



---

# West Central District

**NEWSLETTER**

**SPRING 2011 – VOL. 56, NO.2**

**PLAN NOW TO ATTEND**

**“VOLUNTEERS MAKE A DIFFERENCE”**

**MAHA  
ANNUAL MEETING & EDUCATIONAL INSTITUTE!**

**June 14– 16, 2011  
Grand Hotel, Mackinac Island**

---

---

*THEN*

---

---

*WCD FALL  
CONFERENCE*

*SEPTEMBER 14, 2011*

*MERCY HEALTH  
PARTNRS*

*SHELBY, MI*





Shirley Harris  
West Central District / MAHA

## PRESIDENT'S MESSAGE

Dear Friends

It has been an honor to serve as the West Central District President. Thank you for giving me the opportunity to experience your spirited sense of humor, your wonderful positive attitude, and your contagious enthusiasm.

In my travels around the district I've seen you give thoughtful words of encouragement to each other, often comforting without saying a word. It shows—you all take delight in inspiring one another with compassionate hearts. I've been so proud to be part of WCD/MAHA through the years!

I especially want to thank the WCD Board and committee members who cheerfully and willingly fulfilled their duties, and for the advice and support along the way. A heartfelt thank you to the hospitals and auxiliaries who hosted our meetings this year, each one unique in its achievements.

A special note of appreciation to all of you for your attendance at our WCD meetings. It has been a very worthwhile, rewarding, and informative year. There is an abundance of good will in our district along with exceptional friendships.

Most importantly, a word of thanks to YOU, the volunteer, going about your tasks in your individual hospitals: inside in the halls and patient rooms, behind the desk or in the gift shops, everywhere there is a need, we find you, the dedicated and treasured VOLUNTEER.

Shirley Harris, President  
West Central District, MAHA 2010-2011

**WEST CENTRAL DISTRICT  
2010-2011 EXECUTIVE BOARD**

PRESIDENT	Shirley Harris	North Ottawa Community Hospital Grand Haven
PRESIDENT ELECT	Paula Wiles	Carson City Hospital Carson City
VP MEMBERSHIP	Judy Ellis	Zeeland Community Hospital Zeeland
VP COMMUNICATIONS	Margaret Christopher-Fell	Sparrow Ionia Hospital Ionia
VP LEGISLATION/ ADVOCACY	Nancy Wright	Spectrum Health-Blodgett Grand Rapids
SECRETARY	Betty Bierman	N. Ottawa Community Hospital Grand Haven
TREASURER	Barbara Tenpas	Holland Hospital Holland
CONFERENCE COORDINATOR	Joanne Monnier	Spectrum Health - Butterworth Grand Rapids
COUNSELOR/ NOMINATIONS	Gail Riley	North Ottawa Community Hospital Grand Haven

WEST CENTRAL DISTRICT BOARD APPOINTEES

BYLAWS AND POLICY	Jeanette Linck	Mercy Health Partners- Mercy Campus Muskegon
RESOURCE CHAIR	Ruth Schottle	Spectrum Health United Memorial Kelsey Hospital, Lakeview



**Grand Hotel – Mackinac Island  
June 14– 16, 2011**

**62nd ANNUAL MEETING  
AND EDUCATIONAL INSTITUTE  
MICHIGAN ASSOCIATION OF HEALTHCARE ADVOCATES**

The Board of Directors of MAHA announces the Annual Meeting of MAHA to convene at Mackinac Island on Tuesday, June 14, 2011. The call to order shall begin at 4:00 p.m. and shall include the election of officers, receipt of committee reports, new business, the opening speaker and other matters pertaining to MAHA.

The conference registration deadline is May 16, 2011. Please remember that you must pre-register with both MAHA and the Grand Hotel for this conference. A separate conference registration form must accompany your check for registration fees. Remember to send or bring your tax exempt form and hospital check or a credit card when registering or checking in at the hotel.

We hope to see you at the Grand Hotel  
June 14 – 16, 2011!

**"Volunteers Make A Difference"**

June 14-16, 2011

"When you volunteer, you are not paid in money or recognition, you are paid in love. People may forget what you said, and people may forget what you did, but they will never forget how you made them feel." This quote from an unknown author states very aptly how **"Volunteers Make a Difference."** We hope you take home from this year's MAHA 62nd Annual Meeting and Educational Institute at the Grand Hotel at least one additional way you can make a difference in your role as Healthcare Advocates in your local hospitals.

As in the past, registration will take place again in the Terrace Room which will also serve as a Hospitality Room. Stay a while and mix with volunteers from other hospitals and share your ideas after you pick up your registration packet. Then we will open our conference with our business meeting which includes the election of the MAHA officers for 2011-2012. Our opening conference speaker will be **Carole Bridges**, the Director of Volunteer Services for Henry Ford Wyandotte Hospital. Her topic will be **"But I'm Just a Volunteer...."**

Then following dinner we will have our district receptions which will take on a little different format this year. Instead of having each district host a reception in the District President's room, there will be two districts in each of MAHA's complimentary suites. The districts assigned to these suites will be announced at the business meeting. This should provide more room and seating for attendees to visit with each other and to view these lovely suites.

Wednesday morning will bring our recognition of Genesys Regional Medical Center as a recipient of the EverGreen Award from AHA, followed by our MHA Legislative update. The morning speaker will be **Dr. Kevin Anderson, M.D.**, whose topic will be **"Health Care Reform from the Perspective of a Family Physician."** After lunch our program will consist of three workshop sessions offered twice. This year we will introduce a sign-up sheet for these workshop sessions during registration in the Terrace Room. Be sure to put your name on a sheet so you can insure yourself a seat at the session you want to attend.

