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# West Central District

**NEWSLETTER**

**SPRING 2017 – VOL. 62, NO.2**



## President's Message

**Maurine Sneathen**  
**West Central District**  
**MAHA**  
**2016-2018**

Hi again to each of you,

Spring is here! We are surrounded by the harmonious soundscape.....birds singing, squirrels scratching in the leaves, and rushing streams. The sunshine and warmer days are welcome!

A bit of news from MAHA....We will not be making a name change. The survey responses were compiled and it was determined, by you, our name should remain MAHA. Twice as many responders did not feel a name change was needed. Thanks to all who took the time to express your ideas, concerns, and opinions.

The WCD Spring Meeting will be Thursday, May 25, 2017. The location is Holland Community Hospital. They are celebrating their 100th anniversary so we will share in this celebration. More details will be sent each hospital.

The Healthcare Advocacy Day has been moved to the Fall.....October 3 at the Radisson in Lansing. MHA wanted to try a fall date to see if this would increase attendance.

Looking forward to seeing you in Holland.

Maurine  
WCD President

## WCD FALL ANNUAL MINUTES

September 30, 2016

The Registration and Continental Breakfast began at 9:15 a.m.

Maurine Sneathen, WCD President, called the meeting to order at 10:00 a.m. Cindi Walker, WCD President Elect, read the Auxiliary Prayer.

Stacy Dowdy, our MHA (Michigan Health & Hospital Association) advocate, gave us an update on hospital-related issues in the Michigan House and Senate. Health Advocacy Day is being changed to the fall. No date set as yet.

Brad Kaufmann, Director, Spectrum Health, welcomed us and introduced our speaker, Dr. Bill Bush, Pediatrician-in-Chief, at Helen DeVos Children's Hospital. Dr. Bush has been a practicing pediatric doctor for over twenty years in Grand Rapids. He spoke of the many programs and continuing growth of Helen DeVos Children's Hospital.

An invitation was extended by Cindi Walker to visit the gift shops at Spectrum Butterworth and Helen DeVos Children's Hospital to take advantage of our 25% off coupon received.

**Motion made by Cindi Walker to accept the Proposed WCD Budget for 2016-2017. Motion seconded and passed.**

See attached Proposed Budget.

WCD Secretary, Sue Lawrence, took the roll call. There were 6 hospitals represented and 3 MAHA Board members in attendance.

Carol D'Alberto, M.A.H.A. President Elect, thanked us for our volunteering efforts. She encouraged consistency in turning in **volunteer hours**. It's important to turn in yearly "Hours Report" to MAHA. These numbers reflect our benefit to the hospitals where we serve. She encouraged us to read the MAHA *Highlights* publication. We can get ideas from other hospitals and be aware of important dates.

MAHA is trying to make their website, [www.mahaonline.org](http://www.mahaonline.org) more user-friendly and asks for suggestions. She asks that we read the weekly *Monday Report*, which keeps us updated on legislative actions. MAHA is in the early stages of creating a Facebook account. All members will be eligible to get signed up. No outsiders will be able to access the site.

The **MAHA Fall Conference** is in Frankenmuth. It will be a first-time joint conference with MAHA and MHGSMA (hospital gift shop managers). This pairing will hopefully increase attendance which will be good for vendors and we can share the cost of top-notch speakers. MAHA registration begins the morning of October 11<sup>th</sup>.

**Harvest Gathering** – Carol encouraged us to bring non-perishable items to the conference. The host district will choose the recipient of the donated goods.

Again this year, there will be a **basket giveaway**. Each hospital is asked to bring a basket.

**[WCD FALL ANNUAL MINUTES continued]**

Bob D’Alberto, Upper Peninsula President, was introduced and welcomed.

Anne Lorentzen, MAHA VP of Education, talked about the 142page project of updating the H.A.P. (Handbook for Auxiliary Presidents). It was first compiled in 1968 and was last updated in 2002.

The suggested **name change of M.A.H.A. to A.V.S.M.H. has been put on hold**. Our members are being asked for their input on a name that would more clearly communicate who we are” in the state of Michigan.

Our speaker, Judy Schreur, a humorist, motivational speaker, and writer was introduced. She has appeared on radio and television programs across the country and has been a featured speaker at the *Time Out for Women* National Conference. We enjoyed her talk on “25 Ways to Have a Great Day”.

Maurine thanked the Spectrum Butterworth committee for hosting our meeting and luncheon this morning.

March 1, 2017 is the next deadline for the WCD newsletter. Peg Fell is the contact.

November 1, 2016 is the Highlights MAHA publication deadline. Sandy Reardon is the MAHA contact.

Our next WCD meeting will be at Holland Hospital in May 2017. The exact date has not been set as yet.

The meeting was adjourned at noon for lunch.

Respectfully submitted,

Sue Lawrence  
Secretary, WCD

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## Flint

~ Christine Rossetti ~

An emerald is as green as grass,  
A ruby red as blood,  
A sapphire shines as blue as heaven;  
A flint lies in the mud.

A diamond is a brilliant stone,  
To catch the world’s desire,  
An opal holds ma fiery spark,  
But a flint holds fire.

(Theme: Don’t judge a book by its cover. All gems are beautiful and shining, except for the flint that is unattractive and lies in the mud, and is overshadowed by the other more beautiful stones. It is the flint that holds fire. By having the ability to create fire, the flint is more valuable compared to the attractive jewels that are not as useful.)

