

Michigan Association of Healthcare Advocates (MAHA)

69th Annual Meeting and Educational Institute Agenda "Volunteers: People, Purpose, Passion"

MONDAY, JUNE 4, 2018

12:00 pm-3:45 pm Registration (Northern Lights Lobby)

4:00 pm Rooms Available for Registrants

4:00 pm-5:00 pm **MAHA ANNUAL MEETING**
General Session - (Northwest Territory Room)

Welcome - Carol D'Alberto, MAHA President

Opening Prayer & Pledge of Allegiance - Anne Lorentzen,
President Elect

Conference Orientation - Bobbi Bruckman, VP Education

Hotel Orientation - Janet Barker, Conference Coordinator

Business Meeting - Carol D'Alberto, President

Election of Officers - Mary Lu Cramer, Counselor

5:00 pm-6:00 pm (Northwest Territory Room)
OPENING SPEAKER - Nancy Radcliff, RN Bronson Hospital,
Kalamazoo, MI Topic "Customer Service"

6:00 pm-6:30 pm BREAK

6:30 pm- 8:15 pm DINNER

8:30 pm- 9:30 pm District's Welcome Reception (Cottage 308)

9:45 pm MAHA "Current Board" Meeting (Cottage 308)

TUESDAY, JUNE 5, 2018

7:30 am-8:30 am BREAKFAST – (James Bay Room)

All DAY PROGRAM SPEAKERS (no breakout sessions)

8:45 am Opening/Introductions (Northwest Territory Room)

9:00 am-10:15 am (Northwest Territory Room)

LEGISLATIVE & HOSPITAL ISSUES TODAY

MHA Representatives TBA

10:15 am-10:30 am BREAK

10:30 am-11:45 am (Northwest Territory Room)

Matthew Kempf, Medical examiner Investigator-Newaygo and
Ottawa Counties- Presenting "How to Run a Meeting-Roberts
Rules"

12:00 pm- 1:30 pm LUNCHEON (James Bay Room)

1:30 pm-2:45 pm (Northwest Territory Room)
Jeff Hauk, Director of Public Safety and Public Authority,
Memorial Healthcare, Owosso, MI
Topic "Hospital Safety for Volunteers and Staff"

2:45 pm-3:00 pm BREAK

3:00 pm-4:00pm (Northwest Territory Room)
Diana Brookens, Manager of Volunteer Services, Midland, MI
Topic "How Volunteers Impact your Patient Satisfaction Scores
and Employee Morale"

4:00 pm-5:00 pm FREE TIME

5:30 pm New MAHA Board Photo (Arctic Bay Room)

6:00 pm-7:00 pm Reception hosted by MHA (Northern Lights
Lobby)

7:00 pm-9:00 pm (Northwest Territory Room)
BANQUET and Installation of Officers

9:30 pm-10:30 pm (or Immediately following Installation)
President's Reception (Northern Lights Lobby)

WEDNESDAY, JUNE 6, 2018

7:30 am-9:00 am Breakfast (Hudson Bay Room)

9:15 am-9:45 am (Hudson Bay Room) **CLOSING SESSION**
MAHA Remarks Carol D'Alberto, MAHA President

9:45 am-11:15 am **CLOSING SPEAKER (Hudson Bay Room)**
T. Marni Voss, Humorist, Motivational Speaker, Topic
"People, Purpose, Passion...Optimism that reflects a belief in
themselves as well as the possibilities of the future"

Thank You and Fall Conference Invite – Bavarian Inn,
Frankenmuth, MI

MAHA Mission

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