



MICHIGAN ASSOCIATION OF HEALTHCARE ADVOCATES

Highlights

Volume 60, Number 2



Betty J. Bierman
MAHA President

President's Message

What a wonderful fall. The colors were fantastic! Because of an accident I had at the first of September I was privileged to have Shirley Harris drive me to the fall swing arounds for each district.

Sharon Flewelling President Elect, Stacy Dowdy (from MHA), Shirley and I traveled to the district meetings. The districts are in good health and we met a lot of wonderful volunteers. The meetings were unique, enjoyable and just plain fun.

Sharon Flewelling and in my absence, Alma Bershas, attended the AHVRP meeting in Orlando, Florida. Volunteers and DVS' come from all over the country for this meeting.

From what I understand Sharon and Alma also helped with the sale of raffle tickets. Barbara Bergin, a MAHA Past President, is the head of the American Volunteers and she was very busy working to make it a good conference. Every time we attend a meeting that includes people from other states they are amazed at the support we receive from The Michigan Health and Hospital Association (MHA).

The **63rd Fall Conference** was called "**Volunteers are Superheros**" and we found that they truly are. The evaluations came back with positive comments about the meeting and the location at the Marriott. We will keep trying to address your concerns about future meetings. We had 214 attendees.

A raffle was held this year for an opal and diamond bracelet. We split the cost of the bracelet with Jewelry Plus. Jean Backlund won the bracelet and was delighted. Congratulations, Jean!!! The proceeds for the raffle went to **Harvest Gathering**. The food we collected was taken to food banks in the Southeast District. Thank you once again for your generosity. The district baskets were wonderful and plentiful.

Please mark your calendars for **Health Care Advocacy Day**, which will be held on February 29, 2012. Keep in mind that this is an earlier date than usual and don't miss out on the early bird registration that will be coming in early December. Another important event for spring 2012 is the **MHA Health Pac campaign**. Our hope is that you will support both of these worthwhile efforts.

Thank you for volunteering. Keep up the good work. More and more of our volunteers are being stronger advocates for healthcare. It is very important to do as much as we can to support Michigan Healthcare by using our voice with a phone call or our hand with an e-mail to let our legislatures know what we want them to do.

Once again, I am proud to be your president.

Betty Bierman
MAHA President
2011-2012



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Highlights

MAHA LOOKING AHEAD 2010-2015

The following dates are for your calendar — Information current as of 11/8/11

JANUARY 2012

- Jan. 10-11, 2012
MAHA Committee meetings
Lansing
- Jan. 12, 2012
MAHA Board Meeting
Lansing

FEBRUARY 2012

- Feb. 1, 2012
MAHA Highlights deadline
- February 29, 2012
Health Care Advocacy Day
Radisson Lansing
Hotel/Lansing

MARCH 2012

- March 15, 2012
SWD Meeting
Marshall

APRIL 2012

- April 3, 2012
SED Workshop
- April 10-11, 2012
MAHA Committee Meetings
Lansing
- April 12, 2012
MHA Board Meeting
Lansing
- April 15-21, 2012
National Volunteer Week

MAY 2012

- May 3, 2012***
UPD Spring Meeting/
Installation, Marquette
- May 6-9, 2012
AHA/SAL Annual Meeting
(BB)
Washington, D.C. - Hilton
Hotel
- May 8, 2012***
WCD Spring Meeting/
Installation, Holland

- May 15, 2012***
SED Spring Meeting/
Installation, The Heathers of
Bloomfield Hills
- May 16, 2012***
ECD Spring Meeting/
Installation, Horizon Center,
Saginaw
- May 17, 2012***
NCD Spring Meeting/
Installation, Munson Medical,
Traverse City

JUNE 2012

- June 12-14, 2012
MAHA Annual Meeting
Grand Hotel

JULY 2012

- July 10-11, 2012
MAHA Retreat
DeWitt
- July 12, 2012
MAHA Board Meeting
Lansing

SEPTEMBER 2012

- Sept 6, 2012 ***
UPD Fall Meeting
Ishpeming
- Sept 12, 2012***
WCD Fall Meeting
Muskegon-Mercy Health
Partners-Mercy Campus
- Sept. 25, 2012***
NCD Fall Meeting
Mercy Cadillac
- Sept. 26, 2012***
ECD Meeting
Horizon Center, Saginaw

OCTOBER 2012

- Oct. 16-18, 2012
MAHA Fall Conference
TBA

APRIL 2012

- April 21-27, 2013
National Volunteer Week
- April 28, May 1, 2013
AHA/SAL Meeting (SF)
Washington, D.C.- Hilton
Hotel

MAY 2013

- May 15, 2013***
ECD Spring Meeting/
Installation
Horizon Center, Saginaw
- May, 2013***
WCD Spring Meeting/
Installation
TBA
- May, 2013***
NCD Spring Meeting/
Installation
West Shore Medical Center
Manistee

SEPTEMBER 2013

- Sept. 25, 2013***
ECD Fall Meeting
Horizon Center, Saginaw
- Sept., 2013***
NCD Fall Meeting
Mercy Hospital-Grayling

MAY 2014

- May 4-7, 2014
AHA/SAL Meeting (AB)
Washington, D.C. – Hilton
Hotel
- May 14, 2014
ECD Spring
Meeting/Installation
Horizon Center, Saginaw
- May, 2014
NCD Spring
Meeting/Installation
Otsego Memorial-Gaylord

SEPTEMBER 2014

- Sept. 24, 2014
ECD Fall Meeting
Horizon Center, Saginaw
- Sept., 2014
NCD Fall Meeting
Alpena Regional Medical
Center

MAY 2015

- May 20, 2015
ECD Spring Meeting/
Installation, Horizon Center,
Saginaw
- May, 2015
NCD Spring Meeting/
Installation
Cheboygan Memorial
Hospital

SEPTEMBER 2015

- Sept. 23, 2015
ECD Fall Meeting
Horizon Center, Saginaw
- Sept., 2015
NCD Fall Meeting
Paul Oliver Memorial
Hospital
Frankfort

***Attended by MAHA
President and MAHA President
Elect (and/or VP Ed)

++Attended by MAHA
President Elect

Prepared by:
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Elect, 2011-2012.
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Please notify the MAHA
President & President Elect as
soon as you know of a new
meeting date or meeting
change so we can keep the
calendar accurate and up to
date. Thank You!

