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MICHIGAN ASSOCIATION OF HEALTHCARE ADVOCATES  
BOARD OF DIRECTORS  
BOARD MANUAL

ISSUED 1961

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## INTRODUCTION

The purpose of this manual for the Board of Directors of the Michigan Association of Hospital Auxiliaries is to help officers and committee chairmen to understand more clearly the duties and responsibilities of the obligation they have assumed.

Knowing something of the background of this growing organization and the fact that it is a sponsored group under the direction of the Michigan Hospital Association, through its President, adds meaning and stature to our endeavors. It will inspire us to continue to build on the solid base laid by the many fine women devoted to service, who started the volunteer movement in our country and state.

The volunteer movement has grown rapidly in the United States and has spread to Canada, Puerto Rico, Mexico and Europe. We can expect an even more phenomenal growth in health care volunteer numbers in the future because of the increasing concern for better patient care for all people.

We gratefully acknowledge that Mrs. Harold Mack, Michigan Association of Hospital Auxiliaries President, 1960-61, presented and executed the first board manual. Her Policy committee consisted of Mrs. Terrill Stevens, Chairman, Mrs. Russell Driver, Mrs. Bernice Sill and Mrs. H. A. Powell.

## FOREWARD

Here is the answer to the demand for more specific information on the role of the elected or appointed auxiliary official in their state auxiliary organization. The individual who accepts a position of leadership can best serve his/her association when in the complex organizational relationships there is to be found a clearly defined statement of responsibilities, policies, rights and privileges.

This publication is another forward step in the continued growth of the Michigan Association of Hospital Auxiliaries since it was formally organized. The new state auxiliary official should find in this document many answers to their needs. The more experienced will discover how well they have served, and as Dr. Kenneth B. Babcock, Past President of the Michigan Hospital Association once said, "How much better they might have served."

Today more and more hospital administrators are recognizing the value of auxiliaries and are enthusiastically supporting their many worthwhile projects. Through its deeds this vital organization has gained, in the minds of hospital leaders everywhere, a place of dignity and respect.

This constructive manual will enable the state auxiliary to continue the successful realization of its objective which is helping its members to better serve their hospitals. To this most worthwhile purpose we pledge our cooperation.

H. Allen Barth

Executive Vice President

Michigan Hospital Association

1973



MICHIGAN ASSOCIATION OF HEALTHCARE ADVOCATES

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**MAHA  
-HOW IT ALL  
BEGAN**

In 1948 the need for an association of hospital auxiliaries became apparent and, under the impetus of the Michigan Hospital Association and a temporary planning committee, an organizational meeting was held in Grand Rapids in November. Eighty women, representing twenty hospitals, heard outstanding speakers describe aims of state hospital associations and their value to hospitals. Appointment of a permanent planning committee, authorized to act as an organizing and nomination committee, comprised the business of the first meeting.

At the second Annual Meeting (such meetings have been held each year since the founding of the Michigan Association of Hospital Auxiliaries) officers were elected, a name agreed upon, membership dues established, and constitution and bylaws adopted. For the first time, three "Project Parade" displays showed women the value of an exchange of ideas at the state level.

### **1949 – 1950—DOROTHY SCHMITZ, ALLEGAN GENERAL HOSPITAL**

The first president of the Michigan Association of Hospital Auxiliaries traveled throughout Michigan urging auxiliary participation in the new state organization. In September of 1950, she was invited to attend monthly meetings of the Michigan Hospital Association Board of Trustees, as liaison between the two associations, a policy that has continued through the years.

The Michigan Hospital Association granted the Michigan Association of Hospital Auxiliaries a budget appropriation in October, 1950, when proof of need to support its growing activities, together with a formal request, was presented to them. Auxiliary dues to the Michigan Association of Hospital Auxiliaries were abolished and all auxiliaries of Michigan Hospital Association member hospitals were affiliated with the state Auxiliary Association. In November of that same year, at the third Annual Meeting held in Detroit the Michigan Association of Hospital Auxiliaries was accepted and welcomed by formal resolution into the Michigan Hospital Association, coming under its guidance and structure.

### **1950-1951—ELROSE YAW, BLODGETT MEMORIAL, GRAND RAPIDS**

In 1951, the first thirty auxiliaries which formerly had paid dues were designated as charter members and the first workshop was held, with intensive public relation emphasis in preparation for observance of "Hospital Week" in May. It was in this year also that Michigan instigated auxiliary programs as a separate section of the Tri-State Hospital assembly.

From this day, the Michigan Association of Hospital Auxiliaries has been outstanding in the Tri-State Auxiliary section in leadership and participation.

It soon became apparent that division into District Councils (corresponding with those of the parent organization) would be beneficial to the State Auxiliary Association. The District Presidents became members of the State Board making possible more links in the chain of communication with local auxiliaries.

**1951-1952—ELEANOR McPHERSON, COMMUNITY HOSPITAL, BATTLE CREEK**  
**1952-1953-GLADYS SPRINKLE, SPARROW HOSPITAL, LANSING 1953-1954—NAN**  
**BUCKLEY, MIDLAND HOSPITAL CENTER 1954-1955—JANE HENDERSON,**  
**NORTHVILLE STATE HOSPITAL, FOWERVILLE 1956-1957—MARGUERITE**  
**CONKLIN, ST. LAWRENCE HOSPITAL, LANSING**

In 1957 the Districts held workshops for the first time, stressing auxiliary needs and assistance to hospitals at the community level. (It was also during this year that the Legislative Committee was reactivated.)

**1957-1958—FLORENCE POWELL, CHILDREN’S HOSPITAL, DETROIT**

**1958-1959—HAZELL SHIPP, OSTSEGO MEMORIAL HOSPITAL, GAYLORD**

**1959—1960—ROBERTA DIVER, BORGESS HOSPITAL, KALAMAZOO**

**1960—1961—FRANCES MACK, HARPER HOSPITAL, DETROIT**

By 1960 responsibilities and activities of the Michigan Association of Hospital Auxiliaries indicated the need for job descriptions for its elected officers, district presidents and standing committee chairmen. A committee was appointed and in 1961 the first Board Manual was presented to the 1961-62 board members. The Manual is revised and updated periodically as the need arises and has served as a pattern for both the districts and the local auxiliaries. Because of the continuing education and leaderships training activities in aiding auxiliaries to take their rightful places in the hospital family, the Michigan Association of Hospital Auxiliaries has been a valuable partner in support of the Michigan Hospital Association and its affiliated hospitals.

Encouragement to district organizations to employ similar methods of education (such as workshops, conferences and leadership training sessions) is part of the effort to make it possible for each auxiliary to function at the highest possible level. The unique position an auxilian holds as

a volunteer...presumably well informed and knowledgeable with regard to the hospital story...makes her a public relations medium that cannot be duplicated.

In support of the Michigan Hospital Association, the Michigan Association of Hospital Auxiliaries works closely, planning its emphasis each year, in the areas recommended by the parent organization.

**1961-1962—BERNICE SILL, W.A. FOOTE MEMORIAL HOSPITAL, JACKSON 1962-**  
**1963—GRUDE LOKERS, ZEELAND COMMUNITY HOSPITAL, ZEELAND**

In 1962 the president of the Michigan Association of Hospital Auxiliaries was invited to be a member of the House of Delegates of the Michigan Hospital Association and as such attends the two meetings held each year.

**1963-1965—FLORENCE NORRIS, HARPER HOSPITAL, DETROIT**

**1965-1966—EVERYN POWELL, COMMUNITY HOSPITAL, BATTLE CREEK**

Ideas for services to auxiliaries throughout the state often come from the American Hospital Association and in 1965 the first leadership-training institute sponsored jointly by the Michigan Association of Hospital Auxiliaries and the Michigan Hospital Association was held in Lansing. Workshops and conferences at the state level were actually conducted as early as 1957 and these meetings during the succeeding years have given the opportunity to auxiliaries to exchange ideas and learn new methods with reference to every phase of auxiliary activity. Two of the very important links in the chain of communication between the local auxiliaries and the two state organizations (MAHA and MHA) are their two publications. HIGHLIGHTS are published by the Michigan Association of Hospital Auxiliaries four times each year and there is no charge to member auxiliary presidents. MICHIGAN HOSPITALS, published monthly by the Michigan Hospital Association, is available on a subscription basis and the president of the State Auxiliary Association is one of its regular contributors.

**1966-1967—ROSE GREENBERG, SINAI HOSPITAL, DETROIT**

**1967-1968—HEIDI WAGNER, HURLEY MEDICAL CENTER, FLINT**

In 1967 a new educational medium was introduced in Michigan with unlimited possibilities. It is referred to as the "MAHA mobile" but it can be defined as "education on wheels." Through the promotional and institutional advertising activities of the Buick Division of General Motors Corporation, the Michigan Association of Hospital Auxiliaries was provided with a station wagon or MAHA mobile, to be used in taking programs such as those on Legislation, Area-Wide Community Planning, Hospital Career, etc., together with qualified leadership, to those auxiliaries and districts requesting them. In the fall of 1967 the HAP HANDBOOK made its debut. This

Hospital Auxiliary President's Handbook was written to meet a need ... to help Auxiliary Presidents understand the scope of their jobs and to give them guidelines and suggestions. Auxiliaries in Michigan eagerly bought the HAP HANDBOOK. Sales were also made to auxiliaries in at least twenty states. Other MAHA publications include a brochure, WHAT IT MEANS TO BELONG TO MICHIGAN ASSOCIATION OF HOSPITAL AUXILIARIES, and a leadership kit.

### **1968-1969—JUNE CUTTER, BLODGETT MEMORIAL HOSPITAL, GRAND RAPIDS**

The MAHA mobile program was so well received that the Policy Committee recommended in February 1969 a new Vice Presidency be established to conduct the work with the title Education.

All other Vice Presidencies would be identified ... Communications, Membership and Programs.

At the Annual Meeting in June 1969 the Michigan Hospital Association celebrated fifty years of service. To commemorate this occasion, the Michigan Association of Hospital Auxiliaries presented their parent group a flag and flag pole for the Michigan Hospital Association grounds in Lansing. A plaque bearing this information has been set in place on the building.

### **1969-1970—DOROTHY GROVER, HURLEY MEDICAL CENTER, FLINT**

In 1969-70 we developed another new program entitled "Leadership Forum" ... a dynamic educational service to strengthen local leadership ... looking forward to district, state and national levels. This program will be taken by MAHA mobile to radial groups about the state.

Chairmanship of the Auxiliary-Volunteer segment of Tri-State was, also, the responsibility of Michigan in 1970. With the changing needs of hospitals, Searching to Serve, brought two innovations to the program. The first, a Model Gift Shop, where auxiliaries could compare cost and merchandising, was set up in the hospitality room for off-hours perusing. The second, a general session by professionals on the chronic social ills, where volunteers might serve effectively. These were in addition to the four states and the Director of Volunteers workshop.

### **1970-1971—BETSY LITTEN, ST. LAWRENCE HOSPITAL, LANSING**

### **1971-1972—BOBBIE POEST, ZEELAND COMMUNITY HOSPITAL, ZEELAND**

### **1972-1973—GRACE CARLSON, REED CITY HOSPITAL, REED CITY**

The years from 1970 to 1973 saw great strides again taken by auxiliaries and the MAHA. With emphasis being placed on education, a "CREDO" Committee was voted by the board to discuss and research problems and to recommend a course of action. The initials stand for Committee on Research, Education, Development and Organization. Seven "mini-manuals," brainchild of an auxiliary, made their debut. The booklets, basic in nature and easy to read, supplement the HAP HANDBOOK. These along with three additional "mini-manuals" are:

1. Revitalizing an Auxiliary and Organizing a New Auxiliary
2. Basics
3. Programs and Membership Meetings



4. How to start Service Projects
5. Auxiliary Newsletters
6. Quotes and Inspirations
7. Membership
8. Gift Shops
9. Legislation
10. Leadership

A special ad hoc committee was appointed to evaluate the MAHA mobile Program. Since Buick Motor Division of General Motors had discontinued the use of a car as part of an advertising campaign it was voted to rename the program to the MAHA Education Program. With the emerging importance of a number of health care bills and the first of the National Health Care Acts, the educational program was updated and expanded and made available to all districts. Programs on state legislation and health care cost and health careers have been presented by board members to the districts. An excellent program on Federal Legislation was Michigan's choice at the Great Lakes Health Congress which since 1970 has replaced Tri-State.

Volunteers are now working in Mental Health Centers as para-professionals. They are working with senior citizens in community projects and brightening up nursing homes and other health care facilities. They are expanding their horizons with "love."

Since 1948 many contributions by many women have been made and will continue to be made to make the Michigan Association of Hospital Auxiliaries one of the outstanding auxiliary associations in the country. It has pioneered in raising the status of auxiliaries and in stressing the importance of their services to patients, health oriented institutions, and the communities in which they serve. The Michigan Association of Hospital Auxiliaries is continuously looking for new and better ways to serve its member auxiliaries and the Michigan Hospital Association. There is every assurance that it will continue to grow and will retain its importance as a State Auxiliary Association.

### **1973-1974—Mickey Bowman, Mercy Hospital, Benton Harbor**

The year 1973-74 saw MAHA arrive at the silver age of 25. Growing from the group of 80 women who met in 1948 to over 45,000 makes us one of the largest, most active and influential organizations in the state. The Fall Conference at Boyne Mountain had a staff member from American Hospital Association as the keynoter. Our 25th year was conducive to educated as to the goals and purpose of the AHA family. Two mini-conferences were held in the spring at Oakland

University and Hope College. These two conferences dealt with recognition, recruitment, training and accountability of leadership...the life blood of any auxiliary.

**1974-1975—Lucy Grenzke, Cottage Hospital, Grosse Pointe**

**1975-1976—Ellen Heller, Children's Hospital, Detroit**

This was the year for Michigan to chair the Auxiliary volunteer segment of Great Lakes Health Congress {Tri-State}. Our workshop on legislation triggered an interest and enthusiasm in our auxiliaries that will, in the future, assure Michigan Hospital Association and our legislators that we do have legislative influence and will use it.

Our silver celebration at the annual meeting on Mackinac Island honored all the MAHA past presidents with thirteen of them in attendance. The first MAHA president acted as their spokesman and her humorous stories about the beginning of MAHA gave way to the sincere hopes and prayers that our organization will grow and prosper in the next 25 years.

In 1975 MAHA recognized the need for legislative action supportive of the goals of Michigan hospitals. To this end, an affirmative action plan was adopted committing auxiliaries to become involved in legislation affecting the cost and quality of health care in Michigan. The first "Day at the Capitol" was held with state board members meeting with their legislators for luncheon, attending committee hearings, a session in the House and a briefing on malpractice in the Governor's office.

For the first time the president of MAHA was invited to attend the AHA Annual Meeting with the delegation representing MHA in Washington. It was evident that legislators are impressed with the potential clout and the organization of MAHA.