The first workshop will be conducted by **Carol Bridges** and her topic will be **"The What, Why and How of Providing Emotional Support to Patients."** The second session will be entitled **"Advocacy – Say What?"** This session will be conducted by an MHA staff member with assistance from our MAHA Legislative Advocacy Director. The third group of workshops will be a different format. The first workshop will be a session presented by our EverGreen award winner on **"Container Gardening."** The second part will be a **"Flower and Garden Tour"** from the Grand Hotel. This second part is limited to a maximum of 50 people so attendees will definitely want to sign up early. These two workshops will not be repeated twice so attendees will have to choose to either attend the **"Container Gardening"** session or the **"Flower and Garden Tour."**

Following the workshops there will be free time to relax and enjoy the ambience of the Grand Hotel, take a walk or visit with other attendees. The evening will bring our annual reception and of course the marvelous banquet, installation of officers and the President's reception.

Thursday morning we are pleased to bring back **Maureen Burns**. Maureen's topic **"Looking and Laughing at Life"** will definitely be helpful to your health as she leaves us with a generous dose of humor and wisdom.

It was announced last year at the Fall Conference, MAHA is "going green" which means our speakers and/or presenters will for the most part not have handouts available. If a speaker/presenter has a handout available it will be posted on the MAHA website and will be available to be downloaded by attendees. Reminders on this new process will also be provided at all district meetings.

We look forward to many of you attending our Annual Meeting and Educational Institute at the Grand Hotel on Mackinac Island on June 14, 15, and 16, 2011. This is your conference and we want to do everything to make this a valuable and learning experience for you so you can return to your hospital where you **"Make a Difference"** everyday of the year.

Sharon Flewelling  
MAHA VP Education

**Tuesday, June 14**

1:30-3:45 p.m.  
Registration and  
Book Sale  
Hospitality in Terrace Room

4:00 p.m.  
Rooms available for  
Registrants

4:00-5:00 p.m.  
MAHA Annual  
Meeting (Theatre)  
Welcome  
Catherine Crimmins  
MAHA President  
Opening Prayer  
Pledge of Allegiance  
Betty Bierman  
MAHA President Elect  
Business Meeting  
Election of Officers  
Conference Orientation  
Sharon Flewelling  
MAHA VP Education  
Hotel Orientation  
Alma Bershas  
Conference  
Coordinator

5:15-6:00 p.m.  
Opening Speaker  
(Theatre)  
**"But I'm Just a  
volunteer...."**  
Carol Bridges, Director  
of Volunteer Services;  
Henry Ford  
Wyandotte Hospital

6:30-8:30 p.m.  
Dinner  
(Main Dining Room)

8:30-9:30 p.m.  
District Receptions —  
TBA  
Everyone Welcome!

**Wednesday, June 15**

6:30-7:30 a.m.  
Early Morning Walkers  
(Meet on Front Porch)

7:30-8:30 a.m.  
Breakfast  
(Main Dining Room)

9:00-10:00 a.m.  
MHA Political Issues  
(Theatre)  
David Finkbeiner

10:00-10:15 a.m.  
Break

10:15-11:15 a.m.  
Health Care Reform  
from the Perspective  
of a Family Physician  
(Theatre)  
Dr. Kevin Anderson,  
M.D.

11:30 a.m.  
Grand Luncheon  
(Main Dining Room)

1:00-2:00 p.m.  
Choose One:  
• **"The What, Why and  
How of Providing  
Emotional Support  
to Patients"**  
Carol Bridges  
• **"Advocacy —  
Say What?"**  
MHA/MAHA Staff  
• **"Container  
Gardening"**  
Adam Horski,  
Manager of the  
Evergreen  
**First workshop  
session only**  
**Grand Hotel "Flower  
and Garden Tour"**  
**Second workshop  
session only**

2:00-2:15 p.m.  
Break

2:15 p.m.-3:15 p.m.  
Workshops repeated  
Free Time

6:00 p.m.- 7:00 p.m.  
Reception  
(Terrace Room)

7:00 p.m.-9:00 p.m.  
Banquet  
Installation of Officers  
(Theatre)  
President's Reception  
(Immediately following in  
Room 246)

**Thursday, June 16**

7:30-9:00 a.m.  
Breakfast  
(Main Dining Room)

9:15-11:00 a.m.  
Closing Session  
MAHA Remarks  
Closing Speaker  
(Theatre)  
**"Looking and Laughing  
at Life"**  
Maureen Burns



