



OUTLOOK

Published by the Texas Association of Healthcare Volunteers, Inc.
This newsletter is for our Auxilians and Volunteers—www.tahv.org

TAHV OFFICERS

PRESIDENT
Pat Neatherlin
6522 Ashmore Lane
Tyler, Texas 75703
Phone: 903-534-8856

PRESIDENT-ELECT
Melva Harris
5407 Cobble Lane
Spring, Texas 77379
Phone: 281-376-8241

FIRST VICE-PRESIDENT
Sherry Simmons
2431 Brookhaven
Dennison, Texas 75020
Phone: 903-463-1559

SECOND VICE PRESIDENT
Carolyn Denman
3115 Sunny Knoll Court
Kingwood, Texas 77339
Phone: 281-358-7792

SECRETARY
Betty Unlaub
P.O. Box 302
113 Chelsea
Dumas, Texas 79029
Phone: 806-935-2330

TREASURER
Marjorie Hays
1014 Ronal Drive
Corpus Christi, Texas 75088
Phone: 361-991-2383

PARLIAMENTARIAN
Jan Temple
3309 Pecan Ridge
Rowlett, Texas 75088
Phone: 972-475-5850

COUNSELOR
Janie Dampier
3114 Redwood Lodge Dr.
Kingwood, Texas 75020
Phone: 281-358-9347

67th Annual Convention
May 27-29, 2010
Hilton Americas-Houston
Houston, Texas

Co-Chairman:
Barbara Adams
Phone: 713-977-5544
barbdadams@aol.com

Margaret Doresett
Phone: 281-358-3835
margaret0001@yahoo.com

Veteran Enrollment Fair Hosted by ERMCA

Excerpt taken from: *THE AUXILIAN Newsletter from the
Edinburg Regional Medical Center Auxiliary*

Edinburg Regional Medical Center hosted South Texas Health System's Second Veteran Enrollment Fair on June 20th. Veterans were not only registered with the VA, but were treated to a variety of free health screenings such as Blood Pressure, Glucose, Cholesterol, and Blood Oxygen levels. The University of Texas Pan American Mariachi Group and a quintet from the Valley Symphony Orchestra provided entertainment for the event. The James "Nicki" Rowe V.F.W. Post Color Guard presented the Colors for the opening ceremony. State Martinez opened the event to a packed house.



CEO LINDA RESENDEZ WITH AUXILIANS RITA MORA, BRENDA THOMPSON, BARBARA FRANCIS & MVS JAVIER CAVAZOS HELPING AT THE VETERAN ENROLLMENT FAIR ON JUNE 20, 2009, AT ERMCA.

Members of the Edinburg Regional Medical Center Auxiliary volunteered to help at the event. Yolanda Leal helped the Dietary Department as a server to all Veterans and visitors. Brenda Thompson, Barbara Francis, Rita Mora and Christianne Krigel all helped run the information table by giving out goodie bags and raffle tickets, and escorting Vets from the Health Fair to the Enrollment Fair.



TAHV Website - A Great Opportunity for you to Share

Don't keep your information a secret! Does your volunteer group have news you would like to share? Does your group have photos of an event that you would like to share?

Do you know TAHV has a website that can help you do just that? Just email your articles, photos and other information of interest to:
webmaster@tahv.org and we will get it posted on <http://www.tahv.org/>

Don't keep your great ideas and projects a secret.

For information about groups in your District, click on the link "News & Events" on the website.

If you are looking for gifts or items with the current president's logo imprinted, we have links to these websites also. These links are near the bottom of the page -- click on "Recognition Products".

