy to put on this celebration as a small token of our appreciation.

**UPPER PENINSULA DISTRICT (UPD)**

**Schoolcraft Memorial Hospital Auxiliary – Manistique**  
**Phyllis Burge, Corresponding Secretary**

We hosted the UPD Spring Meeting on May 9th. Forty-three attended and heard presentations on the Care Tack Program and elder legal situations.

Winter storms cancelled two of our meetings this winter, which had to be rescheduled.

Three scholarships were given to graduating seniors entering the health field and a sewing bee produced 60 comfort pillows to be used by the hospital.

Summer fundraisers include a Brown Bag Auction to fund attendance at district meetings and our annual community Flower Show and Tea.

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**Aspirus Keweenaw Hospital**  
**Beth Maki, Auxiliary**

The Aspirus Keweenaw Hospital Auxiliary was able to give our hospital over $30,000 for patient care equipment. This is the main reason for our fund raising.

The Uniform Sales, Books are Fun, Theme Basket Sales, Used Book Sale, Tree of Love, Nut Sale and Gift Nook were all very successful. Our group meets September thru May.

The hospital expansion has made patient care easier and gives more privacy for all. Out expansion also included an update to our Gift Nook. The displays are much more visible.

**War Memorial Hospital**  
**Auxiliary Highlights**

The members have been busy with fund raising and looking forward to a break for July and August.

A successful shoe sale “Out of the Box” was held in May and the 36th annual Flea Market was held on June 2. An estimated $14,000 was netted. All monies received are given back to the hospital for items on the Wish List.

The 2018-19 Officers were installed at the June meeting.

The hospital has opened a new Chapel and the members are looking forward to being able to assist where needed.

**Aspirus Iron River Hospital**  
**Volunteer Services**

The Aspirus Iron River Volunteer Services is gearing up for an eventful summer 2018 in the beautiful upper peninsula!

The volunteers recently celebrated the grand opening of our new Aspirus Iron River Clinic on our hospital campus which overlooks beautiful Ice Lake! This 24,000 square foot clinic houses all Primary and Specialty Care, as well as additional Lab and X-Ray Service, Rehabilitation Services, and clinic offices.

The volunteers funded the community photo contest artwork project for this clinic. A contest was held for community members to submit photos that will be on display in patient rooms, hallways, and offices. Over 150 submissions were received! We’re happy to be able to have the community represented in this great, new facility.

The volunteers are also excited to finally roll-out the new “Point-of-Sale” system in the hospital gift shop. This will provide an easier check-out process, reporting system, and will allow hospital employees to use their badges for...
We’re also looking forward to our women’s summer outreach event in August called “Aspiring women in the Outdoors!”

**EAST CENTRAL DISTRICT (ECD)**

**McLaren Caro Region**

McLaren Caro Region is a 24-bed critical access hospital committed to promoting the health and wellness of our communities by providing exceptional patient-centered care. It is a non-profit, locally-governed community hospital that has been serving the community since 1928. Happy 90th Birthday McLaren Caro Region!!

The hospital offers a full range of health and wellness services at the main hospital campus and off-site locations. It is recognized as an accessible and dependable source of quality medical care for residents of Tuscola County and is staffed by a dedicated team of healthcare professionals, including physicians, nurses, technicians, trustees, and volunteers.

Speaking of volunteers, the McLaren Caro Region Auxiliary was the recent host of the ECD Spring Conference at the Horizon Center. We are also proud to say that the new ECD President is one of our own. Beth Greene was installed as President by MAHA President Carol D’Alberto. We were also represented at the MAHA Spring Conference at Crystal Mountain by President Suzanne Reed, Secretary Patti Sauber, and Greene.

We may have changed names, but the Caro Auxiliary continues to be a strong advocate of our local hospital by raising funds that provide needed equipment and services that assist our patients, employees, and community alike.