The president's role was expanded through her participation in the Small Hospital Conference and Medical Staff/Trustee/Administrators Forum meetings where she addressed the registrants concerning the "Role of the Auxilian Today," giving them a clearer picture of auxiliary activities and accomplishments.

Evidence of the involvement and influence auxiliaries can have legislatively was demonstrated by letters, telegrams and phone calls to their legislators by auxiliaries which resulted in hospitals and hospital auxiliaries being exempt from the Charitable solicitations Act of the state legislature. The second annual "Day at the Capitol" was held in March.

The educational meetings of MAHA have become more sophisticated often engaging professionals to conduct the workshops, thereby giving auxiliaries a broader scope of their responsibilities and capabilities.

### **1976-1977—Dolores Root, Genesee Memorial, Flint**

Recognizing the role that Health Education can play in our efforts to help stem **rising** costs of healthcare, workshops at the educational conferences during **1976-1977** focused on programs to be implemented by auxiliaries and on personal aids to better health. In conjunction with the American Cancer Society of Michigan, letters were sent to each hospital auxiliary detailing a breast self-examination program developed by the Memorial Hospital of Owosso and encouraging cooperation with each unit to develop like programs in their localities.

There was a continuing and growing awareness of legislation among auxiliaries as hundreds attended “CLOUT”, an In-Depth Look at the Legislative Process...a program developed primarily for auxiliaries by MHA.

Because hospitals were under attack nationally as well as state-wide and, in fact, were in danger of losing control of their planning and administration to lawmakers, the MAHA board voted to form a political action committee (HAPAC) and received total support of this action from members at the annual meeting. The purpose of the HAPAC is to manage a separate, segregated fund, derived from contributions from auxiliaries and volunteers in Michigan and used to support candidates to assure the highest quality health care for everyone.

### **1977-1978—Ricky Ross, Beaumont Hospital, Royal Oak**

In 1977-1978 Michigan auxiliaries surpassed previous accomplishments when they worked a total of 2,700,000 hours and raised \$2,900,000. The year saw a national interest in our legislative activity. Speaking at the AMA convention in Atlanta, the president detailed our past, present, and future legislative approaches. CLOUT was presented in Chicago at the workshop for state auxiliary leaders. The fourth “Day at the Capitol” included an increasing number of auxiliaries attending and participating in the legislative process.

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### **1978-1979—Barbara Clark, Port Huron Hospital**

MHA Board evaluation of its tools, structure and operating policies initiated changes during the 1978-79 year. The newsletter, HIGHLIGHTS, was given a whole new look ... from its redesigned masthead through its two color, three column format. For continuity, printing was done in the MHA print shop. The HAP HANDBOOK was revised throughout and published with a new look, too. The revision's good reception prompted a study of its supplementary mini-manuals which were similarly revised the next year. Two committees were combined to make one by pooling Public Relations and Historian duties and again by merging Bylaws and Policy. By rescheduling fall activities, HIGHLIGHTS reached auxiliary presidents and district boards prior to their first meetings, allowing better promotion of the MAHA Fall Conference held later on.

An Attorney General's ruling that an association may have only one political action committee caused the Michigan Hospital Association to withdraw its financial support from the Hospital Auxiliary Association Political Action Committee and the MAHA board voted to disband the committee. Educational programs helped auxiliaries to *involve* themselves in the AHA directed Voluntary Effort- to contain the rate of increase in health care costs and to so inform their legislators with representation at the HAHA "Day at the Capitol" and with letters regarding hospital bed reduction plans.

### **1979-1980—Mary Marvel, Munson Medical Center, Traverse City**

Health education programs studied the need for more humanistic care of hospital patients, hospice, the psychology of anger, and listening skills. Workshops gave auxiliaries new insights into leadership training, career development, and management basics.

During the 1979-80 year the MAHA Mini-Manuals were revised and reprinted. Educational programs in the fall and spring focused on political activism on behalf of hospitals, health promotion in the community and building a strong auxiliary organization and volunteer program.

### **1980-1981---Sally Hammond, Midland Hospital Center, Midland**

In 1980-81 the economy in Michigan had become a factor in bringing about changes in auxiliary membership. With members seeking full or part time employment, auxiliaries became more flexible in hours and programs to accommodate the working, youth and non-affiliated volunteers who were becoming increasingly involved in hospital and health related volunteer services.

MAHA sponsored programs throughout the year emphasizing health promotion and education, creative programs for interacting with the elderly, continued legislative activity with plans formulated to strengthen the legislative network at the district level, basic instruction in auxiliary organization and administration and an intensive session of leadership training for auxiliaries.

In the spring of 1981 a committee was appointed for long range planning. It was the task of the committee to set goals and objectives that would ensure the MAHA and its member auxiliaries would continue to provide vital support and resources to Michigan hospitals. The Long Range Planning Committee of MAHA defined seven goals that corresponded with the purposes of the organization. Another aspect to come from the suggestions of the Long Range Planning Committee was a realignment of the Board of Directors.

In that hospitals are a primary source of delivery for health care services, the MAHA recommended that tobacco products not be sold on hospital premises. MAHA believes that the sale of a proven health hazard by hospitals runs contrary to health care principles.

A Medicare Workshop for senior citizens in western Michigan was a pilot program co-sponsored by the Michigan state Medical Society Auxiliary and the HAHA.

Through the efforts of the MAHA legislative chairman, the districts had several meetings informing the membership of the legislative objectives for the year. Many individual hospitals hosted days with their legislators as a result of this effort.

**1981-1982—JoEllen Lawrence, Butterworth Hospital, Grand Rapids**

**1982-1983—Barbara Leegwater, Grand Rapids Osteopathic Hospital**

Implementing the mandates of the long range plan adopted in June 1982 became a focus of the 1982-83 year. The most ambitious project was the development of a resource library containing information on programs, projects, bylaws, leadership, board development, speakers, films and numerous other topics of interest to auxiliaries. A catalog was developed and released in June 1983 and monies were set aside for further development as needs became evident. The MAHA board procedures were re-organized, working committees were formed to meet prior to regular board meetings to handle program and activity details, freeing the board to concentrate on areas of increasing concern for auxiliaries in the 80's: a Vice President of Public Relations position was created; the term of Past President was *limited* to one year. HIGHLIGHTS developed a futuristic approach. In addition to a new masthead the paper's format was altered to include information pertinent to the growth of *auxiliaries* as adapted to changing hospital needs and the "Around the State" column was enlarged to provide an effective tool for the exchange on information resulting in the adoption of successful programs and fund raising ideas.

**1983-1984—Jean Love, Wm. Beaumont Hospital, Royal Oak**

1983-84 marked thirty-five years since MAHA was organized to provide programs and information for auxiliaries throughout Michigan. This past year over 44,000 auxiliaries consistently contributed hours and raised monies for those health care institutions they represented. An increasing number of auxiliaries holding positions on hospital boards as well as a growing involvement in health activities was reported.

The Fall Conference in Flint, Day at the Capitol and the Annual Meeting and Institute attracted over 1,000 auxiliaries throughout the year indicating interest in and need for opportunities to enhance programs the auxiliary membership is involved in.

MAHA offered expanded mailings to the executive board throughout the state with the hope this information would reach more of its members. There was an increase in the interaction of the board and the Directors of Volunteer Services board. MAHA now sends a representative to the DVS workshops and board meetings, giving both groups the opportunity to share programs and information. The theme of "Professional Volunteer" was chosen for the 35th Annual Institute indicating today's role of the volunteer and the importance of preparing personnel and programs for the future.

### **1984-1985—Marie Fettes, Mt. Carmel Hospital, Detroit**

1984-1985 saw continuing pressure being exerted on auxiliaries in many areas. Accelerated involvement in political activity by hospital administrations resulted in increasing requests to auxiliaries to support the health care cause through their letters and calls to legislators. In an effort to better inform our members on issues of the times, legislative meetings were held state wide...Day at the Capitol format was broadened to include presentation of a panel of recognized leaders in the various areas impacting on hospitals and their delivery of quality health care.

Creative methods in hospitals' approach to meeting the new demands on their operation became evident. These changes included such moves as consolidation of hospitals, establishment of free standing facilities for special care of the aged, terminally ill, drug dependence, etc. More and more "for profit" medical centers appeared. The growing acceptance by hospital administration of the services of volunteers who are not required to become established auxiliary members has had its impact on auxiliary membership.

All these have challenged the traditional structure of the auxiliary. Through emphasis on education, communication, new services and leadership training courses offered at Fall Conference and Annual Meeting, MAHA continued its role of support to local auxiliaries. Trips around the state revealed that today's auxiliary is "ready, willing and able" to confront this new era.

### **1985-1986—Carol Cook, Owosso Memorial Hospital, Owosso**

In 1985-86 a film committee was established to assess the possibility of developing a slide presentation on MAHA's relationship to local hospital auxiliaries. Objectives were reviewed and the main thrust decided upon. This project will be ready for viewing in the fall of 1987.

Our resource booklet was revised and given a new look. New materials are being added as they become available.

The Fall Conference was held at the Troy Hilton and a new feature added ... "Meet Your District Presidents." This is an informal affair held in the evening and gave auxiliaries an opportunity to discuss local problems with others from around the state. Due to its popularity it will be repeated at future Fall Conferences.

Our 12th "Day at the Capitol" was a great success as our legislative network around the state continues to grow. A highlight of the day was a presentation of House Concurrent Resolution #709 honoring MAHA for its accomplishments which was presented by an aide from the office of Representative Dominic Jacobetti.

\$5,036,913.09 in monies were donated to our hospitals this past year and a total of 3,726,976 hours of service recorded. Many hospitals are now seeing the addition of men and retired couples to their volunteer ranks as our roles continue to change and expand. Many new opportunities have been opened to auxiliaries in our changing society.

### **1986-1987—Joyce Vogelsberg, St. Joseph Hospital, Pontiac**

During 1986-87 due to the changes taking place in the health care field such as consolidation of some hospitals and closing of others, we have experienced a decrease of 3,000 auxiliaries. We now have 42,209 auxiliaries who donated \$5,286,538.22 and gave 3,505.821 hours of service to their hospitals.

The Fall Conference was held at the Grand Traverse Resort in Acme. Again this year we included a "Rap With Your District Presidents" on the agenda. Auxiliaries are eager to hear how other areas handle their problems. At the 13th "Day at the Capitol" a Joint Senate-House Resolution was presented to MAHA for its support of hospitals in the state. In April in response to many requests, the first Gift Shop Workshop was held *in* Lansing. Next year we hope to expand it to two days, with vendors. The theme of the 38th Annual Meeting and Educational Institute was "It's A Learning Experience." This year for the first time we offered an opportunity for auxiliaries to visit several of the old houses on the West Bluff of the Island.

Over 1,500 women and men attended the four conferences planned by MAHA this year showing a strong interest in expanding and enhancing programs and opportunities for auxiliaries in hospitals.

### **1987-1988—Clara Roth, St. Luke's Hospital, Saginaw**

In 1987-88 the Fall Conference was held at the Clarion Hotel in Lansing with the general theme "Building the Team. Workshops included Where Are We Going; We All Want To Be There; I Pledge Allegiance ... Loyalty Is Not A One Night Stand; Women's Health Initiative; The

Changing Role Of Women In Health Care; Affecting Effective Leadership; and Run With Your Dreams ... And Run ... And Run. In conjunction with the banquet the new video "MAHA ... The Vital Link" was premiered.

The Day at the Capitol again proved to be a success with 472 auxiliaries in attendance. The Second Annual Gift Shop Seminar with vendors was a two-day event held at the Clarion Hotel in Lansing.

A total registration of 304 gift shop people enjoyed the vendors and learned from the workshops.

The Annual Meeting at the Grand Hotel on Mackinac Island had as its theme "MAHA: New Technology For Old Ailments." Some 375 auxiliaries attended the three day conference. Workshops entitled Taxes and the Auxiliary ... Or, May I Use Fund Raising Monies To Attend This Meeting; Substance Abuse ... An Honest Approach That Gives You Hope For the Future; Quality Assurance and Risk Management; and Building Blocks For A Successful Volunteer/Auxiliary Program: Recruitment, Recognition, Retention and Orientation and Training.

A total of 3,538,457 volunteer hours was given by 37,836 volunteers. This was a decrease of over 4,000 hours from 1986. \$5,466,150 was given to hospitals by 147 auxiliaries during 1987.

### **1988-1989—Beverly Dingel Hartman, Bi-County Community Hospital, Warren**

During 1988-1989 MAHA celebrated "40 Years of Service" to hospitals in Michigan. Our programs for the year were built around our anniversary celebration.

Our Fall Conference with the theme "How to Get It Together" was held at the Marriott Hotel in Grand Rapids. The meetings were opened with the keynote speech given by Mr. Ed McRee, CEO of Ingham Medical Center in Lansing. Workshops highlighted topics on newsletters, fund raising and developing and following leadership. Dr. Henry Holstege discussed the joys and problems of aging. The AUXILIARY IDEA FILE notebook was introduced at this conference. Because of the overwhelming need to coordinate legislative programs on an auxiliary/hospital basis, the first joint MHA-MAHA Day at the Capitol was held on March 15, 1989. Over 600 auxiliaries, CEO's and hospital staff heard Mr. David Jacobson, former hostage in Beirut, Lebanon, outline the need for "grass roots" efforts.

MAHA hosted a one day Gift Shop Seminar *in* Lansing on April 26, 1989. Joan Siegal, Atlanta merchandise Mart and Thelma Heine, Fort Wayne Lutheran Hospital were our presenters.

During the year the HAP HANDBOOK was completely revised to reflect the current thinking of hospital auxiliaries and their leadership. It was printed in loose-leaf form to more readily accommodate future changes.

Our "40 Years of Service" was again the theme for our annual meeting at the Grand Hotel,



Mackinac Island. Programs on Percutaneous Transluminal Coronary Angioplasty, Too Many Potatoes (stress), Trends in Medical Care and Motivation of Self and Others were well received by conference attendees.

As more people return to the work force the number of hospital auxiliaries is diminishing. Our membership report notes that our state had over 3.7 million hospital volunteers this past year and these auxiliaries raised over 5.9 million dollars for their respective hospitals ... a decrease in number of auxiliaries but an increase in the dollars donated.

Hospital auxiliaries are a vital entity in today's health care market. MAHA volunteers have been proudly serving their institutions these past 40 years and look forward to the future with pride.

### **1989-1990—Elaine Chaudoir, Berrien Center General Hospital**

1989-1990 concerns of auxiliaries included long range planning ... a vital tool for both auxiliaries and hospitals, continuing education as a focus for auxiliaries with support from the hospital, sensitization to the elderly who will be the major recipients of health care as the population ages, alternative delivery systems initiated by hospitals which will significantly impact auxiliaries and the way they "do business," recruiting and retention, accommodating the shift in health care from the inpatient to the outpatient setting, advocacy and legislative action as hospitals continue to be targeted for reimbursement cuts on both state and federal levels.