Michigan Association of Healthcare Advocates Annual Report

West Central District-2011-FORM A

HEALTH CARE FACILITY (Alphabetically by city, then facility)	Number of Beds	Number of Auxilians and Volunteers	Number of Auxilian and Volunteer Hours	Auxilians and Volunteers on District Board	District Hours	Auxilians/ Volunteers on MAHA State Board	State Hours	Auxiliary/ Volunteer President on Facility Bd	With Vote	Without Vote	Monies Donated to Facility	Monies Donated- Other
Big Rapids Mecosta County Medical Center	74	188	4,722								\$30,000	\$ 5,500
Carson City Carson City Hospital	77	26	4,000								\$ 6,000	\$ 1,000
Grand Haven North Ottawa Community Hospital	81	276	22,837	3	882	3	887				\$20,000	\$ 3,000
Grand Rapids Spectrum Health Blodgett	284	459	24,270	1	81						\$82,065	
Grand Rapids Spectrum Health Butterworth	693	339		1	40						\$484,475	
Greenville Spectrum Health United Memorial	105	68	9,322								\$20,000	
Holland Holland Community	205	485	58,200	2	26						\$54,301	\$ 9,000
Ionia Sparrow Ionia Hosp	25	110	4,685	1	260						\$ 8,005	
Lakeview Spectrum Health United Hospital	43	34	1,442	1							\$13,000	\$ 1,500
Ludington Memorial Medical Center of W. Mich.	87	117	17,397								\$ 20,000	
Muskegon Mercy Health Partners, Hackley	183	256	24,960	3	65						\$ 1,788	
Muskegon Mercy Health Partners, Mercy	252	177	17,065	1	40	1	350				\$87,281	
Shelby Mercy Health Partners, Lakeshore	14	32	1,533								\$ 7,000	
Sheridan Sheridan Community	25	18	3,815								\$ 8,071	
Southaven S. Haven Community	82	82	14,921								\$16,000	\$ 3,000
Zeeland Zeeland Comm. Hosp	57	158	15,867	1	20						\$38,000	\$ 3,000
<b>TOTALS</b>	<b>2279</b>	<b>2825</b>	<b>225,046</b>	<b>14</b>	<b>1,414</b>	<b>4</b>	<b>1,237</b>				<b>\$895,986</b>	<b>\$26,000</b>

## **FROM THE WEST CENTRAL DISTRICT NOMINATING COMMITTEE**

On behalf of the WCD Nominating Committee, I am pleased to announce the following slate of nominees for 2011- 2012.

President	Paula Wiles	Carson City Hospital	Carson City
President Elect	Jeanette Linck	Mercy Health Partners-Mercy Campus	Muskegon
VP Communications	Peg Christopher-Fell	Sparrow Ionia Hospital	Ionia
VP Legislation	Nancy Wright	Spectrum – Blodgett	Grand Rapids
Recording Secretary			
Conference			
Coordinator	Joanne Monnier	Spectrum – Butterworth	Grand Rapids
Treasurer	Barbara Tenpas	Holland Community Hospital	Holland
Counselor/ Nominations	Shirley Harris	North Ottawa Community Hospital	Grand Haven

Appointments are:

Resource Chair:	Gail Riley	North Ottawa Community Hospital	Grand Haven
Bylaws:	Donna Crumbaugh	Carson City Hospital	Carson City

As directed by policy, each nominee received a letter requesting written confirmation of their acceptance to serve. All letters have been returned and are in the file of the Nominating Committee Chair.

Members of the Nominating Committee are:

Maurine Sneathen	Spectrum Health Partners – Blodgett
Phyllis Schutten	Holland Community Hospital
Jeanette Linck	Mercy Health Partners – Mercy Campus
Shirley Harris	North Ottawa Community Hospital – Grand Haven
Donna Will, Chair	Mercy Health Partners – Hackley Campus

Submitted by  
Donna Will, Chair Nominating Committee WCD-MAHA

# Bits and Pieces



## SOMETHING TO CONSIDER

WCD Bylaws IV #3 reads as follows:  
“All officers shall be elected at the Annual Spring Meeting. The President and the President-Elect shall serve for only one year. All other officers may serve for not more than two one-year teams in any one office.”

A MOTION was made at the April board meeting to add the words: “or at the discretion of the board” following the above sentence.

RATIONALE: For many years now there have been people who have served in the same position for more than two years. We are very grateful that they are willing to serve as it is becoming more difficult to fill the positions.

This notice is presented in May 2011-2012 so that we may vote on this issue in the September WCD Fall conference by the general membership as required.

## WANTED & NEEDED

### WCD SECRETARY FOR THE YEAR 2011-2012

#### JOB POSITION REQUIREMENTS:

**Take roll-call and minutes at the July board meeting, the Fall Conference, the Spring board meeting and the Spring Annual Meeting.**

**Your expenses will be paid to these events.**

\*\*\*\*\*

## OPPORTUNITY

Please continue to remind friends, family and volunteers to sign up for the Organ Donation program when they renew their driver’s license. The numbers for organ donations needed are growing. Michigan can do more to help those who need an organ transplant. Thanks to all who help.

## NOTE: ANOTHER CHANGE!

The Fall Conference will be held this year at the Marriott Hotel in East Lansing instead of at Soaring Eagle. The theme this year is “Volunteers are Super Heroes.”

The Marriott is located one block off East River Street, which has plenty of things to see and do. It is closer to the air ports for speakers. Non-smoking and parking is under the hotel.

We have switched from Soaring Eagle to the Marriott because of the rising costs at Soaring Eagle. The costs of rooms, meals, vendor tables, rooms for workshops, taxes, etc were getting beyond our financial reach for both MAHA and the conference attendees. Our contract with Soaring Eagle was binding for us, but, Soaring Eagle is under tribal law and their contract with us changes as the council dictates.

\*\*\*\*\*

**REMEMBER to bring your “freeies” to be given out at the June MAHA Conference. You can deposit them at the registration table.**

# MESSAGES FROM MAHA

WHAT IS MAHA? (Michigan Association of Healthcare Advocates)

Reprinted from April 2011 *Highlights*.

The MAHA mission to provide Service.....to its member hospitals and communities, thus enabling each institution to maintain the highest standard in health care...is the keystone of MAHA.