COMMITTEES

- DATABASE CHAIRMAN**
Fran Wyatt 903-796-3230
- ADVISORY**
Janie Dampier 281-358-9347
- BYLAWS**
Slan Simmons 903-463-1559
- COMMUNICATIONS**
Vernela Baxter 432-682-2392
- CONVENTION AWARDS:** Carolyn Denman 281-358-7792
VENDORS: Bruce Gregg 325-949-5713
SITE: Bob Zamen 512-345-2449
- LIBRARIAN**
Dorothy Hill 512-491-9613
- FINANCE**
Bob Zamen 512-345-2449
- HISTORIAN**
Janice Allen 325-698-2844
- HOSPITALITY**
Jan Temple 214-475-5850
- MARKETING**
Agnes Wright 210-658-6858
- JUNIOR VOLUNTEERS**
Marjorie Hays 361-991-2383
- MEMBERSHIP**
Sherry Simmons 903-463-1559
- RESEARCH AND EDUCATION**
Sue Bickham 361-241-1766
- TRAVELING TOPICS**
Janie Dampier 281-358-9347
Pam Densford 512-930-4717
- WEBSITE**
Bruce Gregg 325-949-5713
- GIFTS AND MEMORIALS**
Shirley Volluz 817-860-6794
- PINS AND BARS**
Neil Mills 210-344-3342

New Officers



New officers (left to right): Betty Unlaub-Secretary, Pat Neatherlin-President, Marjorie Hays-Treasurer, Carolyn Denman-Second Vice President, Melva Harris-President Elect, Sherry Simmons-First Vice President

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Pat's Timepiece

Welcome to another year of TAHV activities as another great state convention has passed and a year has begun with a new slate of officers. I am looking forward to our journey together as I serve as the 62nd President of TAHV. I appreciate your gracious support.

At the San Antonio State Convention, we welcomed four newly elected and one appointee to our board of directors. The five new members will begin their official service this fall as we continue to make our board more representative of and more responsive to our entire membership. A quote I once heard states, "Leaders don't force people to follow – they invite them on a journey." As the three traveling officers make our journey across the state to participate in the ten district meetings, we invite you to join us for a district meeting. We encourage each volunteer group to participate in this educational day to meet other volunteers in your district and spend time networking to learn what is happening in their organizations.

One of our greatest treasures in life that every one of us shares is that of our time! We are each given the same twenty-four hours, but how we choose to spend those hours, is our own personal choice. Healthcare volunteers choose to devote countless hours of personal time. Their 'timeless dedication' is freely given because of their unselfish desire in caring for others. So this year, I have chosen my logo to be "2009-2010 Texas Association of Healthcare Volunteers...." "Timeless Dedication." Symbols to represent 'timeless dedication' include any type of timepiece: clocks, watches, sundials, hour glasses, the sun, the moon, stars, calendars.

Because heart disease continues to be the leading cause of death in the United States, more than cancer or any other disease, the theme I want to present this year will be "Maintaining a Healthy Heart." There are measures to help prevent heart disease and during the district tours these measures will be discussed. My challenge to you will be "Are you tough enough to prevent the pain of a heart attack?" It is my goal to assist you on this health journey to make a change in your lifestyle to prevent the pain of a heart attack.

I encourage you to visit our website for the latest TAHV news. Bruce Gregg, our website chairman, is doing a supreme job of developing our website into the latest state of the art! Visit our website at www.tahv.org. If you have current events happening in your volunteer group, send your information to Bruce to be included under the heading *News and Events*.

I look forward to sharing the journey set before us as we face challenges and as we celebrate achievements. We are caring and have compassion for our TAHV membership as we are united to lead and work together for better healthcare. Our commitment, made by a bond of your membership in TAHV, is to do all we can to support you and our fellow volunteer groups.

We encourage you to seek our TAHV Board of Directors if you have questions or need assistance in your volunteer educational programs. We are here to support and serve YOU!

We look forward to seeing you at a district meeting! May your timepiece read compassion, happiness, health, love, patience, service, and "timeless dedication."

Pat Neatherlin
TAHV President



Pictured (left to right) Bernice Whaley and Betty Ogle.