"Your Hospital, Your Leadership and You" was the theme of the Fall Conference held at Weber's Inn in Ann Arbor. A well-received portion for the three day conference included round table discussions of ten topics chosen by the general membership. Workshop topics included "The Changing Concerns Confronting Large and Small Hospitals in Today's Health Care Environment,

"Politics, Leadership, Empowerment," "Self Esteem: For the Health of It." A film, "Medical Liability," was shown with discussion with a physician. Three hundred and five auxiliaries representing 82 hospitals attended the meeting.

The First day at the Capitol with the combined efforts of MHA and MAHA proved the most exciting and successful. Some 1,100 hospital representatives marched from the Lansing Center to the Capitol steps, bringing the message "We Care" about the health care issues facing citizens in Michigan.

The fourth Gift Shop Seminar was held at the Grand Traverse Resort in Acme in the spring and was in conjunction with the Northern Michigan Gift Show. In addition to scheduled workshops, time was allotted for buyers to purchase from over 100 vendors. Open discussion for small and large hospitals proved most informative with pre-written questions from members in attendance. This was the first time a meal and registration package was offered for this seminar.

From discussion through the long-range planning committee a bylaw change was proposed and approved by the general membership that "No person shall serve for more than six (6) consecutive years, excluding the terms of President-elect, President, and Counselor."

A task force comprised of four past MAHA Presidents, Committee Chairmen of Long Range Planning and Bylaws, and the MHA Liaison was mandated to examine the present structure and future role of the MAHA Board. These appointments were made at the annual Meeting to continue into the 1990-91 year.

The Annual Meeting held at the Grand Hotel on Mackinac Island had the theme "A Visionary Profile for the Nineties." Workshops included "Medical Liability ... What is the Future?" "MHA Vision 200," "There's More Than One Way to Skin a Cat," "MAHA ... A View of the Future," and "Yes, I Can!" Some 309 auxiliaries attended the three-day conference from 79 hospitals.

Statistics for 1989-90: 135 auxiliaries, 35,015 volunteers, 3,320,076 volunteer hours, \$6,723,113 monies donated to hospitals, \$459,343 other monies donated.

### **1990-1991—Rita May Wright, Mercy Hospital, Cadillac**

1990-91 will be remembered as a year of changes. We began the task of restructuring the State Board. Several bylaws were amended allowing for further changes and policy-making to be done the following year.

This year marked the presence of the first male member on the state Board. Martin Buckner of Mercy Hospital in Grayling was Legislative Chairman.

The state-wide "Search for Excellence" program was introduced this year. Certificates were awarded to the auxiliaries with the best projects in three categories: in-house services, community services and fund-raising. Also this year we revised the resource booklet and added to the idea file.

The Fall Conference was held at Shanty Creek at Bellaire. The theme of the conference was "Here's to your Health in the 90's." The highlights of the conference were a health walk through the countryside and a western theme party.

Day at the Capitol was highly successful with over 1,100 people in attendance. The political game of jeopardy was extremely popular. Everyone had the opportunity of having a picture taken with his legislator as a souvenir of the day. This event was the combined effort of MAHA and MHA.

The Annual Meeting was taken off Mackinac Island and held at the Amway Grand Plaza in Grand Rapids. This was in response to concerns by the membership that the cost of the Grand Hotel on the Island was getting too expensive, "At Your Request" was the theme of the

Educational Institute held in conjunction with the Annual Meeting. Many presenters from the past with "how to" topics were the focal point of the workshops.

During 1991, 142 auxiliaries with 36,932 auxiliaries volunteered 3,430,017 hours to their respective hospitals. A total of \$6,928,871.94 was given to local hospitals and another \$363,339.07 was donated to other causes by these auxiliaries.

In healthcare, the market is changing so rapidly that many services that successfully met consumer needs a few years ago are obsolete today.

### **1991-1992---Mary Ann Morris, Carson City Hospital, Cadillac**

Getting people ready for change and maximizing effectiveness in the organization is critical to continued leadership and the outcome of MAHA. Louise Berry once used the metaphor of paddling a canoe. During 1991-1992 we needed to learn to navigate our canoe and learn new--skills. We also needed to set a direction and determine our destination.

“Insights” was the theme for the Fall Conference at the Sheraton Lansing. Auxiliaries were informed about mergers and changes in the delivery system. Leisure time included “Back to the Beach” and a magic show. Fun was involved in our activities.

"Changing Paradigms" was the theme for the Annual Meeting at the Grand Hotel. The experience was powerful in demonstrating a change in tradition, with the old ways of thinking, the old paradigms.

During the year new bylaws were approved to further the process of restructuring. An ad hoc committee met throughout the year to review and change policy to coincide with the bylaws.

MAHA supported MHA's grass roots movement "Operation Eye to Eye" and the third phase of the "Vision 2000" project. Emphasis was placed on educating our hospital community about Medical Liability Reform as a step toward Health Care Reform. Information from MHA Corporate Board was integrated with the MAHA Board. Day at the Capitol was a collaborative event.

We were pleased and excited to have the continuous educational component available from MHA to auxiliaries at the state, district and local level.

The fifth annual Gift Shop Seminar was held at the Grand Traverse resort. Leisure time included buying from vendors.

Meeting with state Auxiliary Leaders (SALS) in Anaheim, CA, Chicago and Washington, D.C. was a time to synergize and learn about other auxiliary efforts.

It was a year for challenges. There was passion in change globally, hospital wide and locally. We practiced visioning, creativity and critical thinking. Our goal was to get through change and create new energy, regardless of the constant white water. Increased tension and conflict was part of our agenda as we disagreed and rode the rapids in our canoe.

As I look back, we were heading for systems in mastering our waters. We were heading for shared resources, cooperative behaviors, diverse and different services, customer relations, values, excellence, more creativity, empowerment and commitment from over 40,000 auxiliaries in the state of Michigan.

### **1992-1993—Chris Peacock, Clinton Memorial Hospital, St. Johns**

The new MAHA structure would begin with my term as president: 1992-1993. A common response to impending change is anxiety, and our previous year had seen proof of the tensions~ The new design of the MAHA was positive progress, and what was needed was an atmosphere where both new and tenured Board Members could embrace that attitude.

We began with a 2-day retreat prior to the July board meeting. We built trust and friendships first, then dealt with our specific MAMA responsibilities and relationships. The retreat (a first for the MAHA) was an investment of time that paid the highest possible dividends: an optimistic, energetic, cohesive team. We were off!

Two new councils were formed as designed by the restructuring: the Council of District Presidents, and the Council of Past MAHA Presidents.

The full Board would now meet just four times during the year, and the newly structured Executive Committee would function during the interim between full Board meetings. Educational programs were presented during Board meetings to broaden the base of information and skills necessary for the tasks at hand.

As this was a Presidential election year and the hot issue in the state of Michigan was Medical Liability Reform, the Fall District meetings were heavy with legislative content. MHA and MAHA leadership was a larger share of the District agenda than in previous years, providing direction in these issues critical to auxiliary mission and programs. Thanks in large part to the tireless efforts of auxiliaries and volunteers, key legislators who supported medical liability reforms were elected. Medical Liability reforms were signed into Michigan law on July 8, 1993, with the MAHA and MHA president in attendance.

The 1992 Fall Conference was appropriately titled "New Beginnings." Educational sessions on goal setting, public speaking, communication and conflict resolution, political and legislative issues, and wellness received positive reviews from the 224 in attendance at Battle Creek's Stouffer Hotel. The highlights of the conference, however, were the addition of fund raising

vendors, a mixer activity to encourage those present to meet more auxiliaries, and the Halloween costume banquet. Local auxiliaries and MAHA Board Members were also featured in a radio interview during the opening day of the Conference.

As the Michigan Hospital Association strategies for health care reform came into clearer focus, the role of auxiliaries was stressed. The MHA Corporate Board has heightened its appreciation of the value of auxiliaries as public relations agents for local and statewide health care initiatives. New and expanded roles are planned for auxiliaries as the MHA vision of health care reform for Michigan unfolds.

Another role for auxiliaries emphasized this year was that of advocacy. The MAHA Legislative Director and other MAHA officers now focus on broader topics than just legislative issues and speak to advocacy topics as diverse as reform priorities, auxiliary membership and leadership development, programs for the aging, cultural diversity, etc.

In January a Board "mini-retreat" was held to refocus the team for the remaining 6 months. It successfully recaptured the bonds formed following the July retreat and strengthened our commitment to one another and to an energetic completion of our duties.

Internally the MAHA Executive Committee conducted an in-depth analysis of MAHA finances and budget priorities, as previous spending priorities were not meeting current situations. Funds were appropriated in new directions to facilitate growth and progress.

The Search for Excellence awards added a fourth category: out-patient service. Presentation of these awards during the Annual Meeting enlightened all members to the variety and innovative scope of auxiliary projects.

A yearlong push for auxiliaries to invest time and money for their own leadership development and education showed results. Attendance at Spring District Meetings was up and more than 120 "first-timers" attended the Annual Meeting.

Program offerings at the Annual Meeting focused on "Changes and Challenges." Changing environments in health care, in auxiliary programs and practices and in our personal lives were explored, with strategies and inspiration provided. The installation of officers was accomplished with a more personalized and symbolic ceremony, revised to focus on celebration of team rather than individual goals and attitudes.

Membership data at year-end showed membership levels and funds raised at a slight gain (3) over last year. The largest growth area is in service hours, with a 30 increase. This jump reflects a heightened focus on service, community relations and advocacy initiatives.

First-time events and programs are highlighted in bold print in this text. As you can see, there were many. Every Board function, old and new, was constantly under scrutiny. Each Board

Member was empowered to assess and evaluate continuously and provide reports at Board Meetings that spoke more about their evaluation of their role, rather than the tasks assigned to their office. Countless "bright ideas" were offered and assure a continued commitment to excellence and innovation.

### **1993-1994—Lynee Hammerstrom, Marquette General Hospital**

The 1993-1994 MAHA year was characterized by (1) a "settling in" with the new MAHA structure, with "reality checks" for some of the innovations begun since 1992; and (2) a preparation for - and anticipation of- new challenges created by national and state efforts to effect health care reform.

Four full board meetings supplemented by four executive committee telephone conference calls accomplished the work of the organization, but not without some degree of struggle. Essentially, while meetings of the full board have been reduced from eight to four in number under the new structure and format, the functions and responsibilities of the board have remained the same. In addition, committee meetings that formerly were spread over eight meeting opportunities were similarly reduced, while at the same time the number of standing committees of the board has expanded. This will continue to challenge the board as it seeks to operate with maximum efficiency and simultaneously maintain "hands on" involvement in all MAHA activities. This year the board began to investigate the possibility that MHA staff might assist with some of the time- consuming conference duties involved in our educational function.

Health care reform was top priority with the MHA & MAHA auxiliaries were kept informed of proposals on the federal and state levels and were asked to be ready to assist their hospitals in fashioning community-based plans. Auxiliaries were included in MHA-sponsored regional meetings to train community health care leaders to conduct grass roots forums. As of the close of the 1993-1994 year the MHA and MAHA together stood poised to begin grass roots advocacy on behalf of the "Michigan Option" - a plan formulated by MHA to provide health care uniquely suited to the needs of Michigan's citizens.

This year the new position of MAHA Vendor Coordinator was elevated to board status in recognition of the important role that fund-raising vendor fees are playing in providing monies for conference speakers.

The Council of Past MAHA Presidents met during Fall Conference in Troy, and the Council of District Presidents has emerged as a vital committee under the restructuring plan.

Our board year began with the second - and now, annual- retreat. This time together again proved to be invaluable in establishing trust and friendship among the board members, thereby helping the board to function smoothly in spite of personal crises (serious illness, family deaths) suffered by several members.

Fall and Spring district meetings again afforded an opportunity for the MAHA president and president-elect to discuss statewide issues and to respond to district concerns.

Educational conferences this year drew "rave reviews" from the membership. Fall Conference in Troy (SED), with the theme "focus the Team," utilized area speakers for popular "how to" workshops and involved many SED auxiliaries as hostesses. Day at the Capitol brought nearly 1,000 auxiliaries and hospital leaders to Lansing to participate in "Solving the Health Care Reform Puzzle;" careful planning by a committee of MAHA board members and MHA staff resulted in a very satisfying legislative day.

At the April Gift Shop Seminar (Grand Traverse Resort, Acme), speakers were drawn from our own membership and from the Michigan Hospital Gift Shop Managers Association. Auxiliaries in attendance had the opportunity to shop at the Creative Gift and Souvenir Show. June's Annual Meeting and Educational Institute at Mackinac Island joined auxiliaries together in a special way as we explored values and "constants" in our lives with the theme, "Setting Your Sights and Charting the Course." Attendees included officers from the Pennsylvania Association of Hospital Auxiliaries.

This year we initiated the policy of sending the MAHA president-elect and vice president to another state association's annual meeting (this year, California) when funds permit. This meeting and meetings of State Auxiliary Leaders in Orlando, FL, Washington, D.C., and Chicago, IL provided the MAHA leadership with valuable opportunities to interact with and learn from other state organizations.

Year-end membership data revealed that 30,000 auxiliaries from 138 Michigan. Hospital auxiliaries donated nearly three million hours of service and \$3.5 million to their hospitals. An additional 500,000 hours of service were donated to hospitals non-auxiliary volunteers.

Recruitment and retention of members and assuring an ongoing supply of leaders for our local and district organizations continue to be consuming concerns of the membership. In 1993-1994 the MAHA addressed these issues as we studied the "baby buster" generation volunteer and began to recognize and accept the impact auxiliaries' changing lifestyles is having on the auxiliary. Exciting new directions for auxiliaries are developing as hospitals reach beyond their walls to serve their communities. MAHA in 1993-1994 acted to meet the challenge.

After celebrating 75 years of leadership and service to the hospitals of Michigan, the MHA in July of 1994 changed its name, amended its mission, broadened its membership and enlarged its governing bodies. The new name, Michigan Health and Hospital Association. Since the changes had no effect on the operation of the auxiliaries, no change was necessary for our organization.

September 1994 will be remembered by the membership for "Bridging the Gap," the title for the 46th Annual Fall Conference. For the very first time our auxiliaries, 279 in number, traveled by plane, automobile, chartered bus, etc. to Marquette, Michigan, to the educational conference

hosted by eleven auxiliaries comprising the Upper Peninsula District of MAMA. Workshops, round table discussions, visits to hospital hospitality houses and the "Michigan Option" were some of the activities to occupy the three days spent with the "Yoopers".

### **1994-1995—Virginia Washington, Community Memorial Hospital, Cheboygan**

Highlights of 1994-1995 were many. With membership and volunteer numbers on the decline along with hospital mergers, we were extremely proud to report the donation of over \$7 million to our hospitals and health care systems.

The legislative program played an active role with nearly 1000 hours reported by volunteers of election-related service. The Day at the Capitol had 950 participants representing more than forty hospital and health institutions.