**MidMichigan Medical Center-Midland**

**Paula Nilles, President**

**Volunteer Operating Board**

We are having a short period of time for a chance to catch our breath. The 2017-2018 fiscal year has ended, and we are collecting our hours to be reported to the health system to be turned into a dollar amount for the hospital. We have also started the 2018-2019 fiscal year by welcoming new members to the Volunteer Operating Board for the Midland Medical Center. During our upcoming year two of the goals for the Volunteer Operating Board are better communication from the Board to our volunteer base and consequently, better communication from the volunteer base back to the Operating Board. In addition to this, we are hoping to provide and promote more educational opportunities for our general membership.

It is with a mixture of sadness and celebration that we announce the retirement of Bobbi Sinclair from the Gift Shop at MidMichigan Medical Center—Midland. Bobbi has given Midland Medical Center 60 years of much appreciated service and support. We are thankful for her and wish her all the best.

The MidMichigan Medical Center Volunteer Operating Board was given a much-appreciated day of fun at the ballpark on 07/23/2018. Greg Rogers and the Board of Directors for Midland gave us the use of the MidMichigan Suite for a Loons game. The Volunteer Operating Board and several volunteers from the general membership and their guests were treated to lunch and a fun game. Rall-E, one of the team mascots came to the suite and Carol Sarnacke, Treasurer for the Volunteer Operating Board had her picture taken with him. (Beth, please see second picture Sandy Reardon sent). Also attending was Diane Shields, Vice-President from Alpena and Alexis Hayden, Diana Brookens’ intern for the summer.

**MidMichigan – Gladwin**

**Jo Sommers, Volunteer Coordinator**

The summer months are speeding faster than I would like. Thanks to Mary Griffore our Chemo Care Bags are ready to be handed out to people having Chemio infusions in Gladwin. She has done a great job to bring all this...
together. Donna Alward, Chair of Doe Day has been working hard to secure sponsors and teams. Put the date on your calendar: August 1, 2018 at Gladwin Heights. We can use our great volunteers to help with this fun event. Call Donna if you have questions or can help. We are excited to see the new MidMichigan-Gladwin Health Park. The Open House will be held August 9 from 5 – 7 p.m. I hope to see many of you there. This is a great opportunity for the Gladwin community. We must always be looking ahead.

**Genesys Regional Medical Center**  
**Karen VanCura, DVS**

This year’s volunteers at Genesys were invited to take an American Road Trip at the annual Volunteer Appreciation Luncheon, held June 20. Volunteers dressed as tourists and gathered to play games at six different roadside stops, take a photo op at the ‘Selfie with Squatch’ stop, and enjoy an all-American diner meal with friends. Each attendee even received a free classic 1955, ’56 or ’57 Chevy Bel-Air! The volunteers presented a donation check of $70,000 to Administration, bringing the fiscal year total to $150,000. These funds represent the hard work from the Acorn Gift Shop, EverGreen Greenhouse and several atrium sales (His Hand Jewelry, Michigan’s Greatest Fudge and Spencer Douglas Jewelry). In the past year alone, volunteer funds are responsible for three waiting room renovations, and numerous pieces of equipment that have direct impact on patients.

We recently piloted a new volunteer role, Patient Ambassador. These volunteers round on patients, developing a rapport, lending an ear, and inquiring about their stay. The patient ambassadors document any patient concerns and any positive feedback. Patient concerns are then given to the unit manager to address immediately with the patient, and positive feedback is shared with the staff at daily huddles. The patients seem to appreciate that they are being heard and that a manager comes in the same day to address their concerns. The pilot has been so successful that the program is now being expanded to other units. Another great example of how volunteers can directly impact the Patient Experience!

**Memorial Healthcare**

Memorial Healthcare Auxiliary has been busy with fundraising in order to complete their $150,000 commitment to the Memorial Emergency Department Renovation Project. We have had several successful events along with outstanding proceeds from the Four Seasons Gift Shop to keep us on track for completing this project. Two Auxiliary luncheons have been held with the popular Spring Fashion Show and an informative program by the Director of Public Safety outlining the new cameras and safety standards implemented throughout the hospital campus. We congratulate two of our members as Bobbi Bruckman and Jeannette Smith were installed as MAHA President-Elect and Vice President of Education respectively at the 69th Annual MAHA Conference at Crystal Mountain. Following our summer break we will begin a busy fall. We have a Baubles and Bags sale, Books ‘R Fun sale, scrubs sale, linen sale, and a $5 jewelry sale planned. Special events include three Auxiliary luncheons, along with the Annual Tree of Love Ceremony and in December we welcome Santa to visit and have pictures taken with children in the community.