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MICHIGAN ASSOCIATION OF HEALTHCARE ADVOCATES

MAHA 63rd Fall Conference – “Volunteers Are Superheroes”

A good time was had by all at the **63rd annual Fall Conference**. “*Volunteers Are Superheroes*” was the theme and it was held at the East Lansing Marriott at University Place October 18 - 20, 2011. The Southeast District was the host for the conference and together with MAHA board members hosted all of the functions.

The opening session was called to order on Tuesday by President Betty Bierman. President Elect, Sharon Flewelling led the group in the Auxiliary Prayer and the Pledge of Allegiance. Vice President of Education was unable to attend the conference and in her place Sharon Flewelling gave the Conference Orientation and Carolyn Severson, Conference Coordinator, provided the Facility Orientation. After dinner the attendees were privileged to listen to the opening speaker, **John O’Leary**. The title of his presentation was “*Ignite Your Life! Discovering Five Keys to Unlock Passion, Potential, and Impact.*” There was an overwhelming response to his message.

On Wednesday morning following breakfast, a video was shown describing the *Foster-McGaw Award* given to **Allegiance Health** in Jackson. This was followed by the MHA update from David Finkbeiner. MHA also brought with them, Eric Schneidewind who is the Volunteer President of the Michigan branch of AARP. He presented insight into advocacy on a grander scale.

The morning speaker was **John Bebow**, Executive Director of The Center for Michigan. His presentation concerned “*Reinventing Michigan.*”

A choice of six workshops followed the speakers. They were:

1. “*Obesity – Is This a Generational Issue?*” by **Dawn Ewald**
2. “*How to Grow Your Board*” by **Mary Lou McFadden**
3. “*Protect Yourself – Identity Theft*” by **Stephanie Anthony**
4. “*What Volunteers Can Do to Help with Retention*” by **Sally Vajda** and **Lisa Zietlow**
5. “*How to Select a Vendor*” by **Randy Overly** (first session only)
6. “*The Seven Key Numbers Every Gift Shop Manager Needs to Know to Understand the Health of Your Gift Shop*” by **Randy Overly** (second session only)

After lunch the workshops were repeated. At 2:30 p.m., **Candy Sokol**, **Sally Vajda** and **Julie Stratos** led a networking session entitled “*How to Adapt to Change When...*” The attendees had an opportunity to ask questions and enter into the discussion.



Dinner on Wednesday night included entertainment by a “*Tribute to Barry Manilow.*” Following the entertainment, the raffle drawing was held. All monies from the drawing went to Harvest Gathering of Michigan.

The closing speaker on Thursday was **Shari Peace**. She left the attendees with some thoughts on how to “*Tap Your Hidden Talents: Using Your ‘Ordinary’ Abilities to be an Extraordinary Volunteer!*”

The conference concluded with the distribution of the Door Prize Baskets that were donated by all the districts as well as various hospitals for the conference.

The MAHA board hopes that all who attended enjoyed the conference. The board would like to thank all of you who donated to the **Harvest Gathering**. The board looks forward to seeing all of you at the *Annual Meeting* at the Grand Hotel on Mackinac Island June 12 - 14, 2012.

Alma Bershas
Vice President of Education

Highlights

MAHA 63rd Fall Conference – “Volunteers Are Superheroes”

A great Vendor Show was held at the **MAHA Fall Conference** held at the East Lansing Marriott at University Place, on Tuesday, October 18, 2011. The vendors presented from 12 to 5 p.m. Thirty-four vendors participated in the show including several new Vendors. Both Gift Shop and Fund Raising vendors beautifully displayed their goods. Some were both shop and fund raising vendors.

The lucky winner of the 2012 Free Table was Geneva Distributing. Most of the vendors participated in a door prize for the conference. Each vendor has always been very generous with their gifts which contribute to a lot of fun for the attendees. The MAHA board is very appreciative of their generosity.

Sponsorships for 2011 include:

- Masquerade \$1000.00 – Eagle Sponsorship
- Jewelry Plus \$250.00 – Harvest Gold – **Harvest Gathering** Sponsorship

The following are all Blue Heron Sponsors — \$100.00

- Devon’s Mackinaw Fudge Co.
- Jmark Laboratories
- Miche Bags

- Nye Uniform
- Randall Data Systems
- Scrubs On Wheels

Please let your key personnel at your hospitals have the information about the Vendors that attended the **Fall Conference**. This information is also available on the MAHA website.

Next year’s Vendor Show and Fall Conference will be held at the Lexington Lansing Hotel located just off of I-496 at Creyts Road. The Lexington is located just 7 miles from Capitol City Airport and offers complimentary shuttle service to the airport and the Lansing Mall. The Vendor Show will run from 12 – 5 p.m. on Tuesday, October 16, 2012. Mark your calendars now for the next MAHA Fall Conference Vendor Show. If you have any vendors who are interested in attending the conference, please give them my contact information; popspet@charter.net.

Gail Riley
MAHA Vendor Coordinator

Conference Attendees Enjoy Vendor Visits



MAHA 63rd Fall Conference Speakers and Participants



Highlights

Legislative Update

This is the first month of the 2012 election year. Please listen to our candidates, as we are no longer bystanders in passive roles, but **GRASSROOTS ADVOCATES**. When MHA asks us to help in getting our message across to our legislators we should do what we can do to get each of our District Legislative Chairs and each of our hospital Auxiliary Legislative Chairs to educate all of its members on the legislative issue regarding healthcare. As a grassroots advocate, we must communicate our support to all of our legislators.

Wednesday, February 29, 2012, is *Health Care Advocacy Day*. Please put it on your calendar. I hope that many of you will plan on attending this event at the Radisson Hotel in Downtown Lansing. This will be a perfect time to learn more about grassroots advocacy.

To become more informed and to stay informed click on the MAHA website: www.mahaonline.org. Then click on the legislative news button. Please stay informed on our health-care systems and hospitals in the coming year.

Claudia Bryant
Legislative Advocacy Director

Health PAC

Health care is one of the most regulated industries in the world. State and federal laws determine when and where hospitals are built, what services are offered, who may perform certain medical procedures, what services can be performed, the cost of services and even how much information can be shared and with whom. In fact, our elected leaders make decisions every day that affect Michigan hospitals and patients.