Texoma Medical Center Volunteers meet and greet the community

The TEXOMA EXPO at Midway Mall in Denison provided an excellent opportunity for the volunteers from Texoma Medical Center to meet and greet the community. Other departments as Home Health, Medical Supply, Wellness Program, Marketing, and Human Resources were also represented. The Expo provided checks of blood pressure and weight and body fat, as well as learning what supplies could be rented and were sold at the Medical Supply in downtown Denison. It was also a great occasion and chance for those coming by the TMC booth to hear about the new hospital scheduled to open later this year. Volunteer Director Susan Schumacher, and Volunteers Betty Ogle and Bernice Whaley shared the benefits of volunteering with the hundreds of people who dropped by the TMC booth. A fantastic event!

Sparking Interest in Mother's Day Marlin-Falls Community Hospital and Clinic

Volunteers at Falls Community Hospital and Clinic in Marlin wanted to spark an interest in Mother's Day, as well as promote their Gift Shop. This was accomplished by providing hospital employees an opportunity to participate in honoring their mothers in a unique manner. They solicited photos of the mothers of hospital employees and these photos were hung on an artificial tree near the door of their Gift Shop.

A few days prior to Mother's Day, the Auxiliary held a contest to see who could match the numbered photos with the correct daughters/sons listed on the entry blank. Many employees entered the contest, and the winners received small prizes from the Auxiliary Gift Shop.

Submitted by Kay Woliver, Publicity.



DONATIONS TO THE TRAVELING PROGRAMS

Continued from page 8

Fran Wyatt
Atlanta Memorial Hospital—Queen City
Martin Fankhanel
St. Luke's Episcopal Health System—Conroe

Volunteer Organizations

Huguley Memorial Medical Center Volunteers—Burleson

Cogdell Memorial Hospital Auxiliary—Snyder

Bayshore Medical Center Volunteers—Pasadena

St. David's Round Rock Medical Center Volunteers
Round Rock

Reeves County Hospital Auxiliary—Pecos

Memorial Hospital Auxiliary—Seminole

East Texas Medical Center Auxiliary—Gilmer

Atlanta Memorial Hospital—Queen City

Hopkins County Memorial Hospital Auxiliary
Sulphur Springs

Shannon Medical Center Auxiliary—San Angelo

Hill Country Memorial Hospital Auxiliary—Fredericksburg

Blue Bird Auxiliary—San Antonio

UPDATE FROM SAN ANTONIO CONVENTION

Raffle Ticket Sale -- \$417.00

Book Fair Sale -- \$689.00

NEW HORIZONS WITH TRAVELING TOPICS

On January 12-13 there will be a Leadership Conference at Camp Allen in Navasota for Districts 4, 7, and 9. This is somewhat a new venture for Traveling Topics but, if it is received as well as expected, then it will be offered to other Districts across the State.

The speaker for this meeting is the Rev. Dr. Steve Rottgers and the subject is "You Are Not Just a Volunteer/Leadership with a Servant Heart". Dr. Rottgers gave this presentation at the District 7 Council meeting in February and, based on the positive comments from the group, the idea of developing and expanding this was brought forth. This information will be given to Districts 4, 7, and 9 at their fall meetings to generate interest in this new venture. Hopefully, after this first meeting, we will be looking forward to more venues of this kind. Be on the watch for more on New Horizons with Traveling Topics.

Pat Densofrd & Janie Dampier-Traveling Topics Co-Chairs

DISTRICT MEETING SCHEDULE

Coordinators from each of the ten TAHV districts are busy planning their annual district meetings. Each meeting will include: educational speakers; meeting new people from your

district; idea sharing; a delicious lunch; getting acquainted with the TAHV President, President-Elect, and 1st Vice President; learning about TAHV and how it can help your auxiliary/volunteer groups; informational handouts; and much more.

All volunteers are encouraged to attend. If your auxiliary has not yet received an invitation, please call the information number for your district which appears in this newsletter; you may also contact Sherry Simmons at 903-463-1559.