At the Annual Meeting and Educational Institute in June, 1995, the focus was "A Vision for Volunteers." At this meeting four auxiliaries were recognized for outstanding programs at the "Search for Excellence" awards presentation.

### **1995-1996—Susan Mark, West Shore Hospital, Manistee**

The 1995-1996 year was kicked-off with the Board Retreat in DeWitt in July. Under the leadership of our very own treasurer, Tom McWhirter, the board members met and shared in some team building exercises which formed a good bond between the board members to begin the new year.

The 47th Annual Fall Conference was held in Grand Rapids in October 1995. The Conference theme was "The Winning Team" which was most appropriate as the MAHA joined forces with the Michigan Council of Directors of Volunteer Services for our first joint conference. Dr. Miroslav Kis began the conference with an inspirational message. One highlight of the conference was the "Tailgate Party" theme banquet. Author and Humorist Speaker Liz Curtis Higgs drew the Conference to a close with a presentation that had everyone rolling in the aisles!

Day at the Capitol held in March, 1996 and Gift Shop Seminar held in April, 1996 were both well attended. Binnie Bailey returned as the featured speaker at the Gift Shop Seminar, and conference attendees were able to shop at the Creative Gift Show during the conference.

Finally, the Annual Meeting and Educational Institute held in June 1996, at the Grand Hotel on Mackinac Island was titled "Capture the Spirit" - and more than 320 auxiliaries in attendance at the conference did just that. The MAHA Membership showed that the spirit of volunteerism is still very much alive today!

The Annual Report showed that we had 137 Auxiliaries with 29,363 auxiliary volunteers who volunteered 2,512,183 hours and donated \$6,983,499.87 to their hospitals. At a time when volunteerism is said to be dwindling, this is truly something to be proud of!



### **1996-1997—Linda Miller, Caro Community Hospital, Caro**

1996-1997 began with the 5th MAHA Board retreat at the Retreat Center in Dewitt. The board developed listening skills in addition to developing friendships and working as a team.

Midland was the site of the 48th Fall Conference titled "Just For The Health Of It." We focused on being better to ourselves and others. Jeanne E. Sexson closed the conference with the message that we must invest in ourselves.

Major issues facing MHA and also MAHA were the conversion of nonprofit hospitals to for profit hospitals and Community Benefits. Auxilians were asked to participate in a letter writing campaign to our legislators voicing our concerns about the for profit hospitals coming into Michigan and asking that they pass legislation governing the process by which a conversion could take place. Community Benefits involved the development of an in-depth hospital survey that will be presented to the public and opinion leaders to show that nonprofit hospitals are not just places to go and "get well" but they played key role in keeping the community well through numerous and often overlooked programs.

Recruitment and retention remained a concern for many auxiliaries. Several mergers took place which dropped the number of auxiliaries in the state to 133. Even with the decline in numbers, 28,569 auxiliaries volunteered, 10,181 hours and donated \$8,050,363.00 to their respective hospitals during 1996.

A tour of the Governor's mansion was a major highlight of the Annual Meeting and Educational Institute held at the Grand Hotel on Mackinac Island in June. Make It Happen - Volunteer! was our theme and the MAHA membership does just that in a big way.

### **1997-1998—Hazel Steinmetz, Crittenton Hospital,**

In 1997 - 98 the MAHA Board year began with a Retreat. Twenty-two Board members agreed on a Vision to educate constituents on what the MAHA is and does. We increased the circulation of Highlights, updated our information brochure and provided these at district meetings.

Our 49th Fall Conference was held at the Shanty Creek Resort. We traveled "Into the Future" with outstanding speakers. Rochelle Udell, Editor of Self magazine spoke about "Living With Change" and Morley Frazer spoke about "Excited About The Future" along with many more. The weather, Autumn leaves and the facility were perfect. The Gift Shop Seminar followed was outstanding with Wally Bronner from Christmas land, Cindy Jones, a premier Gift Shop speaker and others. We worked together with MHA on a successful "Day at the Capitol". Our Annual Meeting took us back again to the Grand Hotel on Mackinac Island. This meeting, our 49th Annual Meeting, had a theme "Changes & Challenges in Healthcare" which was very appropriate for the time. We had 80 first time attendees. Frank Kelley, Attorney General, opened the session.

"Healthcare Fraud" was presented by Frank Roccia from the FBI and Susan Doerr spoke about mergers to name a few of the subjects.

As we move forward, our 50th Fall Conference will showcase auxiliary Community Benefits and Hospital Benefits Health Screening. A joint conference with the MCDVS group at the Somerset Inn in Troy is planned for 1999. The MAHA and MHA will work with hospitals around the State on Harvest Gathering which is a project of Governor and Mrs. Engler. Collecting food for local communities as we begin to "Build Healthy Communities."

The goals and accomplishments achieved by the 28,569 volunteers in Michigan has left MI in awe. One hundred twenty-seven hospitals have given approximately three million hours of service and seven million plus dollars to their hospitals. Volunteers committed to making community hospitals better. IT'S WHAT THEY DO BEST.

### **1998-1999—Jean Fuller, Hackley Hospital, Muskegon**

1998-1999 was a once in a lifetime event, the FIFTIETH ANNIVERSARY OF MAHA. The year started with the Board Retreat held in Dewitt in July with an excellent facilitator, Peggy Mercorella, a past MAHA Board member.

"Honoring our Past - Celebrating our Future" was the theme for our 50th Fall Conference held at the Radisson Plaza Hotel in Kalamazoo in October 1998. It was a wonderful celebration attended by more than 350 auxiliaries. Michelle Engler, Michigan's First Lady, addressing the group at the opening session. Mrs. Engler thanked MAHA members for their support of the Michigan Harvest Gathering. This was a project hospital volunteers were participating in, collecting food and funds for local communities. We had fourteen Past Presidents of MAHA attending dating back to 1959.

A very successful Day at the Capitol was held in April, with over 700 in attendance, giving us the opportunity to hear about Michigan's health care issues. One of the prime concerns is NO MORE CUTS IN MEDICARE. If our health system is not strong, our communities are not strong.

The 1998 Annual Report showed that we had 127 auxiliaries with 32,304 auxiliaries/volunteers who volunteered 3,037,295 hours and donated \$9,385,056 to hospitals in Michigan.

Over 320 auxiliaries attended the 50th Annual Meeting held in June at the Grand Hotel on Mackinac Island. "Volunteers: Reaching Beyond Hospital Walls into the Community" was their theme.

The consensus of all state leaders is - Hospital Auxiliaries and volunteer organizations are facing a crisis. We need to outreach to recruit our young people for volunteering. Our health care facilities should be the heart of our communities, and as we now exist, we do not represent our communities.

If we wish to remain a vital area for volunteering, we must change our image and the public perception. I know we can and will accomplish this task.

### **1999-2000—Jean Hagan, McLaren Regional Medical Center, Flint**

The 1999-2000 fiscal year began with a retreat for board members held at St. Francis Retreat Center in DeWitt. Peggy Mercorella, a former MAHA Board member~ did a superb job as facilitator. Peggy brought her understanding of the MABA Board process, making her uniquely qualified to help us form a solid unit.

The Joint Conference, a second endeavor for MABA and MCDVS, was held at the Somerset Inn in Troy. The theme was "Sharing Rainbows." 266 volunteers and 49 directors of volunteer services represented 86 hospitals. The keynote speaker was Betty Mahmoody, lecturer and author of Not Without My Daughter. Four workshops were presented: "Enhancing Volunteers' Image ;" Sue McGough; "Complimentary Medicine," Wanda Manos; "Medicare," Pamela Stewart; and "S.O.S." (save our sanity), Nancy Seguin DVS and Julie

VanderNoot DVS. The closing speaker was Florine Mark, President and CEO of Weight Watchers

International. Banquet entertainment was Fiddlers Philharmonic, a spectacular presentation by students from

Saline High School. This conference was the work of a committee composed of members from both MAHA and MCDVS and the result of a two-year planning period. A post-conference evaluation meeting was held by the committee in December. While all agreed the conference was a great improvement over our first attempt to work together, consensus was that education is not the common bond between the two organizations. It was suggested that double-track workshops be considered for future planning and that the conference site be selected as best location rather than following the MAHA district rotation system. Every three years was deemed a practical time frame for a combined meeting, with a planning committee in place by spring and the conference held in the fall one year later. A final decision will be made by the respective boards in place at commitment time.

The MAHA Gift Shop Seminar was held in April in Traverse City at the Holiday Inn. Speakers included

Dawn Landry of Purchasing Power Plus with "Increasing Your Bottom Line," our own Past President Virginia Washington, and Judi Baxter with "ABC's Of Visual Merchandising" and "Creating Legendary Customer Service." Round-table discussions covering 14 topics allowed for great networking opportunities. A wine and cheese reception and an ice cream social were hosted by Connors Creative Gift Shows. The program was very well received by those who attended; however, the number of registrants was at an all-time low with 130 volunteers representing 46 hospitals. It seems necessary to re-evaluate this educational offering in light of poor attendance.

The Day At The Capitol was a successful event again this year. Peter Hughes, Vice President Marketing, Planning & Community Service at Gunderson Lutheran Hospital in LaCrosse, Wisconsin, was the guest speaker. The Balanced Budget Amendment, funding for Medicare and Medicaid, and slow reimbursements for hospitals were major issues this year. Three hospitals closed and others are curtailing services such as obstetrics and free community screenings. Alliances and mergers continue.

The theme for the Annual Meeting was "The Other Side Of 2000." Speakers were Robert Tagatz with tales of Grand Hotel as keynoter, David Seaman pinch- hitting for Brian Peters with "Michigan Health Care Strategic Forecast," and Patti Magyar with "Heroes of the Hospital Rising to the Challenges of Hospitals in 2000."<sup>11</sup> Our closing speaker was Faith Roberts, RN, with "It's In Every One Of Us." A skit on boardsmanship featuring our own members and David Seaman as parliamentarian and entitled "The Good, The Bad, and The Ugly," filled the theater. 82 hospitals were represented by 324 volunteers.

Bylaws changes reducing the MAHA Board by two positions were presented for the approval of the membership at this meeting. The duties of the MAHA Representative to MCDVS will be reassigned as needed at the discretion of the president to another board position. Financial support and committee assignment were withdrawn for the position of MCDVS Representative to MARA.

It was clearly stated that a representative from MCDVS would be welcome to attend MABA Board meetings at their expense. Also passed was clarification of MAHA Board service limits of six years with noted exceptions. In addition, a request was made of the membership for permission to form a work group to study the possibility of a name change for the MAHA. This work group will be composed of representatives from all six districts and receive guidance from MAHA. There is growing concern nationally that the term "auxilian" hampers our efforts to recruit.

An ad hoc committee was formed following notification of MCDVS of the MAHA's intent to submit changes to bylaws regarding the two representative positions to the membership for vote at Annual Meeting. This committee will be composed of the 1999-2000 presidents, presidents-elect, and representatives and will study the issues of support and communication between the two groups. Suggestions will be presented to both boards by December 1, 2000. The MARA has taken steps to include the full MCDVS membership in mailings of meeting registration materials and our newsletter HIGHLIGHTS. These materials will keep MCDVS informed about the who, what, when of MABA and eliminate the need for representatives at most meetings. Cost savings to MAHA will be channeled into membership education.

The Annual Report for this year contained information for 124 auxiliaries. 3,085,865.61 hours given were reported, \$10,211,191.08 earned for hospitals, and \$242,289.00 donated to

scholarships, etc. This report indicated fewer volunteers worked more hours and raised more money for hospitals. While the numbers were at an all-time high, without an increased membership a downward spiral would seem inevitable. The MAHA has made a commitment to involvement in the AHA's Image Task Force to address the recruitment and retention issue.

In May, the president and president-elect were sponsored by MHA to attend the Volunteerism Super

Conference held in Lansing. This event is held every two years; this is the first time the MAHA has attended. More than 12,000 volunteers from a wide variety of volunteer organizations attended over sixty workshops covering ten educational tracts. This meeting offered much of value; however, we were most impressed by the diversity evident. All ages, ethnic backgrounds and the handicapped were present. The conclusion was clear that MAHA must change recruiting strategy to interest those we say we cannot reach.

Our commitment to making whatever changes we must is strong. The MAHA has a history as a progressive and vital organization. We are determined to succeed.

#### **2000-2001—Lydia Weeks, Foote Memorial Hospital, Parma**

The year 2000 - 2001 began with the MAHA Board Retreat at DeWitt. Judy Green of Lansing was the keynote speaker. In place of additional outside speakers for the remainder of the retreat, the time was silent in networking among members and holding committee meetings. The extra time allowed for networking provided an excellent opportunity for bonding among board members and was strongly endorsed by the board members.

Since the Fall Conference was to be held at Sault Ste. Marie in the Upper Peninsula, the meeting date was moved to September to insure good driving conditions. The weather was beautiful and the conference was well attended with close to 300 registrants. The keynote speaker was Steve McCurley whose topic was: "The Sleeping Giant: Alternative Futures for Hospital Volunteers." Nadra Havicon closed the meeting with her presentation "Healing Begins Within." Four Concurrent workshops were held in the morning and again after a lunch break. All were well received and many continued with after-session networking.

The MAHA Annual Report showed that 123 auxiliaries reported 25,000 volunteers who contributed nearly 3 million volunteer hours Close to 10 million dollars were donated to the hospitals with an additional 500,000 earmarked for scholarships

MAHA again cooperated with MHA for the annual Harvest Gathering During the last two years the MHA and its members have contributed approximately \$137,000 and more than 318,000 pounds of food to help the people of local communities This is a project which the MAHA will undoubtedly continue in the years ahead.

The Day at the Capitol had a date change which contributed somewhat to a reduced attendance; however the day proved to be a success. This year, we met on March 27. The keynote speaker was unable to appear and was replaced by an excellent speaker who gave an excellent presentation.

The MAHA Annual Meeting was once again held at the Grand Motel on Mackinac Island. This year the days of the meeting were changed to Tuesday through Thursday rather than Wednesday to Friday. The change was quite successful and did not seem to affect the attendance. Over 300 people were in attendance. Speakers at the conference were: Joel Milgrim of CASA who spoke on the subject of diversity emphasizing that "One Size Doesn't Necessarily Fit AU." Chip Madera closed the three-day conference speaking on "Burnout" as it affects volunteers as well as others. MHA Brian Peters and Battle Creek Health System Vice President, Mark Crawford, spoke on healthcare problems of the present day. A skit was also offered by the MAHA Board members directed to some of the common problems facing auxiliary officers. The MAHA officers for the year 2001-2002 year were installed by Don Fletcher, Chairman of the MHA Corporate Board.

### **2001-2002—Mary Alice Kalmbach, Chelsea Community Hospital, Grass Lake**

The year 2001-2002 began July 10-12, 2001 with the MAHA Board Retreat at DeWitt followed by the first board meeting of the year. The retreat enabled us to become more effective with our communication styles. We reviewed all job descriptions. The retreat allows board members to become acquainted and to begin establishing a work relationship for the coming year.