Membership in the MAHA is open to all hospital auxiliaries within the State of Michigan whose hospitals are members of Michigan Health & Hospital association. There are no dues as the MAHA is supported financially by the Michigan Health & Hospital Association, although the individual hospital auxiliaries do pay operating dues to their respective districts. **Note: (WCD does not impose dues on member auxiliaries.)**

## MAHA Highlights

## Note from MAHA

**Attention: Auxiliary Reporters.**

### NOTE FROM MAHA

**Remember: these should be done in bullet form. (see WCD Newsletter, Spring 2010.)**

**Send you next reports to:**

**Marlene Sebastian  
MAHA Communications Director and  
Highlights Editor  
9761 Brown Road  
Springport, Mi 49284  
[msebastian@springcom.com](mailto:msebastian@springcom.com)**

Put these dates on your auxiliary calendar:  
Deadlines for future issues:

\*\*\*\*\*

July 1, 2011 – for September Issue  
November 1, 2011 – for January 2011 issue  
April 1, 2011 – for June issue

\*\*\*\*\*

MAHA is going “green.” At the fall conference handouts will not be provided at presentations. However, they can be downloaded from the MAHA website.

**[www. mahaonline.org](http://www.mahaonline.org)**

We are working on a system to notify everyone when the current issue of *Highlights* is available on our website. Due to escalating printing and mailing charges, we now send only four issues to each hospital (CEO, DVS, President and auxiliary President) and hope they share the information with the rest of their volunteers. In the future, we will be using our website to get information to everyone quickly and inexpensively. We want everyone to be kept abreast of what we are doing at the District and State level.

\*\*\*\*\*

## Did you know?

Did you know you are allowed 30hours 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.

## *WHAT'S HAPPENING IN WEST CENTRAL DISTRICT*

### **MECOSTA COUNTY MEDICAL CENTER BIG RAPIDS**

The Mecosta County Medical Center Auxiliary offers its volunteers a number of opportunities to help assure the availability of excellent health care in our community. The Mecosta County Medical Center Auxiliary Gift Shop, The community-wide Ice Cream Social, the Spring and Fall Book Fairs, the Health Career Scholarship program and the Christmas Open House afford auxiliary members many choices to participate and contribute their time and talents. Proceeds from these activities enabled the presentation of a gift of \$55,000 to the Medical Center to support the purchase of two digital mammography machines. Our next planned contribution will be to help fund the renovation of the MCMC Birthing Center.

The Auxiliary is engaged in a membership drive to encourage others to join them in their work. This endeavor has included joining the Mecosta Area Chamber of Commerce and hosting a recent Rise'N Shine to help others in our service region to learn more about the services and activities of the Auxiliary. A membership tea invited community members to join them at our downtown antique shop and visit with auxiliary members about their support of health care in our community. We continue to consider ideas of additional ways that we can increase our outreach to others who share our interest in supporting the Medical Center and its services.

Sue Boitos, President  
Mecosta County Medical Center Auxiliary

### **CARSON CITY HOSPITAL CARSON CITY**

Carson City Hospital Auxiliary began their 29<sup>th</sup> membership year in September of 2010. Fall fundraisers included a MUM Sale, Uniform sale, Book sale and our annual Christmas Lights of Love celebration. CCHA hosted the September West Central District membership meeting and many CCHA members attend the CD Fall Conference in Mt. Pleasant.

The main winter project of CCHA is helping to sponsor and organize the 75<sup>th</sup> Anniversary of Carson City Hospital. Plans are underway for a semi-formal dinner dance to be held May 21, 2011 at the Soaring Eagle Casino and Resort in Mt. Pleasant. Other events celebrating the diamond milestone will be held locally throughout the summer. The final project of the auxiliary year will be our 218th annual golf outing which always draws many golfers and is a big fundraiser for the organization.

The goal of CCHA is to continue to assist Carson City Hospital and 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,, buying an anatomical arterial blood gas arm to be utilized for practice by Cardiopulmonary staff, purchasing educational materials for our Pre-Natal classes and new chairs for the Mental Health unit.

Nancy Seals  
CCHA 2<sup>nd</sup> Vice President and Newsletter Chair



## **NORTH OTTAWA COMMUNITY HOSPITAL GRAND HAVEN**

We are happy to announce that one of our own, Betty Bierman, will be installed as the MAHA President at the June Annual Meeting on Mackinac Island June 14-16, 2011. Betty works in the hospital Gift Shop on Tuesday mornings and is a past Auxiliary President. We also have two volunteers for NOCH who will serve on the district board: Gail Riley as Resource Chairman and Shirley Harris as Past President. Gail will also serve as the state Vendor Coordinator on the MAHA Board along with Betty.

NOCH's employees and volunteers receive great benefits through Dunewood Pharmacy. They receive discounts on over-the-counter medications and retail products as well as savings on generic prescription drugs when they show their ID badge.

Our gift shop is the biggest supporter of our auxiliary in terms of donations. We carry beautiful fresh flowers, gifts, cards, notions, stuffed animals and limited clothing. As are all hospital gift shops, it's the people behind the scenes that make it all work and we are delighted with our crew. In addition we have various fundraisers throughout the year. The shop and the fundraisers are both supported by the NOCH staff, employees and the community.

We invite everyone to come to Grand Haven this summer and help us celebrate the USA Coast Guard Festival. The hospital volunteers and employees participate by having a float to celebrate our service to the community. We honor the USA Coast Guard and their service to our country with a week of celebrations and an outstanding fireworks display at the end of the festival.

Shirley Harris  
President Elect North Ottawa Hospital Auxiliary

## **SPECTRUM HEALTH-BUTTERWORTH CAMPUS GRAND RAPIDS**

With the opening of the new Helen DeVos Children's Hospital at Spectrum Health, the Sallie Bender Gift Shop located in the hospital's lobby has become 'the place to shop for kids.' Operated by members of the Sallie Bender Guild, shop sales have been quite strong since January 11, 2011, the day the new hospital opened, according to Randy Kimball, guild president.