District 1—Covenant Hospital Plainview-October 2—Plainview

Information: Rose Ann Bailey (806) 296-5610

District 2—Providence Memorial Hospital, Sierra Medical Center, Del Sol Medical Center-October 9—El Paso

Information: Pat O'Toole (915) 533-3070

District 3—Weslaco Knapp Medical Center-October 13—Weslaco

Information: Karen Hellman (956) 968-3361

District 4—Medical Center of Southeast Texas-October 20—Port Arthur

Information: Lynn Begnaud (409) 721-6208

District 5—Medical City Dallas Hospital-September 29—Dallas

Information: Bob Bartlebaugh (972) 437-9923

District 6—Cogdell Memorial Hospital-October 5—Snyder

Information: Brenda Billings (325) 573-6991

District 7—Hillcrest Baptist Medical Center-September 23—Waco

Information: Toshi Chase (254) 772-3860

District 8—Guadalupe Regional Medical Center-October 16—

Seguin

Information: Gail Phelan (830) 372-0156

District 9—Memorial Hermann The Woodlands Hospital-October 23—The Woodlands

Information: Gypsie Hufnagle (281) 799-5382

District 10—Christus St. Michael Health System-September 25—

Texarkana

Information: Pat Bricker (903) 223-9898

AUXILIARIES, A LEGACY OF GIVING

Continued from page 6

service excellence, they assist hospitals in raising funds through their Gift Shops, Thrift Shops, vendor sales and other venues to provide much-needed equipment purchases and program support. Their sewing groups make beautiful items such as baby blankets and bonnets for cancer patients. They support patients, families and visitors in a variety of important service areas; including information desk, surgical waiting rooms, doctor's coffee bar and book cart.

While membership in Auxiliaries has dwindled over the years, members today continue to serve as important liaisons between the hospital and the community. They provide funds for much-needed equipment that otherwise could not be covered under the hospitals' regular budgets. Carrying on their tradition, auxiliaries save hospitals millions of dollars through donations of their time and through their fund-raising efforts. Throughout their long and distinguished history auxiliaries have contributed more than time and funds, they helped hospitals survive and patients thrive under their care.

With deep appreciation,
Barbara Boucher, MBA, CAVS-President, TADVS

Ripe for Reform: Texas Hospitals Are Ready

By Dan Stultz, M.D., FACP, FACHE
President/CEO, Texas Hospital Association
August 2009



As the debate about health care reform rages on this summer, public support is waning. Americans have growing concerns about how health care reform will benefit them personally, its costs and the role of government. This debate is coming at a time when Americans still are greatly concerned about the overall economy and the growing deficit.

Texas, perhaps more than any other state, has much at stake. One in four Texans – more than 5.7 million people – has no health insurance, and those numbers are bound to rise as unemployment increases and as employers are forced to react to the recession by cutting back on the health benefits they offer. The crisis is so severe and complex that there's no single, silver bullet solution to our health care dilemma. But something must be done, and it's going to require federal intervention.

This year, Texas lawmakers made some incremental progress toward addressing the crisis, passing measures aimed at reducing the uninsured in our state. Thanks to their changes, low-income individuals in the Texas High Risk Pool will find health insurance coverage more affordable. Small businesses will be able to access more affordable coverage through the Healthy Texas reinsurance program. Legislators also created the TexLink to Health Coverage Program at the Texas Department of Insurance to help consumers and small employers find health coverage options. While these are positive steps, a long-term, effective solution requires a broader, more comprehensive approach.

Texas hospitals agree with President Barack Obama and Congressional leaders that health care reform cannot be achieved piecemeal. To achieve access to health care for all Americans – and be able to afford to finance it – health care practice and delivery must change. And health insurance practices must change to produce premium reductions. Reform needs to involve all stakeholders, and everyone should share in its financing. Hospitals are willing to do their part, and that includes sharing in the funding for universal coverage. We must act boldly and decisively, reforming our health care system to reflect key priorities, including:

Investing in prevention and primary care and encouraging personal responsibility.

Practicing evidenced-based medicine whereby

physicians use standard proven regimens for care unless specific conditions warrant variation. Reduction in variation improves outcomes and safety.

Accepting the reality of death, and making tough decisions about the kinds of treatments and interventions provided in end of life care.