The tragedy of September 11, 2001, acts of terrorism to our country made the word "volunteers" take a more profound meaning. Never in the history of our country have volunteers taken on more tasks in all fields, especially in our hospitals.

The Fall Conference was held in Grand Rapids, Michigan, on October 23-25, 2001. The theme for the conference was Western with our opening speaker and entertainer, Ladonna Gatlin having to alter her original speech due to the events of September 11, 2001, making it a very patriotic and thought-provoking event. Dan Wakeman, CEO of War Memorial Hospital, Sault St. Marie, spoke on "Who's Going to Pay". We offered five (5) workshops. Giftshop Panel, Running a Meeting, Recruiting, Fund Raising Panel, and Customer Service. Our closing speaker was Attorney General Jennifer Granholm. There were 291 attendees, 38 first timers, and 75 hospitals attending.

On October 25, 2001, the Executive Board met with Marlene Hulteen and MHA Web Master Charlie Johnson to establish the MAHA Web Site.

MAHA again cooperated with MHA for the Annual Harvest Gathering that was a record breaking success. The total collected was 235,641 pounds of food and \$39,159 contributed. This year's success was largely due to the work of thousands of auxiliary members in our member

hospitals. They worked tirelessly to plan and conduct food drives throughout the State said MHA President Spencer Johnson.

The Day At the Capitol was well attended and the format was changed with the members going to meet their representatives at their offices instead of the representatives coming to us. It was well received.

The MAHA Annual report showed that 121 auxiliaries reported 26,103 volunteers who contributed nearly 2,968,304 volunteer hours with \$8,716,691 donated to the hospitals with an additional \$348,126 earmarked for scholarships.

The theme for the Annual Meeting was “Somewhere In Time—Volunteers This Is Our Time”. The Keynote Speaker was C. Duane Dauner, President of California Healthcare Association Healthcare Forum moderated by David Seaman, Vice President of MHA; Panel member Dan Wakeman, CEO War Memorial Hospital on the Healthcare Worker Shortage; Prescription Drug Crisis by Dr. Teresa Kreiger Burke of Pfizer Pharmaceuticals; HIPPA—How Does it Impact Volunteers, by Kim Commins, Attorney; Gift Shop Round Table Island Cottage Tour and Hotel Kitchen Tour were also offered. The closing speaker was Mary McBride, humorist and motivational speaker.

David Jahn Chairman of the Corporate Board, installed the officers for the year 2002-2003. Seventy-nine (79) hospitals were represented by three hundred twenty-three (323) attendees, with seventy-five (75) of attendees being first timers.

With updating the HAP Handbook and getting our web site on board, our auxiliaries also worked very hard to get enough signatures to be able to put the tobacco settlement on the ballot for the public to vote on in the November election, and contributed money to Health Pac so that we could meet the challenge of attaining our goal.

A special tribute document was signed and dedicated to commemorate the Michigan Association of Hospital Auxiliaries and the Directors of Volunteer Services in their commitment to MHA support of the Michigan Harvest Gathering. The document was signed by Governor John Engler and State Senator Bill Schuette, declaring April 22, 2002, as Michigan Healthcare Day and June 9—15, 2002, as Michigan Association of Hospital Auxiliaries Education Week. A special letter from the White House signed by President George W. Bush offered congratulations and appreciation for all the many hours and contributions to our hospitals. First Lady Laura Bush and President Bush sent their best wishes for a successful meeting.

This year has been a year of many changes with hospitals closing the workforce shortages, and the Medicare crisis. It is the consensus of all State Leaders that Healthcare is facing a crisis and we must all take an active part in helping our hospitals in any way we can, such as talking to our legislators and state representatives. *Our voices make a mighty roar!*

## **2002-2003—Marilyn R. Beverley, Munising Memorial Hospital, Clyde, Mi**

The 2002-2003 year began with the MAHA Board Retreat in DeWitt, MI. Theme of the retreat, "Growing the MAHA Tree". The retreat was followed by the first board meeting of the year. This time together enabled our 2002-2003 team to bond together for the work ahead. All job descriptions were reviewed. September found us on the road for the Fall Swing Around. During the swing around we gave salute to the "heroes" of MAHA the membership who give to make this organization the success that it is today.

Fall also found us working with MHA on the upcoming election campaign for Proposal 4. Many gave long, hard hours for this cause. Our voices were heard by the public. The awareness for Tobacco Monies to be used for Healthcare as was the intended purpose was brought to the attention of the public and to the administration of the State of Michigan. Many auxiliary members worked long hard hours collecting the needed signatures on petitions to get the proposal added to the ballot for the November 2003 elections.

The Fall Conference was held in Frankenmuth, MI on October 22-24, 2003. The theme for the conference was "Oktoberfest." With record attendance and many attendees commenting, "Best Conference Ever" keep up the good work! Speakers for the conference: Kay Caskey, Judi Baxter, Matt Chambers and Michael Wickett. Workshops included: Accentuate the Positive, Gift Shop 2002, Organize Your Life, and Bio Terrorism. There were 337 attendees at this conference.

MAHA again cooperated with MHA for the Annual Harvest Gathering. The success of this campaign was due largely to the work of thousands of auxiliary members in our member hospitals. They worked tirelessly to plan and conduct food drives throughout the State. It was President Beverley's honor to publicly represent MAHA and MHA at the "kickoff" press conference in Lansing and at the Reception, making the presentation to Senator Schutte from MHA and also accepting recognition from Senator Schutte for both organizations.

A change came this year with the former "Day at the Capitol" which is now known as, "Healthcare

Advocacy Day" with MAHA still accepting a leadership role in this day of events. The format was changed and a team effort was set up by MHA to include a team of organizations so that combined our efforts could make more of an impact on Legislation.

The Star Recognition Program was initiated this year with Auxiliaries receiving a star recognition for their accomplishments throughout the year. Auxiliaries participating will be recognized at the Annual Meeting and Educational Institute in June, 2003.

The MAHA Legislative Director and MAHA Board also initiated the, "Health Pac Campaign 2003" asking that each auxiliary contribute \$1.00 per member hoping to raise a substantial amount for the Health Pac campaign.



The HAP Handbook printing was complete and sold at the Fall Conference. Also, completed and sold this year was the MAHA History, "How It All Began".

The MAHA Web Site, ([www.mahaonline.org](http://www.mahaonline.org)) is an ongoing project and has been a major accomplishment over the past two years and will continue to be vital link between auxiliaries and districts.

The Annual Meeting and Educational Institute were held June 10-12, 2003. The theme of the Annual Meeting and Educational Institute being, "Great Expectations...Grand Volunteers," with speakers being: Susan McFarland, Brian Peters, David Seaman, Kathy Berning, Dan Wakeman and Bob Danzig. A workshop was held for Gift Shops by Russ Bileau of Chelsea Hospital and also for members present a "Grand Hotel Garden Tour" and a "Cottage Slide Presentation" by Phil Porter. Paul LaCasse, D.O., MHA Chairman, installed the officers for the years 2003-2004.

This year and many changes, many struggles and many successes with legislation, hospitals struggling with budget cuts and worker shortages, but the MAHA membership, "Health Care Heroes" once again stepped up to the plate and volunteered when wherever needed.

#### **2003-2004—JoEllen Blandford, Memorial Med Center of West Michigan, Ludington**

The 2003-2004 year began with the MAHA Board Retreat in DeWitt, MI. Theme of the retreat was "Teamwork." Kathy Berning, Sparrow Hospital DVS, and Kim Crisanti, FourSight *Communications, Inc.*, were presenters at the retreat. The retreat was a time for all board members to get to know each other in a more relaxed environment, review job descriptions, and have fun together. An optional computer lesson workshop was offered at the DeWitt Public Schools computer lab. The first MAHA board meeting of the 2003-04 year followed the retreat at the MHA building.

September found us on the road for the Fall Swing Around. Here we communicated all the was happening at the state level, started to lay the foundation for the idea of a name change for MAHA to *Michigan Association of Healthcare Advocates*, and shared what we learned at the September AHASAL conference in Reno. MAHA also participated in the late September kickoff campaign for the Michigan Harvest Gathering campaign.

The Fall Conference was held! in Acme, MI, at the Grand Traverse Resort on October 27-29,2003. The theme for the conference was "55 Years ... illuminating~ the Future." Munson Medical Center partnered with MAHA to give! our gift tote bags for the 55 Anniversary celebration. This was a record attendance of 374 people for an MAHA conference. Speakers for the conference included: Nancy Coey, Bobe McPherson, Rob Casalou, Connie Duke, Chris Goeschel, and Judge Ed Post. Workshops included: "Four Secrets of Communication, "Street Smart," "Gift Shop-Questions/Answers," and "Transforming Healthcare: *Volunteers and Patient Safety.*"

MAHA again assisted with the annual MHA Harvest Gathering. The success of this campaign was due largely to the work of thousands of auxiliary members in our member hospitals. They worked tirelessly to plan and conduct food drives throughout the State. MAHA President and President Elect attended the Michigan Harvest Gathering reception in Lansing at the end of November. Here we accepted the award for MHA as the primary sponsor of Harvest Gathering.

The January Bylaws/Policy committee recommended a name change for MAHA to *Michigan Association of Healthcare Advocates*. The recommendation was approved by the MAHA board, and was passed in June by the entire MAHA membership at the Annual Meeting & Educational Institute, June 9-11, 2004 on Mackinac Island. MAHA again made a commitment to assist MHA with the 2004 HealthPac campaign. The HealthPac message was the main theme of the MAHA President's spring swing-around speech. All six districts responded in kind, and gave generously to HealthPac at the swing-around meetings, and at their respective hospitals. We have committed to making our membership more aware of the importance of HealthPac contributions through communication at the district and local level about HealthPac.

The MAHA website, [www.mahaonline.org](http://www.mahaonline.org), continues to be ongoing project. The website has grown to a very professional resource tool for MAHA members and other interested volunteers.

The Annual Meeting and Educational Institute was held June 9-11, 2004. The theme of the conference was, "55 Years of Grand Volunteers." Speakers for the conference were: Kay Wagner, Bill Berringer, Michael Hash, Lori Latham, Matt Chambers, and Phil Johnson. A gift shop workshop was presented by Mary Roberts of Providence Hospital Medical Centers. A Grand Hotel cooking demonstration, a "History of the Grand Hotel" presentation by Bob Tagatz, were also offered as optional presentations. MHA Chair, Garry Faja, installed the officers for 2004-05. This meeting was a great tribute to MAHA - a strong organization, filled with dedicated and committed members.

#### **2004-2005 Joan Garrett, Providence Hospital/Medical Center, Southfield**

The 2004-2005 year began with the MAHA Board Retreat in DeWitt, Michigan. The theme for the year "Michigan Volunteers Light the World" was continued throughout the retreat. The newly installed MAHA Board participated in team building exercises. Father Larry Dekemy addressed the group with suggestions for effective decision-making.

During the Retreat the MAHA Board members, both newly installed and returning members, engaged in activities to become better acquainted to recognize each other's strengths. Members were encouraged to support each other in all board activities and become a stronger and more supportive Board. Following the Retreat the first MAHA board meeting of the new MAHA year was held at the MAHA building in Lansing.

The MAHA President and President Elect visited the six districts during the fall swing around. We gave the membership an update on the federal and state legislative issues as well as highlights for the upcoming Fall Conference. We also laid the groundwork for the Health Pac campaign and asked each individual present at the swing around district meetings to consider giving generously to the Health Pac.

Representatives from the MAHA Board attended the AHA/SAL meeting in Atlanta. Information gathered from the meeting was shared with the board and used in plans for future MAHA conferences.

The theme for the 2004 Fall Conference was “The Magic of Volunteering”. Attendance was down from the previous year with 250 attendees representing 65 hospitals. Speakers at this conference included Brad Barton, Reverend Rick Cryderman and Dr. Patricia Maryland. The workshops offered at the Fall Conference were: “Open Forum on Volunteer Retention” presented by Thom Britton; “Gift Shop Operation” by Mary J. Hansoft; “Diabetes Workshop and Screening” by Karen Harrison and Rebecca Patterson; “Durable Power of Attorney” by Judy Nichols; “Current Legislative Issues” by Lori Latham; and “How to Surf the Internet” by JoEllen Blandford.

MAHA assisted with the annual Harvest Gathering. Thousands of volunteers continued their work this year to ensure that the food drives within their districts would be a success. The MAHA Board was represented at the Harvest Gathering Reception in Lansing in November, 2004.

The Bylaws/Policy Committee met in January, 2005 and recommended several changes in our bylaws which were presented to the membership in June. One bylaw was not passed. Additional information will be forwarded to the membership and presented to the membership again in order to ensure a smooth leadership transition.

The MAHA Board provided hosts and hostess for the Day at the Capitol in April. The speakers presented the need for continuing our message campaign with our legislators requesting that there be no additional cuts to Medicaid and Medicare.

The MAHA President and President Elect again at the Spring swing around meetings carried the message of the Day at the Capitol meeting to the districts. The Health Pac message was the main theme that was delivered. Again, the membership responded generously.

The MAHA website—“MAHAonline.org.” continued to grow. A paid webmaster was added to keep this site up to date.

The Annual Educational Institute was held June 14-16, 2005 at the Grand Hotel on Mackinac Island. The theme for the conference was “A New Name-A New Vision.” Speakers for the conference were Tim Richardson, Sarah Berk, and Brian Peters. Georgia Fojtasek, Chairman of

the MHA Board of Trustees, and Lori Latham, MHA Director of Political Affairs, installed the officers for 2005-2006. They presented certificates of appreciation for their dedicated service to those board members who were leaving the MAHA Board.

The MAHA continued to grow stronger and continued progress toward a more unified grass roots advocacy network.

### **2005-2006 Robert Kinsey, Crittenton Hospital/Medical Center, Rochester**

The MAHA Board retreat in DeWitt, Michigan launched the 2005-2006 year. The theme for the retreat and year was “A New Name...A New Vision”. The retreat provided key information for new board members and a reminder for returning board members. Gerry Schram, Master Certified Graphoanalyst started the retreat off with a very interesting analysis of famous signatures and handwriting. Board members presented their biography and fellow board members voted for various categories of stories heard. The retreat enabled all of us to get to know each other better and to understand our role in the coming year. The first MAHA Board meeting of the year was held in Lansing following the retreat.

In September and October President Elect Shirley Harris, Legislative Director Frank McGann and I visited the six districts for fall “Swing Around”. We gave the membership an update on the federal and state legislative issues and a quick update of the fall conference. We shared information on the AHA/SAL conference in Minneapolis, Minnesota. The three of us then attended the MHA Board Retreat and Legislative conference at Bay Harbor, Michigan in August to plan our advocacy efforts for the year and other future operations.