**McLaren Flint**

Our Volunteer Appreciation Luncheon was held at the Flint Art Institute where we were treated to a glass blowing demonstration and tour of the glass exhibit. Seven volunteers attended the ECD Spring Conference and one attended MAHA. Our slate of officers for 2018-2019 were accepted by vote of the membership at the Election of Officers Luncheon on June 19. Several volunteers will be helping the Foundation selling Cookies on a Stick and helping at the McLaren Golf Classic in August. We have two vendor sales in July and two in August. Fran Phillips, Past President of McLaren Flint and an officer in ECD passed away April 22, 2018. Several Auxilians attended her funeral in May.

(continued from page 15)
MAILING LISTS

Please 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.

EAST CENTRAL DISTRICT (ECD)
Tammy Tran
5317 Greenview Dr., Clarkston, MI 48348
Email: tamtttran@yahoo.com
Genesys Regional Medical Center
248-894-5112

SOUTHWEST DISTRICT (SWD)
Jean Paull
5174 Sapphire Cir, East Lansing, MI 48823
Email: jsprn1@aol.com
Sparrow Hospital
517-351-5161

NORTH CENTRAL DISTRICT (NCD)
Lois Castle
10603 S. Dalzell Rd., Traverse City, MI 49684
Email: lcvett77@aol.com
Munson Medical Center – Traverse City
517-881-2590

UPPER PENINSULA DISTRICT (UPD)
Cathy Crimmins
422 East Michigan, Marquette, MI 49855
Email: crcrimmins@charter.net
UPH Systems Marquette
906-228-8752

SOUTHEAST DISTRICT (SED)
Mary Lu Cramer
1300 Oak Hollow Dr., Milford, MI 48380
Email: marylucramer@gmail.com
DMC Huron Valley Sinai Hospital
810-956-4463

WEST CENTRAL DISTRICT (WCD)
Linda Hall
15054 Tess Ct., Apt. 127, Grand Haven, MI 49417
Email: lindalou1263@yahoo.com
North Ottawa Community Health System
616-638-1658

HIGHLIGHTS

Change is always a good thing – example: effective with this issue of the HIGHLIGHTS we will begin publishing twice a year (Fall and Spring) and will only be available electronically on our website (MAHAonline.org).

DEADLINES FOR FUTURE ALL FUTURE PUBLICATIONS:

February 1 .................................................. SPRING Issue
August 1 ..................................................... FALL Issue

All articles MUST be submitted as a Word document and all photos must be .jpg format.

If you do not have a computer, please check with someone at your hospital for assistance.

All articles must be sent to your District President, so they can submit all articles for their District at one time. Be sure to indicate your Hospital name, and District on your Word document.
In January, MAHA will be soliciting nominations for a new Board for 2019 – 2020. MAHA cannot do what it does without volunteers willing to become involved. What does it entail? You will join with other Board member throughout the year (July, September, January and April) for a 1-1/2 days meeting in the Lansing area, plus two Conferences in October and June at various locations. All your expenses (room, mileage, meals) are covered by MAHA. Please have a chat with a current Board member to find out how challenging and fulfilling it can be.

The only requirement for nomination (yes, you can nominate yourself) is that you are a volunteer, auxilian and/or guild member at a hospital that is a member of MAHA.

Please refer to our website (MAHAonline.org) for an official Nomination Form which you will find under “Helpful Information”.