Prioritizing quality care and patient safety.

Investing in technology to streamline business practices, allowing for the sharing of patient information and building a system of strong confidentiality safeguards.

And, we must find a fair and equitable way to pay for all of it. No one said it would be easy, but it must be done. Taxpayers need to be realistic about the costs of health care reform. We cannot expect to pay for health care reform from "savings" (i.e., cuts to providers) alone.

Texas hospitals support *real* reform, not the kind of budget bending and cuts disguised as reform, something we're so used to seeing year after year coming out of Washington and state houses. We know that Texas has some unique issues, and the Texas Hospital Association is working closely with the Texas Congressional Delegation and the American Hospital Association to address them.

Health care shouldn't be a shell game where numbers and programs are moved, adjusted, renamed in a health care reform sleight of hand. The upfront costs could be substantial, but a paradigm shift in our health care system is needed if we have any hope of realizing savings, improved health outcomes and better access to care in the long run.

This won't be easy, and the public already is hearing many divergent messages: it will cost too much; it will do too little; or, it will lead us down the path of government-run health care.

A better bet is to step back and assess every proposal in its entirety – its strengths and weaknesses. In the past, not everyone with a stake in health care reform came to the table ready to work and prepared to compromise. Texas hospitals are optimistic that this time it's different, and we're certainly willing to do our part. With leadership and a thoughtful, factual debate, together we can make health care affordable and accessible for all.

DONATIONS TO THE TRAVELING PROGRAMS

Thanks to each of those contributing to help fund educational programs across our State.

Individual/Personal Donations

Dwain and Rose Ella Place
Coryell Memorial Healthcare System—Gatesville

Continued on page 9

The RHD Memorial Medical Center Has A New Name-Texas Hospital for Advanced Medicine

A new hospital, formerly the RHD Memorial Medical Center, is now the **Texas Hospital for Advanced Medicine**. They report new employees, new staff members, and new volunteers. Although the volunteers have not formally registered their name, they wanted us to know they are "on the job" and helping patients, families, and working with the hospital administration.

Their Newsletter, Pink Line, will spotlight duties of volunteers in one department monthly. This article will also carry comments from the Department Director.

Our first monthly spotlight was our Patient Registration Department.



Ms. Paula Johnson, Mary Williams, Linda Lawrence, Mr. Chuck Nissen with 17 + years of service in Patient Registration

Department Spotlight

Patient Registration has seven volunteers working with their staff of fourteen. Some of their duties are to:

- Greet patients.
- Sign them in and keep them in order.
- Escort patients to different departments in wheelchairs if necessary.
- Monitor patient wait times.
- Alert supervisor about long wait times.
- Open mail and separate checks, insurance forms, and other appropriate forms for scanning to patients accounts.
- Keep coffee and supplies filled.
- Keep track of the department's 4 wheelchairs.
- Other duties as requested by staff.

Message from Vickie G. Huckaby, Director of Patient Access:

The volunteers are very enthusiastic workers. The service provided by them is what makes Texas Hospital for Advanced Medicine worth coming to. The patients notice when the volunteers are not present -- this tells us their service is valuable. They always work diligently with patients, as well as, each representative, to assist in eliminating wait time and making sure all patients are being taken care of in a timely manner. We could not ask for a more skilled and professional group to service Patient Access.

Patient Access could not be successful without the volunteers assisting with their smiles, ingenuity, and most of all their punctuality. Not only do they serve visitors by offering condiments while they wait for their loved ones to get service. The volunteers here at Texas Hospital for Advanced Medicine take pride in what they are here to do and that is to serve the staff, the patients and over all, the community.