The MAHA Fall Conference was held at the Hyatt Regency Hotel in Dearborn with the Southeast District hosting. The theme of the conference was “Team MAHA”. Attendance was down from previous years to 225 attendees representing 55 hospitals due to location. The conference was rated very high by those that did attend. Speakers were Courtney Lawson from MHA, Andrea King Collier, Dan Wakeman and Alyce Comyn-Selby with all speakers rated excellent by attendees. The workshops were conducted by JoEllen Blandford, Carol Sullivan, Dee Lanse’, Alyce Comyn-Selby, Julie Bell and Jillian Mead.

MAHA assisted with the annual MHA Harvest Gathering and made the presentations at two press conferences. The Hospitals collected over 283,000 pounds of food and over seventeen thousand dollars in monetary contributions.

The MAHA was invited to a “tea” with the Governor at her residence in January to present the “Healthcare Volunteers” position on healthcare legislation in the state of Michigan. Health Care Advocacy Day was held on May 10<sup>th</sup> and along with the MHA staff we were able to act as hosts and hostesses. There were extended workshops beyond the speakers and the day was very highly rated by attendees.

The “Spring Swing Around” by President Elect Shirley Harris and myself presented to our members the update of events of the past few months and a review of the upcoming Annual meeting along with the opportunity for members to contribute to the “MHA Health Pac”.

The website, MAHAonline.org continued to grow and the input of the members became more obvious as did the active support and cooperation of our webmaster, JoEllen Blandford, who provided help and assistance to members throughout the year.

The Annual Meeting and Educational Institute was held June 13-15, 2006 at the Grand Hotel on Mackinac Island. The theme was, “It’s Grand Getting to Know You”. Brian Peters, MHA Senior

Vice President provided an “update” on the MHA Advocacy Division. Speakers were Mary McConnack, David Seaman of MHA, Sohini Gupta Jindal of AHA, Gregory J. Golladay, MD and Mary Anne Keck. Bobi McPherson did a workshop on Gift Shops and there was a cooking demonstration along with a presentation on the history of the Grand Hotel. Gerald Fitzgerald, Chairman of MHA and Brian Peters, MHA Senior Vice President, Advocacy Division installed the officers for 2006-2007 and gave the five outgoing board members certificates of appreciation for their dedication and work while on the board.

This year provided the dedicated and outstanding members of MAHA the opportunity to strengthen their advocacy efforts and saw many successes in this endeavor.

### **2006-2007 Shirley Harris, North Ottawa Community Hospital, Grand Haven**

The 2006-2007 year began with the MAHA Board Retreat, July 18-20, 2006 at St. Francis Retreat

Center in DeWitt, MI. The theme was “Sparky and our MAHA Gang”. We stayed in Bethany House by popular request Judeth Tamar Newham, Chief and Facilitator for MHA Excellence in Governance Fellowship, was our facilitator. The retreat was a time for all board members to get acquainted in a more relaxed environment, review job descriptions, and share camaraderie and friendship. The first MAHA Board meeting of the 2006-2007 year followed the retreat at the MHA building in Lansing.

August was the month for the MHA Governmental Relations Retreat at Grand Traverse Resort. This was attended by the MAHA President, President-Elect, Legislative Advocacy Director and the six district Legislative Chairmen. It was held August 2-4, 2006. The MHA Board retreat and orientation was also held in August at Grand Traverse Resort. The MAHA President and President Elect attend all MHA Board meetings throughout the year.

September was the beginning of the six district’s fall swing-around meetings. President Elect Barbara Bergin, Legislative Advocacy Director, SueAnne Warner, MHA’s Lori Latham and I traveled around the state attending meetings. This gave us the opportunity to communicate all that

was happening at the state level and shared what we learned at the AHASAL conference in Philadelphia PA. We presented an update on the federal and state legislative issues and encouraged members to attend the fall conference.

The 58<sup>th</sup> Annual Fall Conference “Soaring to New Heights” was held at Soaring Eagle Hotel and Conference Center, October 17-19, 2006 in Mt. Pleasant, Speakers and Presenters included: Lori Latham, MHA; David Finkbeiner, MHA; Thom Britton, “Vendor Extravaganza”; Tim Wright, keynote; JoEllen Blandford computer workshop; Vanessa Robar, gift shop workshop; Dr. Michele Loewe, Homeopathic Medicine workshop; and Gail Riley, closing. 291 attendees were registered with 47 first timers. There were 28 outstanding vendors. This was the first time we held a conference at Soaring Eagle and we have signed a three-year contract rather than go to different districts.

MAHA again assisted and participated in the kickoff campaign for the Michigan Harvest Gathering. Barbara Bergin and I attended the Harvest Gathering press conference at the “Palace”. Members collected food at individual hospitals, district meetings and at the fall conference. The food boxes from the fall conference went to Potters House Food Bank.

The January Bylaws/Policy committee recommended minimal changes to bylaws and policy. The change was “wherever the word Auxiliary or Auxiliaries Volunteer Organizations”. Several hospitals have replaced the word Auxiliary with the word Volunteer and we felt this was in keeping with that change. The recommendations were approved by the MAHA Board and passed in June by the entire MAHA membership at the Annual Meeting & Educational Institute.

MAHA participated in the MHA Health Care Advocacy Day April 24, 2007 at Lansing Center. We assisted with the host/hostess jobs at registration and acted as the hospitality committee. There were speakers, workshops and lunch with your legislator or representative. We are always grateful to have this chance to help MHA.

Spring brought the district swing-around installations and Barbara Bergin and I attended all the meetings. We gave members an update of the events of the past months, told them about our trip to the CAHHS conference in California, and gave a review of the June Annual Meeting. MAHA has made a commitment to assist MHA with the 2007 Health Pac campaign. We brought the blue donation cards with us to all swing around meetings. We want to make our membership more aware of the importance of Health Pac and how the money helps hospitals.

We encouraged all members to use our and website: [www.mahaonline.org](http://www.mahaonline.org). We are very proud of our webmaster, and past MAHA President, JoEllen Blandford who was chosen as the Chair of the American Hospital Association's State Auxiliary Leaders' *Committee on Volunteers*. Our site has continued to grow under her supervision and more and more people are clicking on to learn of district events, gather information and to see what's new.

The Annual Meeting and Educational Institute was held June 12-14, 2007 at Grand Hotel on beautiful Mackinac Island. The theme was "Treasure Island" which fit perfectly with our hospital volunteers and the lovely island. Our keynote speaker was "Memory Videos", Extraordinary Awards recipients, Jean Reed & Kris Westphal. Joann Contorno was the motivational and hilarious closing speaker. Brian Peters and Lori Latham from MHA also had presentations along with Kathy Berning. Workshops included: Joann Contorno, Pathway to Passion; Dr. Mary Hines, Poisons in Your Home; Ashley Shankooi, Diabetes; and Mary McHenry & Andrea Frederick, Stroke Information. A hospitality area was offered for early attendees along with a garden tour.

The evening MAHA Installation banquet was as lovely as ever. David Seaman led the ceremony with assistance from Brian Peters and Lori Latham. Seven (7) retiring MAHA Board members were presented Certificates of Appreciation. Barbara Bergin (SED - Milford), guest of honor, was installed as the new MAHA President 2007-2008. Vicki Chatland (ECD - Midland) moved up to President Elect and Mary Lou McFadden (SWD - Jackson) was installed as Vice President Education.

The following week Barbara Bergin and I attended the MHA Annual Meeting back on Mackinac Island. The MAHA report was presented.

As a personal note I would like to say thank you for this opportunity. What a wonderful group of people who serve on the MAHA Board and the MHA Board. The most important part of the year for me was the camaraderie and friendship. It has truly been an honor and privilege.

### **2007-2008 Barbara Bergin, Huron Valley-Sinai Hospital, Commerce**

The 2007-2008 year began with the MAHA Board Retreat, July 10-12, 2007 at Bethany House, St. Francis Retreat Center in DeWitt, MI. Our keynote speaker was Grandma Janet Mary speaking on her book, *Ten Lessons Learned*. The retreat provided a time for all board members were guests at the home board members to get acquainted in a more relaxed environment. The board members were guests at the home of Brian Peters where a surprise birthday party was held for me. The first MAHA Board meeting of the 2007-2008 year was held Thursday, July 12, 2008, at the MHA building in Lansing.

The MHA Governmental Relations Retreat was held July 31—August 3, 2008, at Grand Traverse Resort. This was attended by the MAHA President, President Elect, Vice President Education, Legislative Advocacy Director and the six district Legislative Chairmen. The MHA Board retreat and orientation was held August 12-14, 2007, at Grand Traverse Resort and was attended by the MAHA President and President Elect. The MAHA President and President Elect attended all MHA Board meetings throughout the year and the MAHA President prepared a report on MAHA activities for each meeting and presented it to the MHA Board.

September was the beginning of the six district's fall swing-around meetings. President Elect, Vicki Chatland, Legislative Advocacy Director, Sue Anne Warner, MHA's Lori Latham and I traveled around the state attending these meetings. This gave us the opportunity to communicate all that was happening at the state level and to share what we learned at the AHAISAL conference in San Antonio, Texas. Sue Anne and Lori presented an update on the federal and state legislative issues and Vicki encouraged members to attend the fall conference.

The 58<sup>th</sup> Annual Fall Conference "Who Are You?" was held at Soaring Eagle Hotel and Conference Center, October 16-18, 2007, in Mt. Pleasant. Speakers and presenters included: Lori Latham, MHA Update; Lydia Ramsey, "Manners That Sell—Customer Service for Volunteers"; Workshops: Lydia Ramsey, Manners; JoEllen Blandford, computer tips; Fundraising/Recruitment; Cindy Jones, Gift Shop intensive session (3 hours); and closing speaker Dane Wysocki, "Taking What you do Seriously While Taking Yourself Lightly". 340 attendees were registered with 44 first timers and 56 one-day attendees. There were 30 Vendors with 7 of them new and 59 tables were sold.

MAHA again assisted and participated in the Michigan Harvest Gathering. Members collected food at individual hospitals, district meetings and at the fall conference. The food boxes from the fall conference went to Potters House Food Bank. Vicki Chatland and I attended the Harvest Gathering Luncheon in Lansing and accepted an award for MAHA.

MAHA participated in the MHA Health Care Advocacy Day April 22, 2008, at Lansing Center assisting with registration. The Governor of Michigan, Jennifer Granholm, addressed the group. Other speakers were Bill Ballenger and David Finkbeiner. The meeting concluded with lunch with the district legislators or representatives. MAHA is always pleased to have this chance to help MHA.

Spring brought the district swing-around installations and Vicki Chatland and I attended all the meetings. We gave members an update of the events of the past months, told them about our trip to the AHA Annual Meeting in Washington, DC, and gave a review of the June Annual Meeting. MAHA has made a commitment to assist MHA with the 2008 Health Pac campaign. We brought the donation cards with us to all swing around meetings. We want to make our membership more aware of the importance of Health Pac and how the money helps hospitals.

The Annual Meeting and Educational Institute held June 10-12, 2008 at Grand Hotel on beautiful Mackinac Island. Since this year was the 60<sup>th</sup> anniversary of the building of the Mackinaw Bridge, we chose the theme "Bridging the Past with the Future through Volunteers". Our keynote speaker was Dr. Jeff Garrett, PhD. Due to a death in the family, our closing speaker, Dr. Chris Pogliano, had to cancel and he was replaced by Bob Tagatz, Grand Hotel Historian. David Finkbeiner, Vice President Adocacy, MHA and Mr. Michael Hingson were also speakers. Workshops were led by



Margot Beckerman, “Have You Heard?”; Jennifer Lenon & Heath Finn, “Exercise and You”; and Anita Woodward, “How to Conduct a Productive Meeting”. The conference was very well received by those in attendance.

The evening MAHA Installation banquet was as lovely as ever. Richard Breon, President and CEO, Spectrum Health and Chairman of the MHA Board of Trustees, led the ceremony with assistance from Lori Latham. Three (3) retiring MAHA Board members were presented Certificates of Appreciation. Vicki Chatland (ECD-Midland), guest of honor, was installed as the new MAHA President 2008-2009. Mary Lou McFadden (SWD\*Jackson) moved up to President Elect and Catherine Crimmins (UPD-Marquette) was installed as Vice President Education.

The following week Vicki Chatland and I attended the MHA Annual Meeting back on Mackinac Island. An MAHA report was presented at this meeting.

As a personal note I would like to say thank you for this opportunity. What a wonderful group of people who serve on the MAHA Board and the MHA Board. The most important part of the year for me was the camaraderie and friendship. It has truly been an honor and privilege.

#### **2008-2009— Vicki Chatland, MidMichigan Medical Center, Midland**

The 2008-2009 year begin with the MAHA Board retreat in De Witt, Michigan July 2008. This was the time for both new and old board members to get to know each other and to come together as a team for MAHA. The first MAHA Board meeting for 2008-2009 year was held in Lansing following the retreat.

The MHA Government Relations Retreat was held July 29 through August 1, 2008 at the Grand Traverse Resort & Spa. There was a lot of dialogue between MHA, MAHA and the MCDV’s that focused on how to get legislative information to all volunteers in the most effective way possible.

At the September MAHA Board Meeting, Clark Ballard, MHA VP Member Relations reported on organizational changes at MHA that would directly affect MAHA. September was also the beginning of the six district’s fall swing-around meetings. President Elect, Mary Lou McFadden, Legislative Advocacy Director, Sharon Flewelling, and MHA’s Lori Latham and I traveled around the state attending these meetings. This gave us the opportunity to communicate all that was happening at the state level and to share what Mary Lou and I learned while attending the *AHNSAL* conference in Anaheim, Florida.

MAHA celebrated their 60<sup>th</sup> Anniversary this year and kicked it off in a big way at the Annual Fall

Conference. The theme was “Denim & Diamonds”. Tuesday night was a good old-fashioned country hoe-down complete with everyone wearing “denim” and line dancing lessons.

Wednesday night was our “Diamond” evening and everyone was decked out in all their best. The Past MAHA Presidents in attendance were honored by being individually introduced and escorted down the “Red Carpet” to their seat for the banquet. Who better to entertain at the banquet than the King ... Elvis himself! A diamond pendent raffle was held, which raised \$840.00 in profit which was donated to Harvest Gathering. A challenge was issued to all attending the Fall Conference “60

Years ... 600 Lbs. of Food” for Harvest Gathering. 686 lbs. of food was received and donated. Special 60<sup>th</sup> Anniversary gifts were given to all conference attendees.

A corporate account was established with Enterprise Car Rental along with a corporate account for conference calls with AT & T. More executive committee meetings were held via of conference calls.

In lieu of Christmas gifts to MHA Staff, a donation of \$250.00 was made to Harvest Gathering in the names of those people at MHA that normally receive a Christmas Gift from MAHA.

Healthcare Advocacy Day was held April 1, 2009 at the Lansing Center. Once again the MAHA Executive Committee along with the Legislative Advocacy Director assisted with registration.