**Please meet your  
2016-2018  
West Central District Board**



**(left to right) Second Row: Trish Eppler, Treasurer; Barbara Tenpas, Counselor & Nominations Chairman; Cindi Walker, Resource & Bylaws and Policy Chairman; Sue Lawrence, Secretary.  
First Row: Joan Workman, President Elect & VP Legislation / Advocacy; Maurine Sneathen, President; Margaret (Peg) Fell, VP Communications**

**REMEMBER, WE ARE ALWAYS LOOKING FOR FUTURE BOARD MEMBERS.**

**Do you have an interest in finding new friends?**

**Do you love to get together with other hospital auxiliaries and see what's new?**

**West Central District Board offers many opportunities!**

**We're always looking for new faces and talents to enhance our board. You just might be the one we need!**

**If you have an interest in serving, please contact any one of our WCD Board members.**

# WEST CENTRAL DISTRICT 2016 – 2018 EXECUTIVE BOARD

PRESIDENT	Maurine Sneathen	Spectrum Health Blodgett Hospital
PRESIDENT ELECT & VP LEGISLATION/ ADVOCACY	Cindy Walker	Spectrum Health Butterworth Hospital Grand Rapids
VP COMMUNICATIONS	Margaret (Peg) Fell	Sparrow Ionia Hospital Ionia
VP MEMBERSHIP	Linda Hall	North Ottawa Community Health System Grand Haven
SECRETARY	Sue Lawrence	Spectrum Health Blodgett Grand Rapids
TREASURER	Trish Eppler	Sparrow Ionia Hospital Ionia
CONFERENCE RESOURCE BYLAWS & POLICY	Joan Workman	Mercy Health Muskegon
COUNSELOR/ NOMINATIONS	Barbara Tenpas	Holland Hospital Holland

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NOTE: Many times when we go to the District Meetings, we hear someone ask, “Why don’t they get someone new on the board?” Well, you know, that has been our goal.” You will note in the above slate of officers that we do have three new board members, Linda, Sue, and Trish. They stepped forward and said, “I CAN DO THAT!” We sincerely hope that you as members of West Central District welcome them and get to know them.

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**If you can’t fly, then run.  
If you can’t run, then walk.  
If you can’t walk, then crawl.  
Whatever you do, keep moving forward.**

**Martin Luther King**

# WCD SPRING MEETING

Thursday May 25, 2017

Hosted by: Holland Hospital Auxiliary

Registration	9:00 am
Call to Order/Greetings	9:45 am
MAHA/Legislative Updates	10:00 am
Business Meeting	10.20 am
Program/Harp Ministry	10:45 am
Lunch	Noon

Cost: \$25.00 per person

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Deadline May 15th

Make checks payable to West Central District

WCD Board members and former WCD Presidents registration is waived

Mail registration form and check to:

Barb Tenpas, 162 W. 20<sup>th</sup> St., Holland, MI 49423

616-396-2102

No refunds or cancellation after May 15th, reservation may be transferred.

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Registration Form, please print. Indicate if your fee is waived

Hospital \_\_\_\_\_

Contact Person \_\_\_\_\_

Phone/e-mail \_\_\_\_\_

Those Attending (\$25.00 per person)

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# WCD

# ROTATING SCHEDULE

## FOR HOST HOSPITALS

May 25, 2017	Holland Hospital, Holland
September 2017	South Haven Health System, South Haven
May 2018	Spectrum Health Blodgett Hospital -Grand Rapids
September 2018	Mercy Health, Muskegon
May 2019	Spectrum Health Ludington Hospital, Ludington
September 2019	North Ottawa Community Health System, Grand Haven
May 2020	Spectrum Health Zeeland Community Hospital, Zeeland
September 2020	Sparrow Ionia Hospital, Ionia

NOTE: This is not set in stone. If you need to change your rotation, contact the WCD Board and we will try to accommodate your request. This is just a suggested rotation schedule. This will appear in each of the WCD Newsletters for your convenience.



## Michigan Association of Healthcare Advocates WCD Annual Report for the year 2016

<b>WEST CENTRAL DISTRICT (WCD)</b>	<b># Beds</b>	<b># Aux Vol</b>	<b>Total Hours</b>	<b>Members on District Board</b>	<b>District Hours</b>	<b>Members on State Board</b>	<b>State Hours</b>	<b>On Hospital Board</b>	<b>With Vote</b>	<b>Monies Donated</b>	<b>Monies Donated Other</b>
SPARROW CARSON HOSPITAL Carson City	61	60	3,939	0	0	0	0	no	no	3,432	1,500
HOLLAND HOSPITAL Holland	189	250	32,000	1	37	1	110	no	no	50,000	9,000
SPECTRUM HEALTH LUDINGTON HOSPITAL Ludington	49	115	16,229	0	0	0	0	yes	yes	25,000	0
MERCY HOSPITAL Muskegon (2 hospitals)	409	325	32,319	0	0	0	0	no	no	53,561	0
NORTH OTTAWA COMM. HEALTH SYSTEM Grand Haven	81	232	24,097	1	37	0	0	yes	no	263,000	4,000
** SHERIDAN COMMUNITY HOSPITAL - Sheridan	*	*	*	*	*	*	*	*	*	*	*
SOUTH HAVEN HEALTH SYSTEM	49	75	9,300	0	0	0	0	no	no	15,000	3,000
SPARROW IONIA HOSPITAL Ionia	22	107	10,234	1	168	0	0	no	no	4,333	2,830
SPECTRUM HEALTH GRAND RAPIDS HOSPITALS (2 hospitals)	1140	157 5	90,087	2	150	0	0	no	no	378,748	0
SPECTRUM HEALTH ZEELAND COMMUNITY HOSPITAL Zeeland	57	100	15,000	0	0	0	0	no	no	20,000	14,500
<b>TOTALS</b>	<b>2,057</b>	<b>2,839</b>	<b>233,205</b>	<b>5</b>	<b>392</b>	<b>1</b>	<b>110</b>	<b>2</b>	<b>1</b>	<b>\$813,074</b>	<b>\$34,830</b>

\*\*Sheridan Community Hospital – waiting for Feb.14, 2017 meeting to decide status submitted by Linda L. Hall

# BITS AND PIECES

## **BECAUSE WE HAVE NEW PEOPLE IN AUXILIARY OFFICES THE FOLLOWING IMPORTANT NOTICE IS BEING REPEATED.**

Dear Newsletter Chairmen, Auxiliary Presidents, DVSs and/or anyone responsible for reporting your auxiliary activities.

There has been some confusion about the submission of reports of the auxiliary's activities. It is felt that we need some clarification. There are two publications: the *West Central District Newsletter* and the Highlights.