2009-2010 TAHV New Board Members

District 3-DeTar Hospital, General Women's & Children's Hospital
Virginia Lee Sullivan
2202 E. Poplar Avenue; Victoria, TX 77901
Home Phone: 361-576-2237 Cell Phone: 361-676-4891
Email: jenilyn34@sbcglobal.net

District 5-Huguley Memorial Medical Center
Patsy Malone
833 Edna Drive; Everman, TX 76140
Home Phone: 817-293-5194 Cell Phone: 817-991-0347
Email: chasreed9@gmail.com

District 7-Seton Northwest Hospital Austin
David A. Trzeciak
11004 Marble Road; Austin TX 78750
Home Phone: 512-258-8366
Email: fvee62@austin.rr.com

District 8-Uvalde Memorial Hospital
Charles Lemon
P.O. Box 1822; Uvalde TX 78802-1822
Home Phone: 830-278-7767
Email: clemonltccap@aol.com

District 10-Titus Regional Medical Center
Charles Smith
1003 N. Van Buren; Mount Pleasant, TX 75455
Phone: 903-572-0729 Cell: 903-387-2914
Email: charless@tahv.org

District 3-McAllen Medical Center/STHS
Fernando Garza
2112 Camellia; McAllen, TX 78501
Phone: 956-687-838 Cell: 956-225-5685
Email: Fgarza10rgv.rr.com

Memorial Health System of East Texas – Lufkin, Texas



Memorial Health System of East Texas (MHSET) Auxiliary awarded \$10,000 in scholarships to deserving students. Pictured from left to right: (front l to r) Lela Richard, Auxiliary Vice President; Valeria Ip; Leah Jones; Don Newland, Auxiliary President; Kirby Goehring; Stephenie Mason; (back l to r) Mario Estrella, Vice President of Patient Care Services MHSET; Taylor Frazier; Bryant Krenek, President and CEO MHSET; Ty'shea McKelvey; Ashley London, Staff Development Coordinator MHSET; Kyle King; and Sara Jo Trammell Chairperson for Volunteer Auxiliary Scholarship Committee. (Not pictured: Priscilla Cruz, Cathy Hines, and Nicole Traub.)

\$10,000 in Scholarships Awarded by Memorial Volunteer Auxiliary

LUFKIN, TEXAS (July 30, 2009)...The smell of popcorn greets visitors entering Memorial Health System of East Texas. Everyday the Volunteer Auxiliary at Memorial sells freshly popped popcorn for 75 cents a bag to raise money for scholarships which are awarded to students in Angelina County. This year ten students received \$10,000 in scholarships by the Memorial Health System of East Texas Volunteer Auxiliary.

What began in 1987 with two recipients has grown into a significant scholarship program that has awarded more than 250 scholarships to students pursuing health care careers. The Volunteer Auxiliary recently held a reception to recognize the newest scholarship winners.

"On behalf of the volunteers, I am extremely proud of these students," said Don Newland, President of the Memorial Volunteer Auxiliary. "These students have worked very hard to maintain excellent grades. Their dedication and determination to be successful in school indicates a promising future for health care in America and East Texas."

Those receiving a scholarship from the Memorial Auxiliary must pursue a degree in health care (i.e. radiology technology, nursing, medical doctor, pharmacy technology, speech pathology, etc.). Recipients also should have received excellent grades during high school and/or college. Students can apply each April for the scholarship for up to four continuous years.

A Note From the Parliamentarian

By: Jan Temple



Subject: Parliamentary Rule Book

I have recently received several inquiries regarding a book about

Parliamentary Rules. In most cases the auxiliary had misplaced their copy and a request was made to TAHV to send a copy and bill for the book and postage.

The first step in acquiring a book on Parliamentary Rules and Procedures is to check your organization's Bylaws and see what is listed as your Parliamentary Authority. If it states "Roberts Rules of Order Newly Revised" is whom you shall use, then you can proceed in obtaining a copy. The majority of auxiliaries use "Roberts Rules of Order...."

TAHV has been using "The Standard Code of Parliamentary Procedure by Alice Sturgis", commonly referred to as just "Sturgis". The change from Roberts to Sturgis was made because it was thought that Sturgis was more user friendly and easier to understand. Both books contain basically the same information; however, the TAHV Board made the decision to go with Sturgis based on the ease in understanding this book.