Thus, it is important that the hospital community have a voice in public policy discussions and work together to ensure that these policies are in the best interest of Michigan hospitals. The Michigan Health & Hospital Association Health Political Action Committee (Health PAC) is the political voice for Michigan hospitals, health systems and their employees.

Please plan to contribute to the Health PAC campaign and assist MHA in keeping our issues and concerns on the political radar screen in Lansing and Washington. It is an extremely important tool that has contributed to the success of the MHA's statewide advocacy efforts throughout the years. Help us continue this strong tradition.

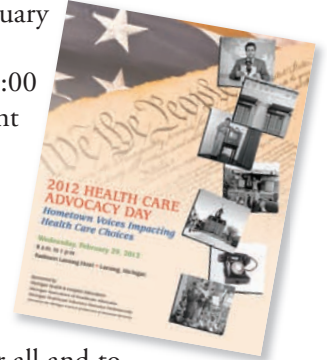
Health Care Advocacy Day

Wednesday, February 29, 2012

SAVE THE DATE! Registration brochures were mailed in December to many of us concerning *Health Care Advocacy Day* to be held on Wednesday, February 29, 2012 at the **Lansing Radisson Hotel** in downtown Lansing from 8:00 a.m. to 1:00 p.m. It is very important that we start planning now to send representatives to this event.

In 2012, we elect two Supreme Court Justices, and all seats in the House. We need to make sure that our need for health care coverage for all and to improve the state's health care delivery system is understood. You can do this by attending Health Care Advocacy Day and speak personally with your legislator during lunch.

Please send back your registration form immediately and recruit other auxiliary members and/or volunteers from your hospital and/or facility to attend this very worthwhile informative event. We look forward to your attendance!



Since Michigan has term limits, it costs a significant amount of money to be elected. When we elect a legislator who supports our cause, the PAC dollars you give can help decide the issues he will support and get passed. Your contributions buy yard signs, host meetings to meet constituents, and support discussion forums.

An interesting fact is that if you put aside just ten cents a day starting in January, you will be able to contribute \$10 to Health PAC at your district meeting this spring! Think what an impact MAHA would have on your health care legislation with support of this magnitude. Please set a goal for yourself and make a pledge to support Health PAC when the cards are distributed at your district meetings.



EAST CENTRAL DISTRICT

Bay Regional Medical Center

Genesys Regional Medical Center – Grand Blanc

- Genesys volunteers had their annual retreat in September, assessing their programs and planning the year
- The Genesys volunteers were responsible for the fall ECD meeting that was held at the Horizon Center in Saginaw on September 28th. The committee worked hard on the planning and implementation and produced a very successful event.
- The first fundraising endeavor of the season, the HCI \$6.00 Sale, was held in September and went very well. Up-coming events include Pearlabella and Holiday Nut Sales.

Covenant Healthcare – Saginaw

- Funds were provided to purchase a food cart which has been installed in the recently opened Sky Walk Café. The café, which is at the junction of the sky walk which joins the Harrison and Cooper campuses, is staffed by volunteers the three days a week it is open. Sales have been steadily increasing during the six hours of operation.
- The driving simulator purchased by the auxiliary/volunteers has seen use not only in local schools but at various other functions. It is a mandatory requirement for all students taking drivers education in Saginaw County to use the simulator prior to passing the course.

- The 22nd annual “Tree of Love” was held during the 2011 holiday season. This continues to not only be a fund raiser, but also a time to reconnect with old friends.

Harbor Beach Community Hospital – Harbor Beach

Health Source Saginaw Hospital – Saginaw

Hill and Dales General Hospital – Cass City

- The auxiliary met in September after being off for July and August.
- September’s speaker was a representative from the Human Development department and spoke on Senior Services.
- Five auxiliary members attended the ECD meeting in September and two members attended the MAHA Fall Conference.
- A book fair was held October 18th
- The annual bake sale and raffle were held December 2nd.

Hurley Medical Center – Flint

- Since the opening of the new lobby, Hurley received a grant for two new enclosed, heated Courtesy Coaches for transporting people to the hospital lobby. A new service was established to staff the coaches with auxiliary members.
- It has been announced that remodeling will take place in the hospital for a Children’s hospital with hopes of soon becoming a Level 2 Children’s Emergency Hospital.
- Several fund raisers took place in December, including a Holiday Fair Bake Sale, a great raffle and a \$6.00 jewelry sale. In the New Year there will be a shoe sale, Valentine flower sale and a \$5.00 jewelry sale.
- One of the auxiliary members has stepped up to take on the position of President Elect, so the auxiliary will be in good hands next year.

Huron Medical Center – Bad Axe

- The auxiliary donated \$40,000 to the new oncology department at HMC. The money was raised through fundraisers and the Gift Shop.

- Cheese Balls, made by the auxiliary members were sold in November.
- In December, a book and gift sale and a linen sale took place.
- Many fundraisers are planned for 2012.

Lapeer Regional Medical Center – Lapeer

- The auxiliary recently presented scholarships to two deserving young ladies entering the health care field.
- Another \$20,000 was pledged toward the Foundation for the medical center’s Great Lakes Cancer Center.
- The auxiliary purchased training mannequins for the staff which are now in use in the trauma unit.
- Our group was sad to see Don Morris, the trainer and leader of new volunteers leave. The position has been filled by Cherise Laider.
- A \$6.00 Sale was held October 31st. This is a new fund raiser for the group.

Marlette Regional Hospital – Marlette

- The second Garden Walk went very well, as the weather was perfect this year.
- Over \$700 was raised from the Garden Walk to help purchase a vital signs monitor for the MRH Long-term Care Facility
- The Vendor Sale went very well with 16 vendors.
- The delegates who attended the MAHA Fall Conference had a great learning experience.
- The Christmas Home Tour was held in December.

McKenzie Health System – Sandusky

McLaren Regional Medical Center – Flint

- Fifteen board members, past and present, attended the annual ECD Fall Meeting in Saginaw September 12th. The Genesys team did a wonderful job.
- The annual meeting and election of officers luncheon was held September 17th. Three guest speakers were in attendance and the ceremony was conducted by President, Sheryll

Highlights

Mithen. The presidents of the Genesys auxiliary, Hurley auxiliary and seven past presidents of McLaren auxiliary were in attendance.