"The new Sallie Bender Gift Shop has energized our membership," said Randy. "We are all very optimistic about our ability to continue to support pediatric programs and services by giving our profits back to the hospital."

Linda Pierce, head buyer, said guild members worked as a team to select a comprehensive assortment of items for children ages 0 through 18. "We carry safety items such as bike helmets, seatbelt safety accessories, arts, and crafts materials, games, books, developmental activities for special-needs children and many other items," she said. "We get our energy from the hospitalized children who come in just to look around. The smiles on their faces say it all."

Pam Daugavietis, Chair  
Board Communications

## **SPECTRUM HEALTH UNITED MEMORIAL KELSEY CAMPUS LAKEVIEW**

The Spectrum Health Kelsey Hospital Guild has been up to some new things over the past months but remains consistent in their mission to raise friends and funds in the community. Over the winter months, the annual Tree of Love was the most successful ever with a big thanks to the Meijer sponsorship. New and successful events including a Scentsy Sale, presentation of a new "local" homemade candy sale, a New Years Eve Euchre party as well as a mid-winter Euchre party brought new faces to the group's friend raising efforts in the community. Avon, Books are Fun and a Girmack nuts sale are scheduled for early spring. New items are being added to the hospital's gift case regularly and many exciting things are being planned for the summer months. We're looking forward to spring and our guild snow-birds returning home soon!

Kimberlee Carr  
Spectrum Health United Memorial Kelsey Campus, Lakeview

## **HOLLAND HOSPITAL HOLLAND**

The 2010 Lights of Love Campaign began mid-November and concluded January 7. The greater Holland community contributed over \$19,000 towards this year's project. The Lights of Love Committee chose to designate the funds to provide a blanket warmer for the Imaging Center and a Patient Relaxation System for the Nuclear Medicine Department. The remainder of the funds was contributed to the Holland Community Health Clinic toward unspecified needs. The clinic serves the most vulnerable of our citizens.

The blanket warmer will ensure that patients will remain comfortable during the duration of their exam. The patient relaxation system consisting of ceiling art, television and an audio player allow the patient to be more comfortable in a calm and soothing environment.

Barbara Tenpas  
Holland Hospital Editor Volunteer Voice.”

## **SPECTRUM HEALTH-BLODGETT CAMPUS GRAND RAPIDS**

The new addition at Blodgett Hospital is being used to almost full capacity. The number of rooms is 237, all private. The number of operating rooms has also been increased. The Emergency Room has seen an increase in usage since Metropolitan Hospital moved to a new location at the southern area of Grand Rapids. The Window Shop (gift shop) and the Garden View Café (coffee shop) has continued to serve patients, families, friends and staff.

The Healing Gardens have been spectacular with the snow we have had in GR, and everyone is awaiting the warmer weather so that the gardens can be visited and just not seen through the window. It is amazing to see the usage of these very beautiful spaces for everyone who comes to the hospital.

The Medical building on campus is being updated, both physically and technologically, to better serve the patients and the doctors who serve them.

Nancy Wright

## **SOUTH HAVEN HEALTH SYSTEM SOUTH HAVEN**

Our Fall/Winter Volunteer activities included a two day “Books are Fun” sales and as always it was very productive.

Blood Drives, employee/volunteer Harvest Gathering Food Drive which resulted in collecting 2,371 lbs. plus \$895.00 given to the local Food Pantry, and a Christmas Bake Sale was held.

Currently, Van Buren Intermediate Healthcare students are working 2 ½ hours weekly in Obstetrics, Infusion, and Special Care Unit departments to familiarize themselves with possible future plans.

Our three year old Wellness/Rehab Center now has 2400 members. SHHS departments now include Oncology, Psychiatry, Sleep Lab, Infusion Center, Home Care 24/7 and Water Birthing always available at South haven Health System.

This growth and diversity on our hospital campus has evolved into a new ID logo for SHCH-now officially South Haven Health System (SHHS).

Beverly Beyer  
SHHs Auxiliary

## **SPECTRUM HEALTH UNITED MEMORIAL UNITED HOSPITAL GREENVILLE**

Our hospital volunteers continue to be a great inspiration to staff members, patients and families that they serve every day. Many new volunteers have joined our team in the past year and all are a great benefit to our hospital.

As our Gift Shop volunteers were ringing in the New Year, they were also ringing up record sales. The shop has taken on a refreshed modern look which has proved to boost sales significantly. All proceeds directly benefit patient care and services within United Hospital.

Many of the United Hospital volunteers are involved in planning and assisting with fund raising events including the annual Hearst One Mission Charity Ball in February, the annual Golf Day in June, the Kringle Pastries Sale during the Danish Festival in August, book sales, special gift shop sales, the Spectrum of Stars Variety show and the tree of Lights holiday event.

Proceeds from recent fund raising events will be used to assist in a renovation project to begin in the Rehab & Nursing Center at United Hospital. Featured areas to be added or enhanced include a beauty shop, family gathering area, fully functional kitchen and many aesthetic upgrades throughout the entire facility.

We are looking forward to another successful and exciting year/

Norma Stevenson  
Spectrum Health United Memorial Foundation & Volunteer Services.

## **SPARROW IONIA HOSPITAL IONIA**

This has been an especially exciting year for Sparrow Ionia Hospital, as we have changed our name, added more services, remodeled patient lobbies, recruited more healthcare providers, upgraded technology and changed processes.