At this time, TAHV does not sell either of these books but they can be obtained online at Amazon.com or ordered from Barnes & Noble, Borders, etc.

At this time, TAHV does not sell either of these books but they can be obtained online at Amazon.com or ordered from Barnes & Noble, Borders, etc.

NEWSLETTER REQUEST

Please put me on your local newsletter mailing list and send your interesting news articles to:



verneta@sbcglobal.net
Verneta Baxter
1608 Seaboard
Midland, Texas 79705
Phone: 432-682-2392



Midland Memorial Hospital Auxiliary Donates 80 pink wheel chairs and \$250,000 pledge toward new tower at hospital

Midland Memorial Hospital Auxiliary was delivered 80 Pink STAXI wheelchairs last month. Judy Jehring, MMH Auxiliary President, stated the STAXI wheelchairs were chosen because they are lockable and stackable. The pink color was chosen because they were an \$88,000 gift to the hospital from the auxiliary. Ms. Jehring further stated, "We were 'tickled pink' to give our hospital such a needed gift. Wheelchairs are always in demand. Our new ones are very distinctive and hard to steal." We looked for several months before choosing the well-made STAXI chairs that were manufactured in Toronto, Canada. They are a good choice, and everyone likes them."

Midland Memorial Hospital is entering a construction phase to build a new 7-story patient tower. The Auxiliary pledged \$250,000 toward the building fund, and approved the order for the wheelchairs at the same time.

SETON MEDICAL CENTER AUSTIN CUSTOMER SERVICE VOLUNTEER PROJECT

The Seton Customer Service Volunteer project (SCSV) was conceived by the volunteers in the fall of 2008 as a way to help the Medical Center improve customer satisfaction scores. The goal of the program is to provide superior customer service that will exceed the expectations of Seton's customers and *raise patient loyalty*. The SCSV program aims to provide superior service beyond quality healthcare by interacting with our customers in the public spaces of the hospital and in patient rooms.

Seton's customer is everywhere within the walls of the facility, not only in the patient rooms but also in the hallways, waiting rooms and food service areas. This program operates using a customer-focused approach. The SCSV will strive

to have positive interaction with these customers with the goal being to provide exceptional customer service at every contact point, and to foster an environment where they feel comfortable and their expectations are exceeded.

After meetings with the CEO and COO of the Medical Center, it was decided that the volunteers piloting this program would select priority areas of the hospital in which to begin the project. These areas are: surgery waiting room, north entrance area, north lobby waiting area, critical care waiting room (when a regularly scheduled volunteer is not on duty), emergency room waiting area, admissions waiting area, cafeteria, maternity waiting rooms, and the waiting rooms on floors 5, 6, and 7. After several months, patient rooms on floors 4, 5, and 6 were added to the "rounds" of the Customer Service Volunteers.

It was decided that the SCSV would wear a different color uniform than our SMC Volunteers' red in order to be easily identified by staff. A turquoise vest with a "Customer Service Volunteer" badge was chosen. Meetings were held with staff in all of the priority areas to let them know of the project and to learn the procedure followed in those areas.

Also during the fall of 2008, Seton Medical Center Austin formed a team of department Managers and Directors to focus on Patient Satisfaction. These two initiatives, one by staff and one by volunteers, conceived and implemented independently, are now able to partner together to focus on the goal of improving patient satisfaction and loyalty. Satisfaction scores (Net Promoter Score) are updated weekly by the Medical Center and are shared with the volunteers so that progress may be tracked.

The SCSV team follows specific guidelines when making rounds. The object is to determine if the "customer" is having a good experience at Seton. If they express a concern, the SCSV immediately takes action to resolve the issue.

The TAHV "BookBuster" program has been incorporated into the project as a means of occupying children who are in the medical center waiting rooms.

For more information about this project at Seton Medical Center Austin please contact Mary Gayle Stromberger, CSV Co Chairman (512-452-4482).

School Daze

A little girl had just finished her first week of school. "I'm just wasting my time," she said to her mother, "I can't read, I can't write and they won't let me talk!"