Spring brought the District Swing Around Installations and Mary Lou McFadden and I attended these meetings. We gave the members an update from the AHA/SAL Annual Meeting in Washington, which Mary Lou McFadden and I attended. MAHA made a commitment to assist MHA with their 2009 Health PAC Campaign. Mary Lou discussed the importance of donating to Health Pac and asked for donations by providing all attendees with donation cards.

Two new links were added to the MAHA Website-“News You Can Really Use” which will enable volunteers so network online with other volunteers about any topic and “Basics of Bylaws & Policies” in an effort to help with questions regarding parliamentary procedure.

The 60<sup>th</sup> Annual Meeting and Educational Institute was held June 9-11, 2009. The theme was Volunteers and Lilacs- 60 Years of Blooming. Our opening speaker was Larry Parel, spoke on the history of the Lilac Festival on Mackinac Island. David Finkbeiner, from MHA talked about the current political issues and our keynote speaker, Wendy Biro-Pollard spoke on the challenges facing volunteers today. There were three workshops: Endoscopies Made Easy present by Dr. James A. Surrell from Marquette General Health System, Is it Time to Move Beyond the Nominating Committee Process? Presented by Wendy Biro-Pollarad C VA and Cataract Surgery: Past, Present and Future presented by Dr. Tim Barron from North Ottawa Hospital. Our closing speaker was Dr. Chris Pogliano from Grand View Clinic, Ironwood who spoke on Volunteering for Your Health. Who held Certificates of Appreciation from Vicki Chatland,

MAHA Counselor and David Finkbeiner, MHA. Mary Lou McFadden (SWD – Jackson), guest of honor, was installed as the new MAHA President 2009-2010. Cathy Crimmins (UPD-Marquette) moved up to Present Elect and Betty Bierman (WCD-Grand Haven) was installed as Vice President Education.

There were 163 attendees, 27 of which were first timers. Both Sparrow Hospital in Lansing and St.

Joseph Health System, Tawas were recognized for their infant Massage Program and St. Joseph Health System received their award for raising \$29,088 in profit for the hospital through their Harley Davidson Raffle.

The following week, Mary Lou McFadden and I attended the MHA Annual Meeting back on Mackinac Island. An MAHA report was presented at this meeting.

### **2009-2010-Mary Lou McFadden, Allegiance Health, Jackson**

The 2009-2010 year began with the MAHA Board Retreat (Summer Scrimmage), July 4-15, 2009 at Bethany House, St. Francis Retreat in De Witt, Mi. The retreat provided a great time to get acquainted with the 11 new board members. It was nice to have many of our returning board members there to help mentor and acquaint the new ones with MAHA policies. The first MAHA Board Meeting was held on Thursday, July 16<sup>th</sup> 2009, where all members participated.

The MHA Government Relations Retreat was held in Lansing, at the Lansing Country Club on July 29. This was attended by the MAHA President, President Elect, Legislative Advocacy Director and the six district Legislative Chairmen. The MAHA President attended all of the MHA Board Meetings and prepared a report on MAHA activities.

September began the fall swing around meetings to all the six districts, President elect Cathy Crimmins, Legislative Advocacy Director, Karen Keesecker, MHA's David Finkbeiner and Stacy Dowdy and I traveled to these meetings. Legislative issues of both state and federal interest were discussed. Cathy also reviewed the program for the fall conference and reviewed the program for the fall conference and encouraged members to attend. President elect Cathy Crimmins and I attended the AHVRP/SAL Meeting in Phoenix, Az. And we were able to share ideas that we brought back from the conference with the district meeting attendees.

The 61<sup>st</sup> Annual Fall Conference "Hats off to Volunteers" was held at Soaring Eagle Conference Center, October 20-22, 2009 with members of the North Central District acting as hosts and hostesses. Judge Sara Smolenski started us off on the first evening with her presentation "Humor-Try It, You'll Like It"! After breakfast on Wednesday morning David Finkbeiner, Senior Vice President of Advocacy MHA gave us an update on healthcare issues in Michigan. The morning continued with Dawnee Blakeslee, "Face to Face Communications ... The Almost Lost

Art”, JoEllen Blandford, Computer Tips, Tricks and Secrets III, Michaeline Raczka, Ground Rules-Facilitating Successful Meetings” and Marge Johnson, Gift Shop intensive (3Hour) “Customer-Centered Strategies and Solutions for Gift Shops”. The conference ended with the closing speaker Carol Moore, “Correcting WWOL (Working Without Laughter Syndrome)” There were 226 attendees and 21 first timers. There were 28 vendors and we welcomed 7 new exhibitors.

MAHA again assisted and participated in the Michigan Harvest Gathering. At the Fall Conference a diamond tennis bracelet was raffled off and the proceeds (\$733.00) were donated to Michigan Harvest Gathering along with 808 pounds of non-perishable food that was donated by the attendees and given to the Food Bank of Eastern Michigan.

Vicki Chatland and I attended the Harvest Gathering Luncheon and accepted an award on behalf of MAHA. At the MAHA Board Meeting on January 7, 2010. Brian Peters from MHA spoke to us regarding a start on a Strategic Plan for our organization. Brian will continue to facilitate and guide us this very daunting endeavor.

I was privileged to be in attendance at Governor Granholm’s State of the State Message on February 3, 2010, and attended an afterglow reception at her home that same evening.

MAHA participated in the MHA Health Care Advocacy Day March 24, 2010, at the Lansing Center assisting with registration and other duties that were assigned. The meeting concluded with lunch with the district legislators or their representatives. This is always a pleasure for MAHA to be involved in the very important day.

Spring brought the district swing-around installations and Cathy Crimmins and I attended all of the meetings. We gave members an update of the events of the past months and reviewed my trip to Washington, DC where I attended the annual AHA Meeting and also the SAL Meeting. Health Pac was discussed at the district meetings and donation cards were distributed. We discussed how important Health Pac is to our hospital and how the money helps.

The Annual Meeting and Educational Institute was held June 8-10, 2010, at Grand Hotel on beautiful Mackinac Island. The theme was “Michigan My Michigan” so we brought speakers in from our wonderful state OF Michigan. Our keynote speaker was Dianna Sampler who spoke about “Michigan Ghostly Beacons” the many lighthouses that cover our coastlines. David Finkbeiner. Vice President Advocacy, MHA and Dr. Gary Dubisky were also speaker. A special guest was Barbara Stephen from St. Joseph Mercy Hospital-Oakland who spoke about the H.A.V.E. Award that her hospital won for their Volunteer In-Service Program, “No One Dies Alone”. This was a very moving presentation. Workshop presenters were Dr. Dubisky, “Alzheimers”, Dr. Paul Raphaelian, “The Aging Eye” and Susan Blair “Eating Right” After the workshops a one time presentation of skit titled “The Good, The Bad and The Ugly Board

Meeting” was presented by our MAHA Board. Our closing speaker was Freda Waara who spoke about “Teamwork” and how teamwork helps accomplish the impossible.

The evening MAHA Installation Banquet was as lovely as ever, Frank Sardone, President and CEO, Bronson Healthcare Group and Chairman of the MHA Board of Trustees, led the ceremony with assistance from David Finkbeiner. A Welcome message from MHA was given by David Seaman. Seven retiring board Members received Certificates of Appreciation, but due to illness there were only four present those being Carolyn McDonald (UPD), John Boes (SED), Chris Ainslie (UPD) and Gail Riley (WCD). Cathy Crimmins, guest of honor was installed as the new MAHA President 2010-2011, Betty Bierman (WCD-Grand Haven) moved up to President Elect and Sharon Flewelling (NCD-Cadillac) was installed as Vice President of Education.

Two Weeks after the installation of the new MAHA Officers, Cathy Crimmins and I attended the MHA Annual Meeting on Mackinac Island. An MAHA report was presented at this meeting and I presented the MAHA Annual Report to Frank Sardone, MHA Board Chairman.

This was a great pleasure for me to serve as your MAHA report was presented at this meeting and I presented the MAHA Annual Report to Frank Sardone, MHA Board Chairman.

This was a great pleasure for me to serve as your MAHA President for the past year. Have come in contact with some wonderful people and I cannot help but express my gratitude for the courtesies shown me by the MHA Board and the MAHA Board. It has been a true privilege to serve you. Thank you for the opportunity.

### **2010-2011—Cathy Crimmins, Marquette General Health System, Marquette**

The MAHA Board Retreat was held July 13-14, 2010 at Bethany House, St. Francis Retreat Center, DeWitt, MI. This was a time for all Board members to get acquainted in a more relaxed environment. Brian Peters, from MHA facilitated the Strategic Planning session to start the Retreat. The first MAHA Board meeting was held Thursday, July 15, 2010 at the MHA Building in Lansing.

The MHA Governmental Relations Seminar was held on Friday, July 30, 2010, at The Henry Center in Lansing. MAHA President, President Elect, Legislative Advocacy Director and the six District Legislative chairs were invited to attend. The MAHA President and President Elect attended all the MHA Board meetings throughout the year and the President prepared a report on MAHA activities for each meeting.

In September, the President Elect and I attended meetings in all six Districts during swing around. We had an opportunity to communicate all that was happening at the state level to the local attendees. Betty reviewed the program for the Fall Conference and urged all to attend.

The 62<sup>nd</sup> Annual Fall Conference, “Volunteers Leave Their Footprints”, was held at Soaring Eagle Conference Center in Mt. Pleasant with SWD serving as hosts, on October 19-21, 2010. Speakers and presenters included: John Otterbacher - “What Dying Taught Me”; David Finkbeiner - MHA update; Jeanne Sexson - “Lighten Up and Live”; Workshops: Jeanne Sexson - “Humor, Change and Opportunity”; Mary Lou McFadden - “Leadership”; Jeanette Havel and Betty Bierman - “Accessing Our Website”; Anne Obarski - “Retail Gift Shops”; and Paul Koniarz - “The Laughter Factor”. There was also a networking session sharing special projects that each of the six Districts are involved in. There were 279 attendees, including 39 first timers, and 38 vendors (14 were new).

MAHA again assisted and participated in the Harvest Gathering. A check was presented for over \$600.00 from a bracelet raffle, held during the conference, along with over 700 pounds of food donated by Fall Conference attendees. Betty Bierman and I attended the Harvest Gathering luncheon and accepted an award for MAHA’s participation. In lieu of Christmas gifts to MHA staff, a donation was made to Harvest Gathering in the name of those people at MHA that normally receive a Christmas gift from MAHA.

In March, Alma Bershas, conference coordinator, and I each paid to attend the SDVSHO Conference in Louisville, KY. This was a very well-organized conference put on by the Southeastern states. We were able to bring back many new ideas and potential vendors and speakers.

In April, I attended the MHA Board meeting, in Washington DC, followed by the AHA/SAL meeting. The speakers were excellent and Allegiance Health System, in Jackson, was awarded the Foster G. McGaw Prize. MAHA Past President, Barbara Bergin presided at the SAL meetings as AHA committee on Volunteers Chairperson.

May 4, 2011 was the date of Healthcare Advocacy Day. It was held in the Lansing Center. MAHA executive committee, assisted with registration. The speakers included Lieutenant Governor, Brian Calley and John Bebow, from the Center for Michigan. We had lunch with our district legislators or their representatives.

May brought spring swing around meetings in all six districts, attended by myself, Betty Bierman and Pat Sampsel, MAHA Legislative Advocacy Director. I gave an update on the AHA/SAL meeting I had attended, Pat updated them on the state legislative picture, and Betty discussed the importance of our participation in HealthPac. She also previewed the Annual Meeting agenda at the Grand in June and encouraged everyone to attend.

The 62<sup>nd</sup> Annual Meeting and Educational Institute was held at the Grand Hotel on Mackinac Island, on June 14-16, 2011. The theme for the conference was “Volunteers Make a Difference”. Speakers and presenters included: Carole Bridges - “But I’m Just a Volunteer”; Dr. Kevin

Anderson, MD - “Healthcare Reform From the Perspective of a Family Physician”; Workshops: Carole Bridges - “The What, Why and How of Providing Emotional Support to Patients”; MHA/MAHA - “Advocacy-Say What?”; Adam Horski - “Container Gardening”; Grand Hotel - “Flower and Garden Tour”. The closing speaker was Maureen Burns - “Looking and Laughing at Life”. Genesys Regional Medical Center was acknowledged as a recipient of the EverGreen Award from AHA at their Annual Meeting. There were 129 attendees, including 29 first timers, and 25 guests. I was unable to attend the conference due to a death in my immediate family, so Betty Bierman presided at the business meeting. Mary Lou McFadden helped with the installation of the new Board.

At the end of July, Betty and I attended the MHA Annual Meeting, also held at the Grand Hotel. I presented my final MAHA report to the Board of MHA, and introduced Betty Bierman as the incoming President of MAHA.

I would like to thank everyone for the opportunity to serve MAHA as President this past year. The friendships and helpfulness shown by all made the year an enjoyable learning experience.

### **2011-2012—Betty Bierman, North Ottawa Community Hospital, Grand Haven**

The 2011-2012 year began with the MAHA Board Retreat, July 12-14, 2011 at St Francis Retreat Center in De Witt MI. The theme was “Rooted Together”. We stayed in Bethany House. It was a time for the new board members to get acquainted with each other by eating together, review job descriptions, and sharing experiences with each other. The first MAHA Board meeting of 2011-2012 followed the retreat at the MHA building in Lansing.

The MHA Government Relations meeting met in Lansing. The MAHA president and president elect attended MHA board meeting during the year. The president presented a report of MAHA activities at each MHA Board meeting

September was the beginning of the six district’s fall swing-around meetings. President Elect-Sharon Flewelling, Stacy Dowdy from MHA and I traveled around the state attending these meetings. This gave us a chance to share what was going on in MAHA, talk about the Fall Conference and encourage members to attend. Stacy gave us the latest legislative update.

The Fall Conference “Volunteers Are Super Heroes” took place at the Marriott Hotel in East Lansing on October 18-20, 2011. The opening speaker was John O’Leary. Wednesday brought us

David Finkbeiner and Stacy Dowdy for the MHA Update, “Reinventing Michigan” by John Bebow. Workshops on Wednesday were “Obesity” by Dawn Ewald, “How to Grow Your Board” by Mary Lou McFadden, “Protect Yourself: Identity Theft” by Stephanie Anthony, “Retention”

by Sally Vajda and Lisa Zietlow, and Randy Overly speaking on “How to Select a Vendor”. The work shops were followed by a networking session “How to Adapt to Change”

MAHA again participated in the Michigan Harvest Gathering. Sharon Flewelling attended the celebration gathering in Lansing and received an award for MAHA participation in gathering food and money for the food banks of Michigan.

The MAHA board has been working on a Strategic Plan for MAHA. We have formulated four Goals that we agree MAHA should start working on. They are Advocacy, Communication, Membership & Leadership. We have identified the objectives and will now set up how these objectives will be enacted.

MAHA participated in the MHA Health Care Advocacy Day on February 29<sup>th</sup>. We assisted with the host/hostess jobs at registration and acted as the hospitality committee. There were speakers, and lunch with your legislator or representative. We are always happy to advocate for healthcare.