Although we are still in the process of rejuvenating the Advocates composed of only 4 guilds and readjusting to our new affiliation with Sparrow in Lansing, we are experiencing success in the endeavors to serve and promote the hospital. In 2010 we logged 4,685 hours in service projects and fundraisers and contributed over \$8,000 towards hospital related activities. We also had one member serve on the district board giving another 260 hours of service.

The Lafayette Guild again held a "pie auction" and "pie contest" collaborating with the Ionia Farm and Power Show. It is not only an unusual fund raiser but a fun one. Funds raised through The Angel Tree Ceremony, which always occurs the first Thursday in December, and through other sponsored events were donated to the renovating of the dayroom.

By staffing the First Aid Station during the Ionia Free Fair, money received was designated for scholarships. The scholarship committee, composed of representatives of all the guilds, awarded four scholarships totaling \$3000.00. "We are fortunate to have resources available to assist individuals with their health-related education," said advocate co-chair, Sue Thompson.

Other fund raisers including book sales and uniform sales, provided funds to purchase items requested by the various departments of the hospital via a "Wish List." These are items not covered by capital budget but rather smaller items that are related to improving patient care.

Sparrow Ionia Hospital has been re-imaged and reintroduced as Ionia's 25-bed Critical Access Hospital which is well-accredited, well-equipped, and well-staffed to provide high quality, compassionate care.

At our Annual Spring Meeting, our Advocate of the Year was announced and scholarships awarded. Robert Lathers, CEO of Ionia County Community Mental Health Facilities, gave an update of how the Mental Health Department has changed its focus during the last ten years and is now working more closely and serving our hospital and other agencies and organizations throughout the county.

Peg Fell  
Sparrow Ionia Hospital Advocates VP Communications

## **MEMORIAL MEDICAL CENTER OF W. MI LUDINGTON**

2010 was a record year in attracting new volunteers to Memorial Medical Center. A total of 43 new volunteers joined the hospital. We have 117 volunteers who contributed 17,172 hours of service throughout 2010 and worked in nearly every department of the hospital. Within these volunteers are 2 special units, a sewing group and a knitting group.

The sewing group consists of 13 dedicated women who meet twice a month, 9 months of the year and sew 12, 10 and 6 inch bears. These stuffed bears all have a red heart pocket sewn on their left side and are placed in the OB, Laboratory, Ambulatory Surgery, Admitting Desk and ER and given out when children have a need. The 6-inch bears are exclusively in OB and are given to the siblings of newborns. All sewing materials are provided by the volunteer organization and a total of 600 bears were donated to the hospital in 2010.

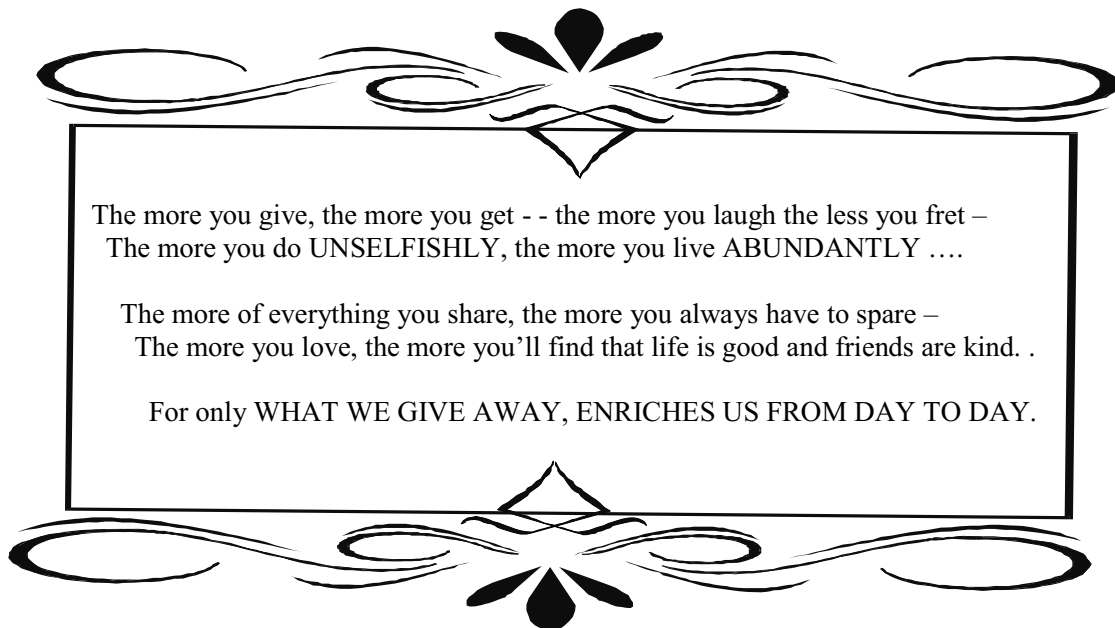
The knitting group has 5 dedicated knitters who supply their own yarn and make hats for all newborns in the hospital. This knitting group uses various hat designs and years so a mother can choose their own style and color of hat for their baby. They donated 510 hats to the hospital in 2010. These women are: Jan Wallis, Doris Schroeder, Judy Thiel, Doris Lundberg and Shirley Wright.