The *West Central District Newsletter* is published only twice a year, spring and fall. Each member hospital is requested to submit a report by MARCH 1 AND BY AUGUST 1 sharing information as to the activities and plans of its auxiliary and important happenings in their hospital. THESE REPORTS TARE SENT TO YOUR WEST CENTRAL DISTRICT VP COMMUNICATIONS SECRETARY. She is the editor of your WCD Newsletter. Articles are preferred typed and in narrative form and sent by WORD.

The Highlights *is* the publication compiled and distributed by MAHA three times a year. Deadlines for these letters are FEBRUARY 1, JULY 1, AND NOVEMBER 1. PLEASE NOTE: REPORTS FOR HIGHLIGHTS ARE TO BE SENT TO YOUR DISTRICT PRESIDENT AND SHE, IN TURN, THEN FORWARDS THEM TO MAHA FOR PUBLICATION. The format for these reports may be in bullet points if you wish.

## **NEXT DEADLINES FOR NEWSLETTERS:**

WCD NEWSLETTER...

August 1, 2017

Send to:

Send to:pegchr@charter.net

HIGHLIGHTS....

July 1, 2017

Send to:

Msneathen@comcast.net

Remember ELETRONIC SUBMISSION IS PREFERABLE AND IS ENCOURAGED. If you do not have a computer, your DVS or someone at your hospital may let you use theirs or even send it for you.

## News from Around Our District

### **SPECTRUM HEALTH BLODGETT HOSPITAL**

Grand Rapid, Michigan

The 228 members in our seven guilds continue to sponsor and volunteer for fund raising events that benefit Spectrum Blodgett Hospital. These women volunteer at the Window Shop Gift Shop and the Garden View Café'. Other projects sponsored by the guilds are jewelry and book sales, "Made in Michigan" foods and crafts, a Holiday sale with gifts created by local artisans and partnering with a local book store to share in profits from their sales.

We are excited about our new gifting opportunities with the renovation of the entire 5<sup>th</sup> floor of our hospital to a long-term acute care facility. This facility will provide improved patient care immediately following release from intensive care. Construction is already under way.

We are always grateful for those who are willing and able to continue our mission to support Spectrum Blodgett.

Mary Watcher, President  
Blodgett Auxiliary of Spectrum Health  
Volunteer Executive Board

### **SPECTRUM HEALTH BUTTERWORTH HOSPITAL**

Grand Rapids, Michigan

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

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

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

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

Pam Daugavietis, Chair Board Communications  
6255 Heathmoor Court SE  
Grand Rapids, MI 49546  
616/560-6759  
[pamdaugavietis@icloud.com](mailto:pamdaugavietis@icloud.com)

[News from Around Our District continued]

### **NORTH OTTAWA COMMUNITY HEALTH SYSTEM**

Grand Haven, Michigan

This year a new state of the art Emergency Room has been added to our building. We also are collaborating with Mercy Health to bring the best of healthcare to the Lakeshore.

This year our Auxiliary donated \$263,000 to the hospital and \$4,000 was given out for medical scholarships. We have been successful using local businesses for fundraisers. Among the businesses are Michigan Rag, Borrs Shoes, Earth's Edge, and Mancino's Pizza. We have also brought in outside vendors such as Geneva Distributing, Scrubs, Silvique, Masquerade and others. We continue to work to earn funds for NOCHS.

Betty Bierman

### **MERCY HEALTH MUSKEGON**

Muskegon

Mercy Health Muskegon has transitioned from two volunteer boards (one that served at the Mercy Campus and one at the Hackley Campus) to one Board that will oversee both campuses. Moving forward, this group will be known as Mercy Health Volunteer Board. This new board will consist of volunteers from both campuses and will serve Mercy Health Muskegon in the same way as the previous boards.

### **SPARROW CARSON HOSPITAL**

Carson City, Michigan

The Sparrow Carson City Hospital Auxiliary wishes all a Happy Spring. The Auxiliary is looking forward to a successful fundraising year and the addition of new members.

The Auxiliary continues to support our inpatients by offering lotions and lip balms, as well as books for our newborns. Members have also participated in several hospital fundraisers over the past few months.

Our members will be participating in a Relay for Life event in June and with the Princess and Hero Prom event in April.

Successful Auxiliary fund raisers over the past few months include a uniform sale and a linen sale and a flower sale is scheduled for the spring.

Pam Pelz, 1st Vice President  
Sparrow Carson Hospital Auxiliary

[News from Around Our District continued]

**BRONSON SOUTH HAVEN**  
South Haven

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

The annual auxiliary Christmas bake sale brought in \$460.00 in one morning. The gift shop sponsored a Christmas prize drawing featuring donations from area businesses and restaurants that raised just over \$500.00.

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

Planning has begun for the 39<sup>th</sup> annual Auxiliary Awards luncheon that will be held on Wednesday, April 26.

Jeff Melvin, Auxiliary Coordinator  
South Haven Health System

**SPARROW IONIA HOSPITAL**  
Ionia

Here at Sparrow Ionia Hospital, we have experienced many changes in the last year since becoming a member of Sparrow. We have found that many things such as fulfilling wish lists are no longer a need that the guilds need to fulfill. Consequently, the goals of the guilds have changed.

We, however, continue to pursue some of our traditional activities. Our Charity Ball, one of our big fund raisers, was again was a very gala event with the theme of "Las Vegas." The Lafayette Guild again sponsored the Christmas Angel Tree Celebration as well as donating many hours during the Free Fair maintaining the First Aid Booth. Yellow Rose serves as the In-Service Committee and monthly creates tray favors for the patients. Ex Libris Guild observed their traditional dinner party and fundraiser. Cart "n Lobby members are more than busy managing the Gift Shoppe.

Sparrow Ionia Hospital was reported to be the first in Ionia County to receive LEED Certification and the first in Michigan under Health Care Certification.

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**"If you want rainbows, you're going to put up with the rain."**

**Dolly Parton**

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[News from Around Our District continued]

**SPECTRUM HEALTH ZEELAND COMMUNITY HOSPITAL**  
Zeeland

Listed below are the ZCH events.