*We hope you will consider joining the MAHA Board!*

Carol D’Alberto
Counselor

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**THANK YOU!!!**

Without your contributions we would not be a publication. Thank you for the content submitted.
2018

- September 5-6, 2018 | MAHA Committee & Board Meeting | Quality Inn Suites, Lansing
- September 12-13, 2018** | UPD Fall Meeting | 1st Presbyterian Church, Marquette
- September 19, 2018** | NCD Fall Meeting | Munson Healthcare Charlevoix
- September 20, 2018** | SED Fall Meeting | Antioch Lutheran Church, Farmington Hills
- September 26, 2018** | ECD Fall Meeting | Horizon Center, Saginaw
- September 27, 2018** | SWD Fall Meeting | Win Schuler’s, Marshall
- September 28-October 2, 2018* | SAL Joint Meeting | Chicago
- October 4, 2018 | Legislative Policy Panel | Lansing
- October 11, 2018** | WCD Fall Meeting | North Ottawa Community Hospital
- October 17-19, 2018 | MAHA Fall Conference | Bavarian Conference Center, Frankenmuth
- November 28, 2018* | MHA Board of Trustees | MHA Headquarters, Okemos
- December 6, 2018 | Legislative Policy Panel | Lansing

2019

- January 9-10, 2019 | MAHA Committee & Board Meeting | Quality Inn Suites, Lansing
- February 13, 2019* | MHA Board of Trustees | MHA Headquarters, Okemos
- March, 2019 | SED Spring Workshop Meeting | TBD
- April 10, 2019* | MHA Board of Trustees | MHA Headquarters, Okemos
- April 17-18, 2019 | MAHA Committee & Board Meeting | Quality Inn Sites, Lansing
- May, 2019** | SED Installation Meeting | TBD
- May, 2019** | NCD Installation Meeting | Otsego, Gaylord
- May 8-9, 2019** | UPD Spring Installation Meeting | Aspirus Iron River, Iron River
- May 14, 2019 | Legislative Policy Panel | Lansing
- May 23, 2019 | Legislative Policy Panel | Lansing
- May 22, 2019** | ECD Spring Installation Meeting | Horizon Center, Saginaw
- May , 2019** | SWD Spring Installation Meeting | TBD
- May , 2019** | WCD Spring Installation Meeting | TBD
- June, 2019 | MAHA Annual Meeting & Educational Institute | TBD
- June 26, 2019* | MHA Board of Trustees 9 am to noon | Grand Hotel Mackinac Island
- June 26-28, 2019* | MHA Annual Membership Meeting | Grand Hotel Mackinac Island
- July 9-11, 2019 | MAHA Committee & Board Meeting | Quality Inn Suites, Lansing
- September , 2019** | NCD Fall Meeting | Alpena
- September , 2019** | SED Fall Meeting | TBD
- September 11-12, 2019** | UPD Fall Meeting | Munising Memorial, Munising
- September 25, 2019** | ECD Fall Meeting | Horizon Center, Saginaw
- September , 2019** | SWD Spring Installation Meeting | TBD
- September , 2019** | WCD | Spring Installation Meeting | Spectrum Zeeland Hospital

* Attended by MAHA President

** Attended by MAHA President and MAHA President-Elect

Please notify the MAHA President or President-Elect as soon as you know of a new meeting date or meeting change so we can keep the calendar accurate and up to date. Thank You!
Snap Shots - June Annual Meeting at Crystal Mountain

Opening Remarks

First Day Anticipation

Enjoying Friends

Networking

Our Soon to be President

Dias of Dignataries

Catching Up With Friends

Catching Up With Friends

(continued on page 21)
Snap Shots - June Annual Meeting at Crystal Mountain (continued)

Time for Relaxation

Installation Night

Our New President's Message to Attendees

Sharing Ideas

Ready for Installation

Past Presidents

Interesting Conference

Guests from Covenant

For those who did not attend... YOU WERE MISSED!
YOU CAN HELP.

Wednesday through Friday, October 17th - 19th
WE WILL BE COLLECTING FOOD AND MONEY FOR THE "HARVEST GATHERING"
at the 70th 2018 MAHA Fall Conference
"Together, Charting a New Course"

THANK YOU!!!
Without your contributions we would not be a publication. Thank you for the content submitted.