Mary Hoffman  
MMCWM Auxiliary

## **ZEELAND COMMUNITY HOSPITAL ZEELAND**

- As of January 1, we became part of the Spectrum Hospital Group and will be known as Spectrum Health Zeeland Community Hospital.
- Both our Christmas sale in November and book sale in December went very well. It was a good time of year to have the book sale. Books are always good last minute Christmas gifts.
- We purchased a pediatric crib with the money we raised from our Loving Lights Campaign.
- In April we awarded three \$1,000 scholarships to students who are enrolled in a medical field.
- Last May we held a flower sale. We had a variety of hanging baskets, flowers in pots, an assortment of tools and garden stones. We are having another one this year.
- Also in May, we will be attending our WCD meeting and installation of new officers at Blodgett Hospital in Grand Rapids.

Judy Ellis  
Zeeland Community Hospital Service League



## **MERCY HEALTH PARTNERS HACKLEY HOSPITAL MUSKEGON**

Beginning the 2011 year we are a smoke free campus. Our mission is to improve the health of our community.

We have had several successful fundraisers this year and are looking forward to those coming up in the future.

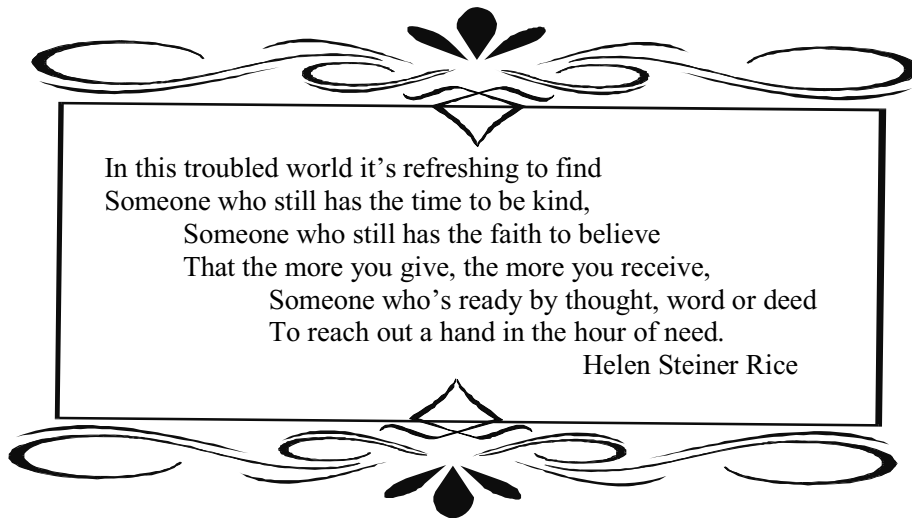
When MHP merged two campuses, Mercy General and Hackley, one birth center was created at the Hackley Campus. It is comprised of two floors, Labor and Delivery and the Baby Floor for recovering mothers and newborn.

The VEC has purchased Kids Gift Bags for children who are waiting in the Surgery Waiting Room with their parents to help occupy their time there.

We thank the VEC, Lobbyside Diner, and Gift Shop for all their donations. The annual Volunteer Appreciation Dinner is scheduled in April for the MHP Volunteers. Many thanks to all our volunteers. ‘

We are all looking forward to the rest of 2011 and warmer weather!!!

Connie Lunsford  
Volunteer Executive Council President



## **MERCY HEALTH PARTNERS-MERCY CAMPUS MUSKEGON**


Welcome Spring! We look forward to putting our winter things away and getting new spring colors out! We are all looking forward to seeing the spring merchandise arrive in the Gift Shop! Easter will be here soon too and that means new Easter Sunday outfits and Easter baskets to fill with yummy treats for young and old alike.

The Auxiliary had a very successful shoe sale with Michele's Shoes and exciting jewelry sale in April. Also in April we held our popular volunteer dinner with a surprise guest this year. It was a lot of fun!

Our installation of new officers will be at the spring luncheon in May. At the luncheon we will also be having a presentation from Omni Fitness about tips for relaxation stretching and some easy smoothie recipes. It should be a fun day!

Thanks to all of our volunteers and for all that they do for our Mercy Health Partners Community.

Sue Fles, Auxiliary President  
Mercy Health Partners-Mercy Campus



*Volunteers - Touching Lives, Lifting Spirits*

**HACKLEY LAKESHORE HOSPITAL  
SHELBY**

We are fortunate to have added some new and younger members to our guild. Some of them have joined our other volunteers at the front desk or other areas of the hospital. They are a great asset.

After our annual cookie dough sale that once again proved a success, we hosted a second jewelry sale. Although not as successful as the one hosted in the spring, it was enjoyed by those who did attend...

The 22<sup>nd</sup> annual Lights of Love tree lighting ceremony was held the first Thursday in December. People in our community can sponsor a bulb in memory or honor of someone special for a small donation. The names of the persons honored are placed on a tree banner in the lobby during the month of December and a bulb lit on the out-door tree. The tree lighting was followed by a joyous performance of Holiday music by volunteers from the Shelby High School Brass ensemble, a social time and refreshments. The entire proceeds are used to purchase equipment for the hospital.

The year ended with a festive Holiday dinner. Since the OB Department has been closed, the traditional gift of a layette item was not brought to the dinner.

Many of our members go south for the winter and weather conditions are so unsettled that our guild does not meet in January, February, or March although our volunteers continue to serve. We began planning projects in April for the continued support of the hospital.

Laura Beyer, Communications  
Lakeshore Community Hospital Guild

**SHERIDAN COMMUNITY HOSPITAL  
SHERIDAN**

Much has happened since the fall of 2010 at Sheridan Community Hospital.

My name is Lois Westfall and I am the new Volunteer Coordinator for SCH Volunteers as of January 17, 2011. I love working with our volunteers and look forward to many years with them.