**I GIVE Campaign**

Each spring, Spectrum Health employees have the opportunity to contribute to the "I give" Employee Giving Campaign. Donations to the "I give" Employee Giving Campaign support over 120 programs and services at Spectrum Health, including research and innovation programs such as; heart and vascular research, cancer research, congenital heart research education and innovation, and more. In 2016 we served 1,574 walking tacos at our kickoff party! Yum! Let's start walking!

**Spectrum Health Zeeland Community Hospital Service League Sponsored Scholarships:**

Our league of volunteers will be organizing our annual scholarship event awarding \$1,000 scholarship to three local high school or college students pursuing a career in the medical profession. Deadline is March 31, 2017 winners announced April 10, 2017

**Loving Lights**

The Service League of Volunteers, held the annual Loving Lights campaign. This unique program is a time to remember special people who have impacted your life or organization.

The 2016 donations will be used to purchase specialized equipment to enhance the MedNow Specialty Care services at Zeeland Community Hospital.

MedNow Specialty Care allows patients to connect with specialists from a regional hospital facility, saving our patients time and money.

Thank you!

Michele Sisson, Coordinator Volunteer Services and Gift Shop  
Spectrum Health Zeeland Community Hospital  
8333 Felch Street | MC 9155  
Zeeland, MI 49464  
616-772-7581

**To all who so promptly  
replied to the request "for news."**

**THANKS!**

**This newsletter is an  
opportunity to share your exciting  
news with other auxiliaries in our  
district and for you to learn from  
others.**

[News from Around Our District continued]

## HOLLAND HOSPITAL

Holland

Construction of a new Cardiac Catheterization Lab is underway and on-track for the scheduled opening this fall. The new Lab will be located in the space below Spectrum Health Heart & Vascular Center on the hospital campus. The larger Lab will meet the growing demand for our cardiovascular services with advanced technology and exceptional patient care. Watch for updates in the coming months!

Nitrous oxide is now available on the Boven Birth Center as another comfort option to help moms during labor. Nitrous oxide helps the laboring mother to relax and feel less tense during contractions. "Nitrous oxide has been found to be effective for decreasing anxiety and reducing the presence or awareness of pain," according to Kathy Nania, Administrative Director Inpatient Nursing, Boven Birth Center. "It's been a common practice to help patients cope with labor in Europe, Canada and Australia for many years."

Holland Hospital is adding a third surgical suite to its Felch Street Surgery Center location. The addition of the third surgical suite provides greater access and enhanced scheduling options for both patients and surgeons. Currently surgeons perform approximately 2,600 cases annually at the Surgery Center with numbers expected to grow to about 3,300 in 2017.

Celebrate Holland Hospital's 100th Anniversary all year long! A historic exhibition has been set up in the hallway located near the visitor entrance. The display features historical medical equipment and a timeline of the hospital's history. Save the date of Saturday, June 17 from 10 am – 2 pm. when the hospital will host an old-fashioned community picnic and ice cream social at Centennial Park with carnival games, live music, swing dance lessons, carriage rides and more.

The auxiliary just completed a very successful Light of love campaign. Monies being split between Boven Birth Center and Behavioral Health.

The Scholarship Committee is in full swing reading and studying some 23 applications for scholarships this year. The Auxiliary generally awards 4 scholarships to deserving students who are within 18 months of graduating in their chosen medical field.

Holland Hospital Auxiliary will be hosting the WCD Spring Meeting on May 25. SAVE THE DATE.

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### *Volunteers Snack Pack*

*Act II Popcorn - Because we're bursting with gratitude for your support*

*Mounds Bar - For the mounds of praise you deserve*

*Pretzels - Thanks for being someone we can count on in a crunch*

*Cup of Soup - Because you warm our heart with your commitment*

*Mints Chips Ahoy - Because you're always willing to chip in when help is needed.*

*Cordially invites you to the*  
**68th Annual Meeting and Educational Institute**  
***“Breakthrough to Excellence”***

**June 13 to 15, 2017**  
Grand Hotel, Mackinac Island, MI



***Michigan Association of Healthcare Advocates (MAHA)***

***68th Annual Meeting and Educational Institute |***  
***“Breakthrough to Excellence” |***  
***June 13 to 15, 2017***

Note: In the following eight pages you will find:

1. Agenda for the conference
2. Registration form for the conference
3. Grand Hotel reservation form (2 pages)
4. Listing of room rates
5. Processing Tips
6. Michigan Sales and Tax Forms and Information (2 pages)



## “BREAK THROUGH TO EXCELLENCE” CONFERENCE AGENDA

### TUESDAY, JUNE 13, 2017

1:30 – 3:30 p.m.

#### Registration

Hospitality Room (Terrace Room)

4:00 – 5:00 p.m.

#### MAHA ANNUAL MEETING (Theatre)

##### Welcome Opening Prayer & Pledge of

**Allegiance** Carol D’ Alberto, President Elect

Mary Lu Cramer, MAHA President

##### Flag Ceremony

(By Federal law people may not be admitted to the theater while the flag ceremony is in process) American Legion Post K 299

Conference Orientation Hotel Orientation

Business Meeting Vote on Bylaws Changes

Anne Lorentzen, VP Education

Bobbi Bruckman, Conf. Coordinator

Mary Lu Cramer, President

Election of Officers

4:00 p.m.

#### Rooms Available for Registrants

5:00 – 6:00 p.m.

#### OPENING SPEAKER (Theatre)

“HUMOR”

Kay Wagner

6:30 – 8:30 p.m. **Dinner**

(Main Dining Room)

8:30 – 9:45 p.m.

**District Receptions** (Grand-NCD/SWD, Governor-ECD/UPD, Milliken SWD/NCD Suites)

9:45 p.m.

#### MAHA Current Board Meeting

(President’s Suite)

### WEDNESDAY, JUNE 14, 2017

6:30 – 7:30 a.m.

**Early Morning Walkers** (Front Porch)

7:30 – 9:00 a.m. **Breakfast**

(Main Dining Room)

9:15 – 10:15 a.m.

#### LEGISLATIVE & HOSPITAL ISSUES TODAY (Theatre)

MHA Representatives

10:15 – 10:30 a.m.