- The Mainstreet Apparel Uniform sale in October brought in \$2,844 in commission.
- During November a two day Germack Nut sale and Annie's Bazaar took place followed by a book sale. An HCI Jewelry sale was held in December.
- January promises a facelift for the Gift Shop with complete remodeling. Morrison's Café, located directly behind the Gift Shop, had remodeling in the fall.

Memorial Healthcare – Owosso

- The auxiliary is gaining on their commitment to raise \$50,000 towards the purchase of Emergency Cardiac Monitoring equipment for the Emergency Department.
- Recent successful fundraisers were QD Scrubs uniforms, Germack Pistachios, Books are Fun and Masquerade Jewelry.
- Other events the auxiliary assisted were the Make a Difference Day – food pantry and Go Green, Go Blue Tailgate event.

Michigan Association of Healthcare Advocates

**Highlights Subscription Rates -
\$5.00 per year**

**Please make your check payable
to MAHA and send it to:**

**Mary Lu Cramer
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Milford, MI 48380**

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**You can e-mail Mary Lu at:
mrcramer2@comcast.net**

- The Four Seasons Gift Shop carried many holiday ornaments and gifts.
- The hospital decorated as a Christmas Wonderland provides a beautiful backdrop for the Tree of Love and Children's Tree Lighting ceremony followed by many Santa visits. The Silver Luncheon rounded out the 2011 auxiliary events.

MidMichigan Medical Center – Clare

- The Fall Luncheon was held in September and attended by fifty volunteers.
- Popcorn was provided to all employees during Hospital Skills Days in September.
- Six board members attended an informative ECD meeting in September and two board members attended the MAHA Fall Conference in East Lansing in October.
- During October, the book sale was held and TB skin tests and flu vaccines were received.
- A Miche Bag Sale was held on November 15th.
- The Gift Shop is doing very well. A special discount day was held in December for the employees.

MidMichigan Medical Center – Gladwin

- Four members of the MidMichigan Medical Center – Gladwin auxiliary attended the Fall ECD meeting in September.
- The auxiliary sponsored the annual book sale October 17th, receiving 20% of the sales, totaling \$818.60.
- Gift shop buyers were selected by a committee on October 17th.
- The General Fall meeting was held October 19th and information was presented concerning MidMichigan Health, the Gladwin Medical Center and the new Clinic, under construction in Beaverton, MI. A presentation on the Ambassador Program provided by the MMMC auxiliary was also given.
- Another successful Baubles and Bags Fund Raiser was held November 9th.

- Gift Shop Christmas Sale was held December 1st.
- Love Light Trees was held December 5th. The raffle drawing held gave a queen size quilt and throw made by an auxiliary member. Proceeds from the Love Light Trees campaign went to support the purchase of new reclining chairs and gurneys.

MidMichigan Medical Center – Midland

- Inside and out, MidMichigan Medical Center – Midland's 280,000 square foot patient tower and lobby, which opened in December 2011, integrates practical and durable materials with enduring design to shape a soothing and person-friendly setting.
- Suggested by the Medical Center's 146 acres of wooded property design, choices for the new facility's colors, materials, surfaces, furnishings and art have been carefully coordinated to reflect the natural environment and create a comforting and calm atmosphere.
- The major kinetic sculpture that is the monumental art piece now hangs in the 40 foot high hospital entrance lobby. The art piece, which represents volunteers past, present and future, was commissioned to Michigan artist, Brian Alexander.
- The fundraising for the monumental art piece is well underway. A successful raffle with the first drawing on November 1st was held. To date, more than \$30,000 of the necessary \$50,000 has been raised.

Scheurer Hospital – Pigeon

- The auxiliary held its annual golf fundraiser during the summer and raised over \$10,000. The winning team were newcomers and promised to return in 2012.
- Brisk sales were noted at the annual \$5.00 jewelry sale, with profits up by \$400. This event is very popular in the community.
- The Tasting Pleasures Event was held in October. Profits were down due to competing events in surrounding

communities. This continues to be a good event for the auxiliary, as local eateries have a chance to display their specialties.

- A cupcake sale was held at The Holly Berry Fair in Caseville, in November. The group has hosted a Sweet Table in previous years. Cupcakes were highlighted in 2011. A special thanks to McDonalds Food Market who graciously donated the cupcake holders.
- The first ever Linen sale had to be rescheduled. Many are looking forward to that event.
- The year was closed out with a Christmas Luncheon at The Pasta House in Kinde. Many of our members have headed south to the warm sunshine.

St. Joseph Health System – Tawas City

- SJHS Volunteer Family had much to be grateful in 2011. The annual raffle netted \$14,586, with the 2011 Ford Fiesta grand prize going to Patrick Reed of Wyandotte, MI; the partnership with Pepsi, just over a year continues to be very positive with commission gifts of nearly \$11,000; and the new uniform vendor, NYE Uniform, equipped with a mobile store, raised over \$2,000.
- Fundraisers for the fall included the return of two popular favorites – the annual fine jewelry sale and the Volunteers’ Boutique Christmas Preview. The local jewelry store, Branham’s Jewelry, was back again with Kameleon Jewelry products, which was a big hit with classic best-sellers, Pandora, as well as the Gold Buy-Back. The annual Volunteers’ Boutique Christmas Preview showcased the assorted Christmas merchandise favorites of plush, jewelry, candles and home décor in one of the hospital classrooms.
- The SJHS Volunteers worked hard promoting their program, TeleCare. TeleCare is a free telephone check-in service offered to homebound/ independently living community members in the five-county service

area of Alcona, Arenac, Iosco, Ogemaw and Oscoda counties. Calls are place to clients daily, including holidays! Volunteer Services recently submitted an application for the H.A.V.E. (Hospital Awards for Volunteer Excellence) Award on behalf of TeleCare. To learn more about how you can add this valuable program to your Volunteer Family, please contact Kim Jackson, Volunteer Services Coordinator (989) 362-9828 or via email at kimjackson@sjhsys.org.