Spring brought the district swing-around installations and Sharon Flewelling and I attended all the meetings. We installed the new officers in each district. Legislative Advocacy Director, Claudia Bryant, also attended and gave each district news of healthcare as reported by the AHA and the MHA. She also encouraged members to give to the 2012 Health Pac campaign. We want to make our membership more aware of the importance of Health Pac and the money helps hospitals

We informed the district members that MAHA will be going green with the Highlights and Mailers as of January 1<sup>st</sup>, 2013. We encouraged them to acquaint themselves with our web site.

The Annual Meeting and Educational meeting was held June 12-14, 2012 at the Grand Hotel on Mackinac Island. The Grand was celebrating its 125<sup>th</sup> anniversary. Our theme was “Yesterday, Today and Forever”. We were treated with the following speakers, Richard Boothman, David Finkbeiner, Katie Mostek, “Stem Cell Research”, workshop speakers, Marilyn Beverly, Susan Blair, Anthony Gianino, followed by a networking session by board members. The meeting was closed by Bob Tagatz, the historian for Grand Hotel.

David Seaman led the installation with Stacy Dowdy’s help. Five people received Certificates of Appreciation for their service on the board. Sharon Flewelling (NCD) was installed as the president for 2012-2013, Alma Bershas (SED) as President Elect, and Jeanette Havel (ECD) Vice President of Education. The following week Sharon Flewelling and I attend the MHA Annual Meeting on Mackinac Island.

This has been a truly inspiring year. Healthcare is in need of all of us as advocates. I will always hold dear the friends made on the board and in the districts. Thank you for the opportunity of being the president of this worthy organization.

**2012—2013—Sharon Flewelling, Mercy Hospital, Cadillac**



## **2013 –2014—Alma Bershas, St. Joseph Health System Chelsea, Chelsea**

The 2013-2014 year began with the MAHA Board Retreat on July 9-10, at Bethany House St Francis Retreat Center in DeWitt, Michigan. Our theme for the coming year was “Teamwork—It Begins with Us”. The retreat provided a time for all board members to get acquainted in a more relaxed environment. It was also very helpful for the returning board members to acquaint the new members with the MAHA policies and to mentor our new member District Presidents. The first MAHA Board Meeting of the 2013-year was held Thursday, July 11, 2013 at DeWitt Center due to the mishap at the MHA building on St. Joseph Avenue in Lansing which forced the MHA Group to relocate to a new building. It was not ready for occupancy at the time of our meeting. The MHA now has a very modern and up-to-date building in Okemos, Michigan.

On August 28, 2013, the AHVRP 45<sup>th</sup> Annual Conference in Indianapolis, Indiana was attended by the VP of Education, Nancy Viele and Carol D’Alberto, incoming Vendor Coordinator. They brought back new ideas and information which will improve our conferences.

September began the Fall Swing Around of all six districts. President Elect, Jeannette Havel, Legislative Director, Stacy Dowdy, and I traveled around the state attending these meetings. Each district presented a varied and interesting presentation of what was going on in their individual district, and giving us an opportunity to share as to what was going on with MHA and MAHA. We also talked about the Fall Conference and encouraged our members to attend. The President and President Elect attended the MHA Board of Trustee Meetings throughout the year. The president gave a report on the MAHA activities at each Board Meeting.

The Fall Conference was held at the newly renovated Crowne Plaza in Lansing, Michigan on October 15-17, 2013. Our theme for this conference as “Together Toward Tomorrow”. Speakers included Leslie Charles who spoke on “Life is Not a Dress Rehearsal”, followed by David Finkbeiner, MHA Senior VP, Sharon Greenhoe, who spoke on Elder Abuse and Kathy Ptaszek, giving us “Heart Smart Humor” from the Upper Peninsula. We had four workshops: 1. The Face and Future of Your Hospital Gift Shop; 2. Steps to Success for your Hospital Gift Shop; 3. Computer Skills and 4. Slightly Irregular – Putting Life’s Imperfections into Perspective. We also had a panel discussion on your Volunteer/Auxiliary when not for profit hospitals change their status to for profit hospitals. Last, but not least, we introduced five Volunteers of the Year, who were chosen by their districts as an outstanding volunteer through the years. MAHA also participated in the Michigan Harvest Gathering. Due to a government shutdown of all government offices, the donations which were brought to the conference were given to a local food kitchen in

Lansing. They expressed their thanks and stated that they had received a large increase in people who needed this assistance in the last year.

The MAHA Board donated a check to the Michigan Harvest Gathering in lieu of giving a Christmas gifts to the MHA staff.

On April 30, 2014, we participated in the MHA Healthcare Advocacy Day in Lansing at the Radisson Hotel. We assisted with the host/hostesses jobs at the registration and acted as the hospitality committee. There were very informative speakers concerning the upcoming election, and we had lunch with our individual legislators. We are always ready to advocate for healthcare.

Spring again brought the district swing around. Jeanette Havel and I attended all meetings. The new officers for each district were installed. Members were encouraged to give to the Health Pac campaign.

The 65<sup>th</sup> Annual Meeting was held on Mackinac Island at the Grand Hotel on June 10-14, 2014. Our theme for this meeting was "Volunteers, America's Strength". Speakers included Marsha Schmitt, Clark Ballard and Sam Watson of MHA, Cheryl Karpen and Jerrienne Iseley. Workshop speakers were Marie McLaughlin, Roxanne Caine, and Marlene Pardoe, followed by a networking session by Nancy Viele and Mary Lou Cramer on Tea and Talk Networking.

Dennis Swain, President of the MHA Board of Trustees, lead the installation of officers assisted by Stacy Dowdy. Seven people received certificates of appreciation. Jeanette Havel (ECD) was installed as the new MAHA President for 2014-2015. Nancy Viele (ECD) was installed as President Elect, and Mary Lou Cramer was installed as VP of Education.

Two weeks later Jeanette Havel and I attended the MHA meeting where a report was given for MAHA, and Jeanette Havel was introduced as the new MAHA President.

I would like to thank the MAHA Board Members who were on the 2013-2014 MAHA Board this year; I never could have done my job without all your help. I made a new group of friends who friendship I shall treasure always. Thank you the MAHA 2013-2014 Board. It has been an honor and privilege to serve on this board.

Respectfully submitted,

Alma Bershas, SED

MAHA President 2013-2014

### **2014-2015 Jeanette Havel, Tawas St. Joseph Hospital, Tawas**

Sixteen ladies and one gentleman met in July of 2014 to begin a new chapter in MAHA history. Their theme for the year was 'Volunteers are the heart of MAHA; MAHA supplies the CPR for the Volunteers; Communication, Productivity and Respect'.

Together MAHA Board of Directors looked at how to make a difference for the Volunteer membership. We started with our website. It was updated with more information about what MAHA can provide, we added pictures of Volunteers participating in conferences and we included more about the individual districts.

We met with MHA to discuss new ways to make bylaw changes that MAHA consider important changes to our process. Our board of directors listened to their advice. We incorporated having a table at the Annual Meeting at the Grand Hotel to explain the reason for the change in a bylaw and to give them an opportunity to ask questions and express their concerns. A paper ballot was provided for voting. It did speed up the process and we got our bylaw passed this year.

Our president elect made contact with the MHVRP to initiate a need for communication with the DVS that head our Volunteer programs. We met with their officers to express our desire to work together to benefit our groups. The MHVRP were very helpful with speakers from their group to help our Volunteers with recruitment, retention and new challenges that our hospitals face. We in turn are helping them understand what our Volunteer's need to make their experience volunteering worthy.

We were able to send the VP of Education to the SVAL meeting and our President Elect to Washington D.C. for the SAL/AHA meeting. Our President and President Elect traveled to each District in the fall for their individual Fall Meetings and again in the spring for their Spring Installation Meetings. Finances are an ongoing problem but we have made headway this year.

The Fall Conference was held at Crystal Mountain Resort and Spa which was located in the North Central District. This location put us closer to the members that are further away. We had new people attend that weren't able to attend before. The Annual Meeting and Educational Institute was held at the Grand Hotel. This year the installation was changed to make sure that the District Presidents as well as the elected officers were all included in the ceremony. Our members were very complimentary and appreciated the change.

Throughout the year it was my privilege to attend the MHA Board of Trustees meeting as the MAHA representative. The meetings provided a good look at the challenges hospitals are facing this year and in the future. Our Volunteers are a major part. We bring aid that is needed in places that are hard to facilitate with hired staff. Volunteers are the face that clients see as they enter, we guide them on their way, and we help make their visit to the hospital as uncomplicated as possible.

Thank you for the opportunity to serve by leading MAHA for this past year. It has been a wonderful experience in education, volunteering at a higher capacity and in acquiring friendships that I wouldn't have had. Jeanette Havel MAHA President

### 2015-2016 Nancy Viele, Hurley Medical Center, Flint

To carry out the MAHA Board Theme, "Communicate, Educate, Motivate" for 2015/2016, the MAHA Board Members covered the gamut from the general membership to international contacts. Our goal of establishing contacts with 500 rank and file members throughout the year was within our grasp; however, an additional 40 members would have had to been reached to attain our goal.

Speaking with the rank and file members shed light on the fact that our communication tools such as the *Highlights*, and our policies and procedures often led prospective members to believe that MAHA exists only for hospitals with established auxiliaries. To address that misconception we formed ad hoc committees to revamp the *Highlights* and the MAHA Annual Report. Changes in design were made to the *Highlights* and modifications and additions will occur on this communication tool during the coming year. Also, the complete focus of the Annual Report was changed. When it is distributed later this summer, it will be evident that it is no longer a vehicle which records duties completed by only the chair, but will reflect progress made within the individual committees to move the entire board and organization forward.

The survey that was prepared by the MAHA Board and distributed to the Directors of Volunteer Services illuminated areas, especially with our conferences, that needed attention. Through the collaboration with the Directors of Volunteers, workshops that are especially meaningful to the volunteer in his/her work area at the hospital are being added. Our Directors of Volunteers continue to be an asset in presenting workshops at both our Annual and Fall Conferences. We are continuing to enlist their help in presenting information at our conferences.

As mentioned, our contacts this year extended internationally. We spoke with province presidents in Ontario, Alberta and Saskatchewan. Talking with them about their methods of organization and problem solving techniques has proven fascinating as they face challenges that are foreign to us in Michigan. Attendance at each other's conference may be a future venture to consider.

Discussions with other state presidents have shown that Michigan is, indeed, a leader in volunteering. We continue to maintain an open line of communication with several state presidents to share our experiences with them. The MAHA President met personally with several of the State Auxiliary Leaders (SAL) while attending the AHA/SAL meeting in Washington, D.C.

MAHA Board announced at the Annual Meeting and Educational Institute the formation of the MAHA Facebook account. We are looking forward to adding MAHA members to this site and encourage posts which will benefit all members. Also, throughout the year the MAHA web site ([www.mahaonline.org](http://www.mahaonline.org)) was updated. Since MAHA has gone "green", the website and the Gmail account continue to be our primary mode of communication with our members. The monthly MAHA News to Know informational Letter proved to be a success as it was used to update our members of news that occurred in between times when the *Highlights* was produced. Events such as mergers, special awards and anniversaries will continue to be covered in the News to Know letter sent out via the Gmail account.

Moving forward into the new volunteer year, the MAHA Board will continue to be represented at the MHA Board of Trustee Meeting and will be sending a representative from the Board to the Legislative Policy Panel. We

continued to foster a close relationship with Michigan Health and Hospital Association by adding quarterly update with MHA to the schedule.

MAHA was fortunate to add two hospitals to the MAHA membership list: Borgess and Detroit Henry Ford. The Board will be working with representatives from a major Michigan health system to develop strategies to include volunteer groups without formal board members into MAHA membership. The groundwork has begun and will continue throughout next year.

Following deliberations with the Michigan Hospital Gift Shop Managers Association (MHGSMA), the 2016 Fall conference will be a joint conference cohosted by MAHA and MHGSMA.

Recognizing that our auxiliary/volunteer population is changing as is their role in many hospitals, the Board deliberated and suggested new name for the organization, offering that it be retitled “Auxiliaries and Volunteers Serving Michigan Healthcare”. It was felt that this new name identified who our group is and what the group does. It was not intended that advocacy for either patients or legislation which favors hospitals would be eliminated, but that our organization would be more identifiable.

### **2016-2017 - Mary Lu Cramer, DMC Huron Valley Sinai Hospital, Commerce Township**

Over the last three years the MAHA Board has worked on evaluating what changes might be necessary to support MAHA's purpose and future activities to better serve Michigan hospitals and their volunteers/auxiliaries in the current changing healthcare environment. During this process it identified the major problems facing MAHA and its members including: the aging of the traditional auxiliary member which has depleted auxiliary and leadership ranks, and potential ranks; the movement away from auxiliary based volunteer programs to volunteer based programs lead by DVSs due to the aging issue; the consolidation of hospitals into healthcare systems, and the movement of for-profit systems into the state, which precludes having an auxiliary; hospitals approving less monies for volunteer education; and historically MAHA Leadership coming from auxiliaries.

These issues lead the Board to the steps below while continuing to provide our program of two three-day conferences, six September and May district meetings, three issues of Highlights, support for the Michigan Health & Hospital Association, and the website.

Steps started in 2015/2016 and continued in 2016/2017 include:

- Launched two electronic surveys to over 1000 members in the Gmail database. One helped determine that the membership did not want a name change. The other elicited responses to 20 questions about the current and future programs broken down by DVS's and other members. This information will be used in 2017/2018 to further refine our program.

- Semi-annual meetings with MHVRP and requests for information for conference topics. The DVSS continue to assist with topics and speakers. The joint meetings were scaled back to once a year in 2016/2017.
- Facebook Committee established a "Facebook Group" to launch beginning of 2016/2017 to tap into social media. Group account established but response has been marginal to date. We will try further during 2017/2018 and then make a decision about continuing.
- Revised Annual Report to make it more transparent and informative. This is being continued this year.
  - Began evaluation of Highlights format. The Highlights was updated substantially this year with the addition of a new cover format, many more member pictures, events, and articles, industry information including articles on volunteering, and a legislative article.
  - Hosted a joint Fall Conference 2016 with Michigan Gift shop managers. It was generally well received; however, the additional vendors were not perceived as beneficial. Given that comment from our members, and the additional work and expense involved, the Board decided not to partner again at this time.
  - Met with members of the St Joseph Mercy system, with their CEO's support, who were both current MAHA members and a non-MAHA member to discuss the benefits of our programs. The non-member has expressed interest in joining.
  - Worked through the logistics of the change in our role at MI--IA from member of the Board of Trustees to member of a MHA Board Standing Committee and voting member of the MHA Legislative Policy Panel. Also, continued meetings periodically with our MHA Liaison.
- Adopted a new logo with a tag line of "Volunteers Serving Michigan Hospitals".