#### Break

#### WORKSHOPS

##### “When I See You with MY Heart ...”

Carol Bridges, Henry Ford, Wyandotte  
(Terrace Room)

##### “The Advanced Practice Providers: The Team-Based Approach to High-Level Care”

Melissa Murtha, NP & Ryan Murtha, PA-C  
(Cottage Room)

##### “Secrets to Success, Effective Recruitment, Recognition & Retention Strategies”

Sarah Knochel, Covenant HealthCare, Saginaw  
(Grand Pavilion)

11:30 a.m. – 12:45 p.m. **GRAND LUNCHEON**

(Main Dining Room)

1:00 – 2:00 p.m.

#### 2nd Workshops Begin

2:30 – 4:00 p.m.

#### “TEA AND TALK” NETWORKING (Room 218)

Hosted by

Anne Lorentzen, VP of Ed Bobbi

Bruckman, incoming VP of Ed

4:00 – 6:00 p.m.

#### Free Time

5:30 p.m.

#### New MAHA Board Photo

6:00 - 7:00 pm **Reception**

hosted by MHA

7:00 p.m.

#### BANQUET (Theatre)

Installation of Officers

9:30 p.m. (or immediately following installation) **President’s**

**Reception** (Room 246) THURSDAY, JUNE 15, 2017

6:30 – 7:30 a.m.

**Early Morning Walkers** (Front Porch)

7:30 – 9:00 a.m. **Breakfast** (Main

Dining Room)

9:15 – 11:15 a.m.

#### CLOSING SESSION (Theatre)

MAHA Remarks

Mary Lu Cramer, MAHA President

Fall Conference – Bavarian Inn, Frankenmuth

#### CLOSING SPEAKER

“Stress Management/Humor”

Kay Frances

# “BREAK THROUGH TO EXCELLENCE”

**Michigan Association of Healthcare Advocates  
68<sup>th</sup> Annual Meeting and Educational Institute  
June 13th-15th, 2017**

## MAHA Prepaid Registration Form

All registrations MUST be prepaid in advance and received by May 15<sup>th</sup>

<i>Name</i>	<i>Hospital</i>	<i>City</i>	<i>District</i>	<i>Delegate</i>	<i>1<sup>st</sup> Time</i>	<i>Dietary Restrictions</i>

*Full conference registration includes all conference activities. Add additional names on the back or use an additional form. Full conference registration is \$75. Make all checks out to “MAHA”*

*Hotel Registrations are to be forwarded directly to the Grand Hotel. Dinner on Tuesday night; breakfast, the Grand Buffet Luncheon, and the Banquet on Wednesday night; and breakfast on Thursday are included with your separate hotel reservations which are handled through the Grand Hotel as described on the Grand Hotel Registration Form. Registration for Banquet only: Individual Banquet only fee is \$79.50*

<i>Name</i>	<i>Hospital</i>	<i>City</i>	<i>District</i>	<i>Dietary Restrictions</i>

**Information Submitted By:**

<i>NAME</i>	<i>PHONE#</i>	<i>EMAIL</i>

**Mail Conference Registration forms and checks to:  
Margaret Ohryn P.O. Box 252502 West Bloomfield Mi 48325**

**For questions call: 248-6225724 or email at Margaret at [margohryn@gmail.com](mailto:margohryn@gmail.com)**

**There will be no refunds made after the conference registration deadline. Substitutions will be allowed.**

**NOTE: This event may be photographed and/or videotaped. Your attendance will indicate your consent for the use for such photographs or videotapes for educational and/or promotional purposes.**

**\*ONE FORM PER ROOM PLEASE\***

## Michigan Association of Healthcare Advocates

ARRIVE: Tuesday, June 13, 2017

DEPART: Thursday, June 15, 2017

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ACCOMMODATIONS MAY BE AVAILABLE PRIOR TO AND FOLLOWING THE ABOVE DATES

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**RETURN THIS FORM BY: MONDAY, MAY 15, 2017**

To: Reservations Department  
Grand Hotel  
Mackinac Island, Michigan 49757  
Telephone: (906) 847-3331  
Fax: (906) 847-0945  
Email: groupforms@grandhotel.com



MR. \_\_\_\_\_  
MS. \_\_\_\_\_  
MR. AND MRS. \_\_\_\_\_  
(circle one) (please print or type)

**Company/Hospital** \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

E-mail \_\_\_\_\_ Mobile Telephone \_\_\_\_\_

Business Telephone \_\_\_\_\_

*If sharing a room, name and address of person sharing with you:*

MR. \_\_\_\_\_  
MS. \_\_\_\_\_  
MR. AND MRS. \_\_\_\_\_  
(circle one) (please print or type)

**Company/Hospital** \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

E-mail \_\_\_\_\_ Telephone \_\_\_\_\_

Grand Hotel offers a variety of room types for conference attendees. Guests sometimes ask to arrive earlier or remain later than the conference's official dates. We welcome your request for a specific room, room type, or room dates either prior to or following the conference. While your request will receive careful attention, please understand that it cannot be guaranteed.

**ARRIVAL DATE:** \_\_\_\_\_ **DEPARTURE DATE:** \_\_\_\_\_

**PLEASE RESERVE THE FOLLOWING ACCOMMODATIONS:**

	DOUBLE Daily, Per Person, Based on Double Occupancy	SINGLE Daily
Standard	\$197.00	\$319.00
Deluxe	\$236.00	\$397.00
	\$188.00 daily, per person, based on 3 persons sharing a room	
	\$166.00 daily, per person, based on 4 persons sharing a room	

**Grand Hotel** operates on the **Modified American Plan**. This means that your daily rate *includes* breakfast and dinner. In addition, this rate *includes* the Grand Luncheon Buffet on Wednesday, June 14, 2017.