- The Volunteer Family participated in a “Day of Renewal” Strategic Planning Retreat, which led to the reenergizing of the spirits of service, newly defined leadership structure, and service strategies to best support the mission of the health system. The Volunteer Family continues to embrace change and looks forward to 2012.

St. Mary’s of Michigan – Saginaw

NORTH CENTRAL DISTRICT

Alpena Regional Medical Center – Alpena

Charlevoix Area Hospital – Charlevoix

- Charlevoix Area Hospital Guild hosted the North Central District Fall Meeting at the Charlevoix Golf and Country Club on September 27, 2011. Over 65 members and guests were in attendance.
- Bill Jackson, CEO of Charlevoix Area Hospital welcomed the guests, followed by Dr. Thomas Tietjun who spoke on “Gut Rumbblings — a Lighthearted Look at Digestion.”
- Several volunteers assisted at a local Health Fair for Seniors in East Jordan.
- \$11,000 was given for new scholarships and continuing education scholarships for staff members.
- The balance of \$5,000 was paid on the Quinton Q Cardio Vascular Stress Machine.
- The fall fund raiser was a Wreath decoration contest between the hospital departments. Pennies were used as votes and the wreaths were

A Reminder

Please help keep our mailing list current by sending address changes or corrections to your District Vice President of Membership. This will ensure that the publications will be delivered promptly.

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sold at a silent auction after judging.

Cheboygan Memorial Hospital – Cheboygan

- The Canopy Gift Shop donated \$5,000, Lifeline donated \$2,000 and the Celebration Parties contributed \$10,000 towards completing the pledge for a Pulmonary Function Testing Machine.

Highlights

- Tag Day – a money collection at the surrounding locations in town made \$2,550 in August.
- Celebration Party – Wearable Art made approximately \$1,300. At this rate it is hopeful that the Pulmonary Function Testing Machine will be paid off in the very near future.
- The end of the year brought the jewelry sale, book sale and the annual greens and bake sale.

Mercy Hospital – Cadillac

Mercy Hospital – Grayling

Munson Medical Center – Traverse City

- A two day Uniform Sale fundraiser in September netted over \$5800.
- Volunteers are continuing work with the administration to review the hospital's patient satisfaction surveys to identify opportunities for volunteers to improve the services for patients.
- Publicized the Munson Values People Program to encourage volunteers to nominate other staff and volunteers for MVP awards for going the extra mile in performing job or duties and demonstrating the Munson values.
- A board member continues to welcome new volunteers at their orientation and review their relationship to the volunteer board.

Northern Michigan Regional Health System – Petoskey

Otsego Memorial Hospital – Gaylord

West Branch Regional Medical Center – West Branch

- A check for \$20,000 was presented by the auxiliary president to the hospital at the October Hospital Appreciation Luncheon.
- The auxiliary held a fund raiser in August at the West Branch Victorian Art Show. Hot Fudge Ice Cream Puffs were sold. It was cold and rainy both days, but the Cream Puffs sold out and profited \$1,400. It was so enjoyable that it will become a yearly event.
- The auxiliary purchased a step recumbent machine for the Cardiac Rehab Dept. for \$2,500.

- A linen sale took place for the first time in the fall.
- The gift shop continues to do well. Lighted flower arrangements and jewelry do well.

West Shore Medical Center – Manistee

- Fall projects included a Miche Bag Sale, Uniform Sale, a Masquerade Jewelry Sale and a two day Books are Fun Sale.
- A two week Harvest Gathering project took place, collecting any and all packaged food items for both people and pets. These were collected, given to and distributed by the local Senior Citizens Center.
- Raffle tickets were sold for the 22nd annual Sleighbell Bazaar, Bake Sale and Raffle. This is the largest fundraiser for the year, held at the Manistee High School the first Saturday in December, Manistee's Victorian City Sleighbell weekend. One hundred and fifty-seven vendors reserved places at the event. This Bazaar offers visitors a wide and varied selection of craft items to view for their shopping pleasures. The Raffle prized included \$350 cash, a framed photo by Ken Witter, a Two Sisters quilt, as well as many gift certificates, i.e. \$200 from Olesons Foods, golf outings, an overnight at the Little River Casino and a Crystal Mountain 50 minute spa, just to name a few. If you didn't have the opportunity to stop in and visit Manistee in 2011, mark your calendar for 2012's event, the first Saturday in December.

SOUTHEAST DISTRICT

Beaumont Hospitals – Royal Oak

Botsford Hospital – Farmington Hills

Chelsea Community Hospital – Chelsea

- Four scholarships were given in 2011 out of many applications that were received.
- Members helped with the Genesis Rollout that happened during the late summer with the hospital shuttle and other areas.

- The Volunteers are in the process of converting to new uniforms — cranberry colored shirts, caps, jackets and vest.
- The Arbor Nook had a great summer due to the Genesis Rollout. Sales were up for the year.
- The new cookbooks arrived in October.
- The August Blood Drive resulted in 34 pints of blood donated.

Crittenton Hospital Medical Center – Rochester

- At the fall breakfast meeting in September, the auxiliary members were given an update on the new tower building project. They also received a presentation on the Da Vinci Robotic System by Dr. Douglas Pugmire and were able to tour the Wound Center and the hospital's hyperbaric chambers.
- Flu shots were provided in October for all staff members and for all auxiliary members.
- The 15th annual Tree of Lights with Angels fundraiser took place in November and December. Angels are placed on the hospital trees "in memory of" or "in recognition of" someone special. The kickoff event took place November 17th in the North Lobby.
- The CHMC Foundation hosted its 35th annual Gourmet Gala November 6th at the Royal Park Hotel in Rochester. The proceeds from this benefit support the Cornerstone Campaign to raise funds for the new patient tower project.

Detroit Receiving Hospital & University Health Center – Rochester

Garden City Hospital – Garden City

Henry Ford Macomb Hospital – Clinton Township

Henry Ford Macomb Hospital – Warren Campus – Warren

- The Henry Ford Macomb-Warren Campus has welcomed several new volunteers to the ranks. Their willingness to serve is much appreciated by the hospital community.