All Lifeline customers were transferred to Philips Lifeline effective February 1. SCH Volunteers continue to market for them.

SCH Volunteers purchased eight floral arrangements from the Gladys Goodell Memorial Fund, two for each season to now add to the setting of SCH's Comfort Room and for the visitor Lobby. New carpeting was purchased and installed for the Sour West Entrance lobby at SCH, compliments of the Volunteer Group.

Twenty students have begun an internship through the Montcalm Area Career Center, working in various departments at SCH. Several internships and externships are currently in progress, both at the hospital and at various hospital- owned clinics.

Our wonderful and dedicated volunteers continue to add that "extra touch" that means so much to the hospital, employees, and patients. To learn more about Sheridan Community Hospital visit us at [www.sheridanhospital.com](http://www.sheridanhospital.com) or find us on Facebook.

Lois Westfall, Customer Relations Assistant,  
Sheridan Community Hospital  
989-291-3269, ext 236

## *Are you a Volunteer?*

### *How did you spend your Dash?*

*I read of a man who stood to speak  
At the funeral of a friend.  
He referred to the dates on her  
tombstone  
From the beginning until the end.*

*He noted that first came the date of  
her birth  
And spoke the following dates with  
tears.  
But he said what mattered most of all  
Was the dash between those years.*

*For that dash represents all the time  
That she spent alive on earth  
And now only those who loved her  
Know what that little line is worth.*

*For it matters not how much we own;  
The cars, the house, the cash.  
What matters is how we live and love  
And how we spend our dash.*

*So, think about it long and hard.  
Are there things you'd like to change?  
For you never know how much  
time is left,  
That can still be rearranged.*

*If we could just slow down enough  
To consider what's true and real  
And always try to understand  
The way other people feel.*

*And be less quick to answer  
And show appreciation more  
And love the people in our lives  
Like we've never loved before.*

*If we treat each other with respect,  
And more often wear a smile  
Remembering that this special dash  
Might only last a little while.*

*So, when your eulogy is being read  
With your life's actions to rehash,  
Would you be proud of the things they  
say  
About how you spent your dash?*

*By  
Linda Ellis*



# The Last Page

## West Central District

Has your hospital hosted a WCD meeting in the last two years? We need host hospitals for future meetings. It is always interesting to visit other hospitals and auxiliaries to see how they operate. Please consider hosting a fall or spring meeting....it does not have to be "big" or elaborate. Call Paula Wiles 616-847-4063 for additional information. We really do appreciate your efforts!

*Pass it on...*

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

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

**IF YOU'VE NEVER DONE IT...**

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

*Thank You!*

*To all who responded to requests for information.*

*This is your newsletter and your opportunity to share.*

*We all say, "Thank you!"*

**Next Newsletter Deadline  
August 1, 2011**

*(you can always send it before)* ☺

*Send information to:*

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

### **MAHA STATE BOARD 09-10**

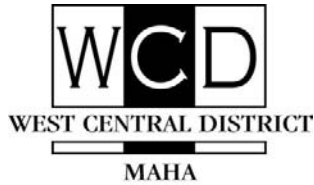
President: Betty Bierman (WCD)  
President-Elect: Sharon Flewelling (NCD)  
VP Education: Alma Bershas (SED)  
Secretary: Nancy Viele (ECD)  
Treasurer: Jeanette Havel (ECD)  
Counselor: Cathy Crimmins (UPD)  
Conference Coordinator: Carolyn Sverson (UPD)  
Legislative Advocacy: Claudia Bryant (NCD)  
Membership Director: Mary Lu Cramer (SED)  
Communications Director: Marlene Sebastian (SWD)  
ECD President: Sheryll Mithen  
NCD President: Amy Temple  
SED President: Kathleen Malfroid  
SWD President: Cas Wesolek  
UPD President: Carolyn McDonald  
WCD President: Paula Wiles

Appointments:

Vendor Coordinator: Gail Riley (WCD)  
Bylaws/Policy/Resource: Jim Summerfield (ECD)  
Public Relations Director: Marilyn Ashdown I (SWD)

MAHA Webmaster: JoEllen Blandford  
MAHA Liason to MHA: Stacy Dowdy

*visit our web site:  
[www.mahaonline.org](http://www.mahaonline.org)*



## WCD SPRING NEWSLETTER 2010-2011

### *Dates To Remember*

Please note: Our District meetings are always held the second Wednesday of September and May.  
So that you do not miss these enriching times, mark your calendar now!

### **CALENDAR OF TENTATIVE DATES**

June 14-16, 2011 MAHA Annual Meeting & Educational Institute	Grand Hotel Mackinac Island
July 1, 2010 Deadline for Highlights – September Issue	
September 14, 2011 WCD Fall Conference & Educational Meeting	Mercy Health Partners-Shelby Shelby
October 18-20, 2011 MAHA 63 <sup>rd</sup> Fall Conference	East Lansing Marriott East Lansing
February 1, 2011 Deadline for Highlights – April Issue	
April 15-21, 2012 National Volunteer Week	
May 2012 (date TBA) WCD Spring Conference & Education Meeting	Holland Hospital Holland
June 12-14, 2012 MAHA Annual Meeting & Educational Institute	Grand Hotel Mackinac Island
September 13, 2012 WCD Fall Conference & Educational Meeting	TBA
October, 2012 MAHA Fall Conference	TBA
May 2013 WCD Spring Meeting & Installation	TBA
September 13, 2013 WCD Fall Conference & Educational Meeting	Memorial Medical Center of West MI. Ludington