**RESERVATIONS FOR ADDITIONAL PERSONS:**

\_\_\_\_\_ 9 years of age and under, no charge                      \_\_\_\_\_ 10 through 17 years of age, \$59.00 daily, per person  
 \_\_\_\_\_ 18 years of age and over, see above for rate

For an adult staying in a guest room with one or more children, the adult will pay the single convention rate, the children will be at the appropriate children's rates listed above. For two or more children staying in a guest room without an adult, the oldest child will be charged the single convention rate based on the category of room they are in and the remaining children will be at the additional person's rates listed above.

**THE RATE UTILIZED FOR YOUR MEETING IS A FLAT, RUN-OF-THE-HOUSE PLAN, MEANING GUEST ROOMS WILL BE RESERVED IN PRIORITY ORDER ACCORDING TO DATE RESERVATION FORM IS RECEIVED BY GRAND HOTEL.**

**NO TIPPING:** Tipping to any employee anywhere within Grand Hotel is not required, expected or permitted. There is tipping at the following offsite restaurant locations: The Jockey Club at the Grand Stand, Woods, The Gate House, the Pool Grill, Cawthorne's Village Inn, Sushi Grand and Fort Mackinac Tea Room.

**NOTE:** Michigan 6% Sales Tax applies to all charges, including the 19.5% added charge on the per person daily room. There is also a 2% Mackinac Island Assessment charge on the per person daily room rate. There is a one-time charge of \$8.50 per person for transfer of luggage from the dock to the Hotel and return. Taxi transportation to and from the boat docks and the Hotel is not included in the daily rate.

The block of rooms being held for this meeting is based on estimated attendance. Please make your reservation as promptly as possible. Requests received after the block is filled will be contacted and given an option of being placed on a waitlist. The waitlist is not a guarantee of a room. All rooms in the block which have not been reserved 30 days in advance of the meeting will be released for other guests. Individual group reservations are subject to a 10-day cancellation policy. Reservation deposits will be refunded if cancelled 10 or more days prior to arrival, less a \$45.00 processing fee. Reservations cancelled less than 10 days prior will forfeit the room deposit.

Once a guest confirms a departure date upon check-in, should check-out occur earlier than agreed, there will be a \$400.00 charge.

**DEPOSIT POLICY:** A deposit of the full stays room charges must accompany this form in order to hold your room.

METHOD OF DEPOSIT: \_\_\_\_\_ Please charge my full stay to my credit card  
 \_\_\_\_\_ Payment is from a tax-exempt organization and the form is attached  
 (Personal checks or credit cards may not be used if claiming tax exemption.)  
 \_\_\_\_\_ Please split the deposit evenly between all guests on this reservation form

CREDIT CARD NUMBER: \_\_\_\_\_ EXPIRATION DATE: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_ (Not valid without signature)

Grand Hotel accepts VISA, MasterCard, Discover, American Express, traveler's checks, personal checks, and cash payments for bills.

**CHECK-IN TIME:** After 4:00 p.m. **CHECK-OUT TIME:** 11:00 a.m.

Visit our Web site at <http://www.grandhotel.com> **Your hotel confirmation will be arriving to you via e-mail. Please check your confirmation to make sure it is correct and print it for your records. Please contact us with any questions or changes. In accordance with Michigan law, all Grand Hotel meeting rooms, restaurants and bars are non-smoking.**



MACKINAC ISLAND  
WORLD'S LARGEST SUMMER HOTEL

Michigan Association of Healthcare Advocates  
Tuesday, June 13 - Thursday, June 15, 2017

<b>2017 Daily Rates</b>	<b>Double (per person)</b>	<b>Single</b>
<b>Standard Guest Room</b>	<b>\$197.00</b>	<b>\$319.00</b>
(Hotel's Added Charge 19.5%)	<u>\$38.42</u>	<u>\$62.20</u>
	\$235.42	\$381.21
(State Sales Tax 6%)	\$14.13	\$22.87
(Assessment Charge 2%)	<u>\$4.71</u>	<u>\$7.62</u>
	\$254.26	\$411.70
(Baggage Handling Charge)	<u>\$8.50</u>	<u>\$8.50</u>
Estimated Totals	<b>\$262.76</b>	<b>\$420.20</b>
<b>Deluxe Guest Room</b>	<b>\$236.00</b>	<b>\$397.00</b>
(Hotel's Added Charge 19.5%)	<u>\$46.02</u>	<u>\$77.42</u>
	\$282.02	\$474.42
(State Sales Tax 6%)	\$16.92	\$28.47
(Assessment Charge 2%)	<u>\$5.64</u>	<u>\$9.49</u>
	\$304.58	\$512.38
(Baggage Handling Charge)	<u>\$8.50</u>	<u>\$8.50</u>
Estimated Totals	<b>\$313.08</b>	<b>\$520.88</b>
<b>Three Persons Sharing A Room</b>	<b>\$188.00</b>	
(Hotel's Added Charge 19.5%)	<u>\$36.66</u>	
	\$224.66	
(State Sales Tax 6%)	\$13.48	
(Assessment Charge 2%)	<u>\$4.49</u>	
	\$242.63	
(Baggage Handling Charge)	<u>\$8.50</u>	
Estimated Total	<b>\$251.13</b>	
<b>Four Persons Sharing A Room</b>	<b>\$166.00</b>	
(Hotel's Added Charge 19.5%)	<u>\$32.37</u>	
	\$198.37	
(State Sales Tax 6%)	\$11.90	
(Assessment Charge 2%)	<u>\$3.97</u>	
	\$214.24	
(Baggage Handling Charge)	<u>\$8.50</u>	
Estimated Total	<b>\$222.74</b>	



## GRAND HOTEL RESERVATION PROCESSING TIPS

1. *Group reservations with group deposit should use the following guideline:*
  - a. *Complete one reservation form per room and list all the roommates on one form. Do not use one form for multiple rooms or one form for each roommate.*
  - b. *Indicate your organization's name on the reservation form with a contact name and telephone number.*
  - c. *Indicate roommate, type of room (standard, deluxe, single, double, 3 or 4 person), and the amount of deposit to be applied to each room reservation.*
  - d. *Complete the deposit information section on the reservation form.*
  - e. *Return the reservation form (one per room), group listing, and deposit payment to Grand Hotel.*
  - f. *Your hotel confirmation will be arriving to you via e-mail. Please check your confirmation to make sure it is correct and print it for your records.*
  - g. *Contact the Reservation Department if you have any questions or changes.*
  