- The volunteers now go online with a new system to record volunteer hours using the badge swipe. This will give a more accurate way for totaling volunteer hours for reports.
- Fund raising efforts continue to be very active. Most recently was a shoe sale, uniform sale, DJ Max Jewelry Sale, \$5.00 Jewelry Sale, Germack Nut sale and the Tree of Love. All proceeds benefit patient care at the Warren campus.

Henry Ford Wyandotte Hospital – Wyandotte

- On October 25th, the Henry Ford Wyandotte Hospital Auxiliary was inducted into the Clara and Henry Ford Visionary society. The society is a small, prominent club reserved for those who have contributed to the Henry Ford Health System at the level of \$1,000,000 or more. It was an exciting evening and a heart stopping moment occurred when the Auxiliary name was revealed, along with the other inductees, in the Visionary Dome of the Henry Ford Hospital. This honor was bestowed on the Auxiliary, only because of the dedication of all who have ever served the Auxiliary.

Mercy Memorial Hospital System – Monroe

Mt. Clemons Regional Medical Center – Mt. Clemons

Oakwood Hospital and Medical Center – Dearborn

Port Huron Hospital – Port Huron

- Four board members attended the MAHA Fall Conference.
- The annual book sale and jewelry sale was held in the fall.
- At the end of November, the auxiliary members decorated the hospital Christmas tree and held the tree lighting ceremony. Again, the Tree of Peace sale was held where something is bought for the tree in honor or memory of someone.
- Together with St. Joseph Mercy of Port Huron, the auxiliary is planning the Little Black Dress Affair, which is

done to remember women who have had Breast Cancer. This will be held in March.

Providence Hospital Medical Center – Southfield

Providence Park Hospital – Novi

Sinai Grace Hospital – Detroit

St. John Hospital & Medical Center – Detroit

St. John Macomb – Oakland Hospital – Warren Center

St. John River District Hospital – East China

St. Joseph Mercy Oakland – Pontiac

St. Joseph Mercy Port Huron – Port Huron

St. Joseph Mercy Saline – Saline

University of Michigan Health System – Ann Arbor

SOUTHWEST DISTRICT

Allegiance Health – Jackson

- Allegiance announces a new DVS, Dea Talmage. Dea comes from the United Way of Jackson County where she served as the Associate Director of Resource Development.
- New service award pins were distributed in November. Pins are awarded at 100 hours with a special tag added to the pin commemorating 500 hours, 1000 hours, and every 500 hours thereafter. Tabulations of hours goes back to 2009.
- Allegiance Health is the proud recipient of the Foster McGaw award. The Foster G. McGaw Prize was created to recognize hospitals that have distinguished themselves through efforts to improve the health and well-being of everyone in their communities and is awarded by the American Hospital association to one hospital in the country each year. If you missed the presentation at the Fall Conference you can go to AllegianceHealth.org/awards to view the video.

MAHA Highlights

Deadlines for future issues:

February 1, 2012 –

April 2012 issue

July 1, 2012 –

September 2012 issue

My thanks to everyone who sent articles for the January issue. I look forward to receiving more for the April issue. Send your articles to the addresses listed below.

Remember:

**ELECTRONIC SUBMISSION
IS PREFERABLE AND IS
ENCOURAGED.**

If you do not have a computer your DVS or someone at the hospital may let you use theirs. Remember the format for *Around the State* articles. They may be submitted early and not have to wait until the final deadline.

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MAHA Highlights Subscription rates:
\$5.00 per year

Please make your check payable to MAHA and send it to:

Mary Lu Cramer
1300 Oak Hollow Drive
Milford, MI 48380
mcramer2@comcast.net



Highlights

MAHA District Presidents

Please send a copy of your District newsletter to the MAHA President, Vice President, Resource Chairperson, and Communications Director. Also, remember to send a copy to each of the other District Presidents.

Bronson Battle Creek – Battle Creek

- Happy New Year from your friends in Battle Creek.
- The annual fall “Purse Bingo Party” was celebrated in October. This was an evening of playing to win purses! Some members of the SWD attended this fun “sold out” event.
- A bus trip to Chicago in November gave the membership the opportunity to shop and see “The Million Dollar Quartet.” More trips are planned in the future.
- The holidays were celebrated in December with the annual Trees of Love lighting ceremony. Ornaments are sold throughout November in honor of, in appreciation of, or in memory of friends and loved ones. Trees and ornaments are up throughout the holiday season.
- Traditional fund raisers included a book sale and a \$5.00 jewelry sale. These are big hits with hospital associates and the general public.
- February brings the “Fudgie Wudgie” candy sale just before Valentine’s Day.
- The first ever “Pound Party” will be held in February. Donated packages that weigh at least one pound will be auctioned off to the highest bidder. It’s not known what will be in the buyer’s package, but it is bound to be lots of fun.

- The annual “Bunco Party” will be held in March. This party has been going on for a few years and is always fun and a good mixer.
- The auxiliary has a theme and prides itself on working hard...but also on having lots of fun. Working and playing together creates bonds that build a strong auxiliary.

Promedica Bixby Medical Center – Adrian

Borgess Health – Kalamazoo

Bronson Lakeview Hospital – Paw Paw

Community Health Center of Branch County – Coldwater

- The sewing and knitting committee was happy to be the recipients of two sewing machines, which were put to good use, making 141 pediatric hats. They will be used in the pediatric ward during the coming months.
- Hospital employees and volunteers are enjoying the renovated cafeteria with a beautiful new serving line, tables and chairs, and new flooring. The volunteers are committed to paying for this renovation during the next few years with many fund raisers.
- The Hospital Enhancement Program is up and running again, with information having been sent out to the art teachers at all the schools in Branch County. Students will submit their artwork in the spring for consideration to be put on display in the hospital corridors.

Lakeland Community Hospital – Watervliet

- Lots of hard hats, visqueen hanging where doors used to be and boxes on the move were seen in the fall. Staff were either moving out of the building or changing their office location while the reconstruction continues around them.
- Volunteers were called on to man the information desk to direct outpatients, visitors and guests to the new locations. Meanwhile volunteers continue with their regular services and activities.

- A blood drive was held in November and a Baked Goods and Craft Sale in December.