2. ***FOR GROUPS OR INDIVIDUALS WISHING A TAX-EXEMPT BILL, WE REQUEST A TAX-EXEMPT FORM BE SUBMITTED WITH THE RESERVATION FORM. CONTACT ALESSA PERKINS AT GRAND HOTEL IF YOU NEED A TAX-EXEMPT FORM. PLEASE INCLUDE A LIST OF ALL GUESTS THAT WILL FALL UNDER YOUR TAX-EXEMPT STATUS. AND ALSO INCLUDE A COPY OF THE CHECK OR CREDIT CARD BEING USED FOR PAYMENT. PAYMENT FROM A PERSONAL CREDIT CARD OR PERSONAL CHECK IS NOT ELIGIBLE FOR TAX EXEMPTION UNDER MICHIGAN LAW. TO ACHIEVE TAX EXEMPT STATUS, THE NAME ON THE METHOD OF PAYMENT MUST MATCH THE TAX-EXEMPT FORM.***
  
3. *Our Reservation Department is instructed **not** to make **reservations by telephone**. Individuals may call to have a reservation form faxed or e-mailed to them.*
  
4. ***Reservation deposits*** *are per room, not per person. Credit cards are charged as soon as the reservations is made. We consider all room reservations to be definite upon receipt of the reservation form. Reservation deposits will be refunded if canceled 10 or more days prior to arrival, less a \$45.00 processing fee. Reservations canceled less than 10 days prior to arrival will forfeit room deposit.*
  
5. *Individuals are requested to submit a credit card number at **check-in** to assure all charges are paid upon departure. Final balances may be paid by credit card, cash, check or traveler's check.*
  
6. *Individuals who have questions or concerns regarding their **final bill** should contact our Accounts Receivable Department.*

*I have read and understand the above regarding possible tax exemption status for the MAHA conference.*

*Signature:* \_\_\_\_\_

## Instructions for completing Michigan Sales and Use Tax Certificate of Exemption

**Purchasers** may use this form to claim exemption from Michigan sales and use tax on qualified transactions. It is the Purchaser's responsibility to ensure the eligibility of the exemption being claimed. All claims are subject to audit. Non-qualified transactions are subject to tax, statutory penalty and interest.

**Sellers** are required to maintain records, paper or electronic, of completed exemption certificates for a period of four years. Michigan does not issue "tax exempt numbers" and a seller may not rely on a number for substitution of an exemption certificate. Other documentation that sellers in the State of Michigan may accept are the Uniform Sales and Use Tax Certificate approved by the Multistate Tax Commission, the Streamlined Sales and Use Tax Agreement Certificate of Exemption, the same information in another format from the purchaser, or resale or exemption certificates or other written evidence of exemption authorized by another state or country.

### SECTION 1:

Place a check in the box that describes how you will use this certificate.

- A) Choose "One-Time Purchase" and include the invoice number this certificate covers.
- B) Choose "Blanket Certificate" if there is a "recurring business relationship." This exists when a period of not more than 12 months elapses between sales transactions between the seller and purchaser.
- C) Choose "Blanket Certificate" and enter the expiration date (maximum four years) when there is a period of more than 12 months between sales transactions.

Print the vendor's name and address in the area provided.

### SECTION 2:

Place a check in the box for "All items purchased" or choose "Limited to" and list the items that are covered by the exemption claim.

### SECTION 3:

Place a check in the box that applies and provide the additional information requested for that exemption. The exemptions listed are the most common. If the exemption you are claiming is not listed use "Other" and enter the qualifying exemption.

### SECTION 4:

Use the number that describes your business or explain any other business type not provided.

01	Accommodations	09	Transportation
02	Agricultural	10	Utilities
03	Construction	11	Wholesale
04	Manufacturing	12	Advertising, newspaper
05	Government	13	Non-Profit t Hospital
06	Rental or leasing	14	Non-Profit Educational
07	Retail	15	Non-Profit t 501(c)(3) or 501(c)(4)
08	Church	16	Other

Print the name of the business, address, city, state and zip code. Sign and provide your title (i.e. owner, president, treasurer, etc.). Provide your printed name and date the certificate.

**DO NOT SEND THIS EXEMPTION CERTIFICATE TO THE DEPARTMENT OF TREASURY.**

# Michigan Sales and Use Tax Certificate of Exemption

**DO NOT send to the Department of Treasury. Certificate must be retained in the seller's records.** This certificate is invalid unless all four sections are completed by the purchaser.

## SECTION 1: TYPE OF PURCHASE

A. One-Time Purchase       C. Blanket Certificate  
 Order or Invoice Number: \_\_\_\_\_ Expiration Date (maximum of four years): \_\_\_\_\_  
 B. Blanket Certificate. Recurring Business Relationship

The purchaser hereby claims exemption on the purchase of tangible personal property and selected services made from the vendor listed below. This certifies that this claim is based upon the purchaser's proposed use of the items or services, OR the status of the purchaser.

Vendor's Name and Address
---------------------------

## SECTION 2: ITEMS COVERED BY THIS CERTIFICATE

**Check one of the following:**

1. All items purchased.

2. Limited to the following items: \_\_\_\_\_

## SECTION 3: BASIS FOR EXEMPTION CLAIM

**Check one of the following:**

1. For Resale at Retail. Enter Sales Tax License Number: \_\_\_\_\_

2. For Lease. Enter Use Tax Registration Number: \_\_\_\_\_

**The following exemptions DO NOT require the purchaser to provide a number:**

3. For Resale at Wholesale.

4. Agricultural Production. Enter percentage: \_\_\_\_\_%

5. Industrial Processing. Enter percentage: \_\_\_\_\_%

6. Church, Government Entity, Nonprofit School, or Nonprofit Hospital (Circle type of organization).

7. Nonprofit Internal Revenue Code Section 501(c)(3) or 501(c)(4) Exempt Organization (must provide IRS authorized letter with this form).