Eaton Rapids Medical Center – Eaton Rapids

- Fall was busy for the auxiliary with the largest fund raiser held in October. The Fall Gala was well attended and the silent auction went well. Attendees were once again entertained by the MSU Spartan Discords. This enjoyable evening takes place at the English Inn in their banquet facility.
- The auxiliary president attended the MAHA Fall Conference held in East Lansing in October.
- The last Tree of Love campaign took place in November and December. A companion ornament to the past two year’s was sold. The decorated tree remains in the hospital lobby throughout the holidays.

Hayes Green Beach Memorial Hospital – Charlotte

ProMedica Herrick Hospital – Tecumseh

- The auxiliary was busy in the fall with a Germack Nut and Candy sale, a \$6.00 jewelry sale, a sheet sale, a book sale and the annual Holiday Bake sale. The Harvest Gathering took place and several charities were supplied with much needed food and supplies.
- The Farmers’ Market ended at the end of October.
- Employees Appreciation Day was well attended and all seemed to enjoy the Hot or Cold Cider and the tasty different kinds of donuts. All were given candy and a drawing was held for three gifts.
- The Gift Shop held the annual Christmas sale and as usual had many great items.
- The auxiliary continues to recruit new members. Many of the membership go to warmer climates during the winter, so it is nice to see new smiling faces.

- The auxiliary wishes all a great 2012.
- QUOTE: A cheerful heart is good medicine.

Hillsdale Community Health Center – Hillsdale

Ingham Regional Medical Center – Lansing

- Fundraisers had a busy year. A Spring Hanging Basket Flower Sale, Uniform Sale, Linen, Book Sale and a Poinsettia Sale were held. These sales netted the auxiliary over \$15,000.
- The Peppermint Gift Shop has also had a great year. The addition of a Pharmacy in the lobby next to the Gift Shop has brought more traffic to the shop.
- The Annual Volunteer Appreciation Dinner was held in October. Not only were the volunteers recognized for their years of service, but also the members of the Over 20 Club. The officers for 2012 were installed. Special guests included the hospital CEO and MAHA President, Betty Bierman.

Lakeland Healthcare Auxiliary – St. Joseph

- The Fiscal Year began October 1, 2011. A working budget of \$187,300 was passed.
- A Books are Fun sale was held in October. Proceeds will go the auxiliary Scholarship fund. A candy sale was held in December.
- The auxiliary was a \$15,000 sponsor for the Lakeland Health Foundation Gala in November. The Gala is a black tie fundraiser, benefiting the new Marie Yeager Cancer Center in 2011.
- The President, Tina Kirby and President Elect, Diana Seaman attended the MAHA Fall Conference in East Lansing. Inspiring speakers and informative workshops made for a great conference.

Oaklawn Hospital – Marshall

Pennock Hospital – Hastings

- Thirty plus teens were screened and trained during the past summer. Students had a great experience and received a certificate at the end of the summer for their resumes/portfolios.
- More than fifty volunteers attended the Fall Fellowship Luncheon, enjoyed a wonderful speaker and a delicious meal while getting to know each other better.
- Pennock's Gift Shop volunteers worked hard preparing for the 45th annual Christmas Presentation Extravaganza. This three day Christmas bazaar is the largest fundraiser and the event is looked forward to by hundreds of shoppers.

Sparrow Hospital – Main Campus – Lansing

- Sparrow's Volunteer Services Department and the volunteer Services Committee have implemented a revised orientation program for incoming volunteers. This program is designed to improve volunteer retention by providing the option of completing the new volunteer orientation electronically, as opposed to attending the traditional program held each month. As an addition to the retention efforts, new volunteers are also being tracked for their first three months of service to monitor training, hours worked, and satisfaction with their volunteer placement.
- Volunteer Services are working with Lansing Community College radio station personnel in putting together the "History of Sparrow." This will include historic photos of both Sparrow Hospital and the St. Lawrence campus. The format will look like opening a book and turning the pages. A radio personality at LCC will provide the "voice" for each page. This project was completed at the end of 2011.

Sparrow Clinton Hospital – St. John's

- New signage is in place at the hospital identifying the new name, Sparrow Clinton Hospital.

- Fall events included the Executive Board Meeting, Casino Trip and the Christmas Raffle and Snow Day at the Emerald.
- Two auxiliary members attended the Southwest District meeting in September.
- The first auxiliary meeting for the year kicked off with a request for members to bring food items to support the Michigan Harvest Gathering with donations to the Capital Area Community Services, St. Johns. A good response was noted.
- Fifteen more wigs will be purchased for the "Look Good Feel Better" program, funded by the auxiliary under the Sparrow Clinton Beautification Project designed to assist cancer patients with hair loss at no cost to the patient.

Sturgis Hospital – Sturgis

Three Rivers Hospital – Three Rivers

- The auxiliary held a Books are Fun and jewelry sale. What an easy way to make money for patient services.
- Five members attended the SWD fall meeting in Marshall.
- Three members traveled to East Lansing for the MAHA Fall Conference. New ideas always come from these meetings.
- \$3,800 in scholarships was given to employees or their family members.
- A Laryngoscope was purchased for the OR for \$16,000.
- The annual bazaar was held in November and the annual Christmas Potluck in December. Donations for the local food bank are taken at this event.



Highlights

UPPER PENINSULA DISTRICT

Aspirus Keweenaw Hospital – Laurium

Aspirus Grand View – Ironwood

Bell Hospital – Ishpeming

Mackinac Straits Health System, Inc. – St. Ignace

Marquette General Health System – Marquette

Munising Memorial Hospital – Munising

Northstar Health System – Iron River

O.S.F. St. Francis Hospital and Medical Group – Escanaba

Portage Health – Hancock

Schoolcraft Memorial Hospital – Manistique

- A ground breaking ceremony was held in August, 2011 for a new facility.
- The auxiliary looks forward to increased volunteer opportunities with the opening of the new facility estimated to be in 2013.
- Auxiliary members assisted with the Schoolcraft County Health Fair in the fall.
- The annual Love Lite Tree campaign took place in November and December. This is the group's major fund raiser. Three book sales and two uniform sales also took place in 2011.