8. Nonprofit Organization with an authorized letter issued by the Michigan Department of Treasury prior to June 1994 (must provide copy of letter with this form).

9. Rolling Stock purchased by an Interstate Motor Carrier.

10. Other (explain): \_\_\_\_\_

## SECTION 4: CERTIFICATION

I declare, under penalty of perjury, that the information on this certificate is true, that I have consulted the statutes, administrative rules and other sources of law applicable to my exemption, and that I have exercised reasonable care in assuring that my claim of exemption is valid under Michigan law. In the event this claim is disallowed, I accept full responsibility for the payment of tax, penalty and any accrued interest, including, if necessary, reimbursement to the vendor for tax and accrued interest.

Business Name	Type of Business (see codes on page 2)
Business Address	City, State, ZIP Code
Business Telephone Number (include area code)	Name (Print or Type)
Signature and Title	Date Signed



# Reminders



23 YEARS OF HELP AND HOPE FOR THE HUNGRY

Do we collect this year?  
The answer is yes.  
We collect every year.

Remember, when you assess our website, do not preface “www” as it will not let you get to the site, (mahaonline.org).

## **BYLAW CHANGES**

We will not be making a name change. When the survey responses were compiled, it was determined by you, our name should remain the same.

## **HEALTHCARE ADVOCACY DAY**

The Healthcare Advocacy Day had been moved to the Fall. It is scheduled for October 3<sup>rd</sup> at the Radisson in Lansing. It is hoped that the change to Fall will encourage an increase in attendance.

**WCD  
FALL  
CONFERENCE**

**MAY 25<sup>th</sup>, 2017**  
Get your reservation in today.  
Reservation form is in this letter.

**SEE  
YOU  
THERE!**

## **H A N D B O O K**

H.A.P. (Handbook for Auxiliary Presidents) is being updated.  
It was first compiled in 1968 and was last revised in 2002.

**OUR WCD OFFICERS ARE ELECTED FOR A TERM OF TWO YEARS.  
THE NOMINATING COMMITTEE IS NOW WORKING ON THE 2018-2020 SLATE.  
BE READY TO SAY, “I’D LOVE TO!”**

# THE LAST PAGE

West Central District

Has your hospital ever hosted a WCD meeting? It is a rewarding experience! It is a great opportunity to show off your hospital and make new friends. For those visiting, it is always interesting to see how other hospitals and auxiliaries operate. It does not have to be a "big" elaborate celebration! Remember, if you need ideas or suggestions, just contact one of our WCD Board members. We really do appreciate your efforts!

Pass it on...

WCD Meetings are for everyone to attend. We welcome newcomers!

If you change your address, PLEASE notify the WCD Membership Chair and the Newsletter Editor or one of our officers. Let us know also if your officers have changed. Thank you!

IF YOU'VE NEVER DONE IT...

Plan now to attend the District and/or MAHA state meetings. You will be inspired by the programs and uplifted by the dedicated auxiliaries and volunteers. You will meet new friends that you will have forever.

Have you visited the  
mahaonline.org site lately?

You can access recent activities,  
helpful information,  
The updated calendar, board  
officers, district news-  
Letters, spotlighted hospitals, and  
many more articles that are  
interesting and informative.

## MAHA STATE BOARD 2017-2018

President Carol D'Alberto (UPD)  
President-Elect: Ann Lorentzen (ECD)  
Vice President Education: Bobbi Bruckman (ECD)  
Secretary: Lois Castle (NCD)  
Treasurer/Resource: Deborah Northrop (UPD)  
Counselor: MaryLu Cramer (SED)  
Conference Coordinator: Janet Barker (ECD)  
Legislative Advocacy: Carol Crane (ECD)  
Membership Director: Shelly Redman (SWD)  
Communications Director: Sandra Reardon (ECD)  
Vendor Coordinator: to be appointed

## DISTRICT PRESIDENTS

ECD President: Jeannette Smith  
NCD President: Vivian Metter  
SED President: Connie Ulrich  
SWD President: Marlene Sebastian  
UPD President: Robert D'Altberto  
WCD President: Maurine Sneathen  
MAHA Liaison to MHA: Stacy Dowdy

## AMERICAN HOSPITAL ASSOCIATION

One North Franklin  
Chicago, IL 60606-3421  
(312) 42203000  
FAX: (312) 422-4505

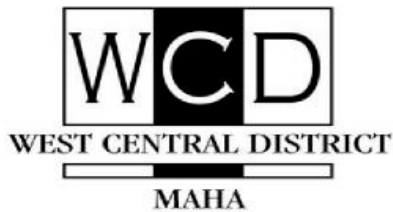
## Fall Newsletter Deadline August 1, 2017

*(you can always send it before)*

Send information to: Peg Christopher  
205 Katharine Court  
Ionia, MI 48846-2033  
(616) 527-2433  
[pegchr@charter.net](mailto:pegchr@charter.net)

**VISIT OUR WEB SITE**

[WWW.MAHAONLINE.ORG](http://WWW.MAHAONLINE.ORG)



## Dates To Remember

February 1, 2017	Highlights Deadline for April Issue	
March 1, 2017	WCD SPRING NEWSLETTER DEADLINE	
<b>May 25, 2017</b>	<b>WCD Spring Meeting</b>	<b>Holland Hospital, Holland</b>
<b>June 13-15, 2017</b>	<b>MAHA Annual Conference</b>	<b>Mackinac Island</b>
July 1, 2017	Highlights Deadline for September issue	
August 1, 2017	WCD Newsletter Deadline	
<b>September 2017</b>	<b>WCD Fall Meeting</b>	
<b>October, 2017</b>	<b>MAHA FALL MEETING</b>	
November 1, 2017	Highlights Deadline for January issue	
February 1, 2018	Highlights Deadline for April issue	
March 1, 2019	WCD SPRING NEWSLETTER DEADLINE	
<b>May, 2019</b>	<b>WCD Spring Meeting</b>	
<b>June, 2019</b>	<b>MAHA Annual Conference</b>	
July 1, 2019	Highlights Deadline for September Issue	
August 1, 2019	WCD Newsletter Deadline	