War Memorial Hospital – Sault Ste. Marie

WEST CENTRAL DISTRICT

Carson City Hospital – Carson City

- The auxiliary began its 30th membership year in September, 2011.
- The annual golf outing was held in June and the fall fund raisers included a MUM Sale, Uniform sale, purse sale, the annual book sale and the Christmas Lights of Love Celebration.
- Four members attended the annual MAHA meeting in June and also attended the MAHA Fall Conference in East Lansing. Both meetings provided wonderful speakers and a great opportunity to meet friends and

make new ones. Everyone looks for new ideas and shares things their auxiliaries are doing to help their patients and hospitals. What a treasure volunteers are.

- The goal of CCHA is to continue to assist Carson City Hospital and the Clinics division by purchasing needed items or donating funds to enhance quality patient care areas, supplying baby spoons for new babies in the OB department and Christmas stockings for the December newborns.

Holland Hospital – Holland

Mecosta County Medical Center – Big Rapids

Memorial Medical Center of West Michigan – Ludington

- The Volunteer recognition dinner was held in the fall at the Lincoln Hills Golf Club. Awards were presented for 100, 500, 1,000, 2,000, 3,000, and 12,000 hours. One volunteer had 12,000 hours, one with 3,000 hours and two volunteers had 2,000 hours each. A total of 117 volunteers gave 18,268 hours during the past fiscal year, which is equivalent to nine full time employees.
- The first very successful \$6.00 sale was held in November along with the Silpada Jewelry Sale and Books are Fun Sale.
- With the help of an architectural firm, the gift shop is getting a facelift and a new configuration. The square footage has not increased, but display cases will be much larger and with the new arrangement will allow customers to walk through and view the merchandise in an easier manner. This should result in greater sales.
- The group is grateful for the community for all of their support throughout the year.

Mercy Health Partners – Hackley Campus - Muskegon

Mercy Health Partners – Lakeshore Campus – Shelby

Mercy Health Partners – Mercy Campus – Muskegon

- From Mercy Health Partners 2011 Report To The Community: "Throughout its history, Mercy has cared for all patients, regardless of their ability to pay; but as the cost of uncompensated care increased, Mercy Health Partners' Development Council created the Gift of Health in the fall of 2009 to seek donations and partially offset those bills... The determination of who qualifies to receive financial assistance is carefully monitored to ensure that all gifts to the Gift of Health are used to help those who have no other options available to pay for their care," Claudine Weber, Mercy Health Partners' chief development officer, said."

North Ottawa Community Hospital – Grand Haven

- A successful MAHA Fall Conference was held in East Lansing's Marriott at University Place October 18 – 20, 2011. NOCH's own Betty Bierman, President of MAHA, welcomed everyone and led everyone in prayer to begin the journey into a full schedule of fantastic guest speakers and workshops. Attendees brought non-perishable food items, cash donations and raffle proceeds were all donated to Harvest Gathering.
- NOCH gift shop held the second annual holiday bag sale in November through December, where customers can buy a bag for \$5.00 which gives them opportunities for discounts throughout the shop for the holiday season. The sale was a HUGE success in 2010. Koeze nuts are also sold throughout the holiday season.
- NOCH ranks 34th in the nation and fourth in Michigan for overall quality of care. The hospital was among only nine percent of community hospitals, nationwide, that met the federal government's mandate to install and use Electronic Medical Records in 2011. The Electronic Medical

Records have been in place for more than a year.

- NOCH actively recruited more than 30 physicians to join the NOCH medical staff in the past 18 months with notable additions in the areas of primary care, orthopedics, bariatrics, neurosurgery and OB/GYN surgeons. With the increase in OB/GYN's, the number of newborns have increased to an average of 30 per month. NOCH's recent opportunity was to develop a learning lab inside the Emergency Department. There, national companies representing equipment, construction materials, furniture, and technology and so on have been invited to develop and test their knowledge in a real-world environment. The hospital is one of a select group of hospitals across the nation which is participating in an 18 month national study, organized by the Robert Wood Johnson Foundation, to improve Emergency Department throughput.

Sheridan Community Hospital – Sheridan

South Haven Health System – South Haven

Sparrow Ionia Hospital - Ionia

Spectrum Health Blodgett Hospital – Grand Rapids

Spectrum Health Butterworth Hospital – Grand Rapids

The Value of Time

- How much is an hour of your time worth? For many of us, an hour of time is a priceless commodity. The more birthdays we have the more valuable each year, each day, each hour becomes.
- Butterworth Auxiliary Board is exploring ways to best keep track of the hours guild members give to guild or auxiliary projects. Time is categorized as **service time** (reimbursed by the hospital to guild members who work in the Grille or the Gift shop) or **volunteer time** (non-reimbursable time).

- **Service time** allows our guilds to contribute funds to support either pediatric or adult programs and services at the hospital. **Volunteer time** has a value that cannot be measured in dollars and cents. Moreover, the benefit to the guild member giving service and/or volunteer time can be as great as or greater than the benefit to the recipient of kindness, caring, or a warm smile.
- **Why keep track of volunteer time if it can't be measured?** We believe all hours given to benefit our hospitals must be acknowledged, appreciated and encouraged. At Spectrum Health, we believe a high level of volunteerism indicates a high level of quality, personalized health care that we can and do offer to our community, and that in itself is a priceless reward.

Spectrum Health Kelsey Hospital – Lakeview

Spectrum Health United Hospital – Greenville

Spectrum Health Zeeland Community Hospital – Zeeland

Editor's Note

Thanks to all of you who sent in articles for this issue. It is truly a pleasure to serve you and your hospitals. May I remind you that we are still trying to get the news in the bullet format and 100 words or less. Also, it would be helpful if you try to write the articles in third person.

The next deadline is February 1, 2012! I would be pleased to accept any article earlier than that date. Keep in mind that the *Highlights* will come out in April.

Marlene Sebastian
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Did You Know?

Did you know you are allowed 30 hours for attending the **MAHA Annual Meeting and Fall Conference?**

Just report back to your hospital after you attended the meetings and have your total hours served as a volunteer updated. These meetings are held for your benefit as a volunteer. The information presented is intended to help you become better at the things you do for your hospital. Claim the hours and boost your total volunteer hours.



www.mahaonline.org

2012 HEALTH CARE ADVOCACY DAY

Hometown Voices Impacting Health Care Choices

Wednesday, February 29, 2012

8 a.m. to 1 p.m.

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MICHIGAN ASSOCIATION OF HEALTHCARE ADVOCATES

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