



# OUTLOOK

Published by the  
Texas Association of  
Healthcare Volunteers, Inc.  
[www.tahv.org](http://www.tahv.org)

FALL, 2016

## YOU MISSED CONVENTION????

Time conflict? Too far away? Texas is a big state after all! Or perhaps the expense of hotel plus registration on a fixed income was a roadblock!

The good news is that District Meetings are scheduled every fall. Since it is a 'regional' meeting, it cuts down on the travel issue. Texas is divided into ten districts, and each district has a host auxiliary or volunteer group that oversees the meeting: plans activities, provides for refreshments during registration and a lunch, and presents some informative speakers. A District Coordinator gathers her team from her Auxiliary members and they take care of Registration, food and site preparation, greeting, goody bags and other needs. The registration fees are set to cover expenses, most falling between \$25-\$35 per person. No hotel fees are incurred as it's a one day affair. So, at the one-day meeting, each registrant will enjoy 2 meals and as much networking as can be fit in. At Roll Call, you learn what other volunteer groups are doing for their hospitals in the way of services for patients, families and hospitals; fundraising efforts; and how they spend their money. Surely you will come away with a couple of tidbits to take home to your hospital. You will also have an opportunity to meet the top officers for the TAHV (Texas Association of Healthcare Volunteers) ... the state organization.



Every other year each district holds an election for a new Board Member ... even number Districts in even years, and odd number Districts in odd years. It is an honor to represent your hospital, your community, and your District by joining those on the Board who are always striving to improve aspects of volunteerism. Every Auxiliary/Volunteer President receives a registration packet which includes an application to become a Board Member. If you are committed to volunteerism and are able to attend 4 meetings a year, I encourage you to fill out that application and join us in Austin. We like to think that we are making a difference!!!

***Meet us in the Woodlands for Convention 2017***  
**The Woodlands Waterway Marriott—The Woodlands, Texas**  
**May 24-27, 2017**

# President's Message

## A Time for NO and a time for YES



To me, Volunteers are usually YES people. Volunteers typically like to help others and feel good giving of themselves. Since so many of us are retired from whatever career we have chosen for ourselves, and our children are grown and busy, we often redefine ourselves by volunteering. Typically, it gives us purpose and gets us outside of ourselves. I LOVE VOLUNTEERING! Like many of you, my plate

is pretty full. When I came on the TAHV Board of Directors, I was already our Auxiliary President and Gift Shop Chairman. I'm active in my church and I have a husband who is active in the community and usually holds an office in a Lions Club, an Air Force Association or Daedalians chapter and YES, he's a volunteer in our Auxiliary too. We live rurally and have 'ranch' chores every day and have two grown children, both Air Force families that we need to fit into our busy lives wherever they are around the country or in some cases, around the world.

So, when asked to accept a leadership position on the TAHV

Board, it was VERY easy to say NO! When I became a member of the Board, I also became the Chair of the Communications Committee and the Editor of the Outlook (TAHV newsletter). I truly had no extra time and thought back to the advice of a friend --- "You need to learn to say NO". So I felt justified in exercising this good advice. After more phone calls and pleas from a very influential Board Member, someone I respect, I knew I needed to reevaluate my stance. It wasn't just a simple "no" decision. Are there reasons why I should or should not do this?? Those of you attending your District Meeting last fall heard my "Thought for the Day" — excerpts from "The Best Yes — Making Wise Decisions in the Midst of Endless Demands" by Lysa Terkeurst. After much thought and many prayers, I came to the conclusion that this WAS a "Best Yes" decision for me.

That said, I will do my best working for you for the betterment of volunteerism for our hospitals/hospices/nursing homes, and especially for our patients and loved ones. My home Auxiliary has greatly benefitted from my activity on the Board both monetarily with added fundraisers, and with added service through the gift shop and donations to patient services. If you are committed to volunteering and defining or expanding the role of the "Healthcare Volunteer" in today's state of the medical community, you might consider joining us on the TAHV Board of Directors. Don't just say NO!!! It's truly an honor to serve with such a great group of Volunteers from all over the great state of Texas. I look forward to meeting you at your District Meeting this fall. Let us make a difference, share information and network!!! That's what it's all about! Helping one another!!!

## Introducing the 2016 - 2017 Team



*Pictured (L-R): Janice Allen, Treasurer; Pat O'Toole, Secretary; Linda Barron, 1st Vice President; JoAnn Goodwin, President Elect; and Judi Winslow, President  
Not pictured: Sherry Simmons, 2nd Vice President*



# Convention 2016 Award Winners



NEWSLETTER AWARDS	
BEDS 0-175	
1st Place	Texas Scottish Rite Hospital for Children Dallas
2nd Place	Good Shepherd Medical Center Marshall
3rd Place	Christus Spohn Hospital Corpus Christi South Corpus Christi
BEDS 176-280	
1st Place	Cypress Fairbanks Medical Center Houston
1st Place	WNJ Regional Medical Center Sherman
2nd Place	Driscoll Children's Hospital Corpus Christi
3rd Place	Medical Center of McKinney McKinney
BEDS 281-UP	
1st Place	Texoma Medical Center Denison
2nd Place	Shannon Medical Center San Angelo
3rd Place	Memorial Hermann Southwest Hospital Houston
SCRAPBOOK AWARDS	
BEDS 0-145	
1st Place	Texas Scottish Rite Hospital for Children Dallas
2nd Place	Coryell Memorial Healthcare System Gatesville
3rd Place	Baylor Medical Center Garland
BEDS 146-250	
1st Place	Texas Health Huguley Hospital Ft. Worth South Burleson
2nd Place	Wise Regional Health System Decatur
3rd Place	Christus Spohn Hospital Corpus Christi South Corpus Christi
BEDS 251-342	
1st Place	Texoma Medical Center Denison

2nd Place	Valley Baptist Medical Center Brownsville
3rd Place	Christus Spohn Hospital Corpus Christi- Memorial Corpus Christi
BEDS 343-UP	
1st Place	Valley Baptist Medical Center Harlingen
2nd Place	University Medical Center Health System Lubbock
3rd Place	Citizens Medical Center Victoria
TRAY FAVOR AWARDS	
BEDS 0-175	
1st Place	Wise Regional Health System Decatur
2nd Place	Baylor Medical Center Garland
3rd Place	Good Shepherd Medical Center Marshall
BEDS 176-250	
1st Place	Cypress-Fairbanks Medical Center Houston
2nd Place	Knapp Medical Center Weslaco
3rd Place	WNJ Regional Medical Center Sherman
BEDS 251-330	
1st Place	Memorial Hermann Northeast Hospital Humble
2nd Place	Valley Baptist Medical Center Brownsville
3rd Place	Shannon Medical Center San Angelo
BEDS 331-UP	
1st Place	Memorial Hermann Southwest Hospital Houston
2nd Place	Medical Center Health System Odessa
3rd Place	Valley Baptist Medical Center Harlingen
POSTER AWARDS CONTINUED ON THE NEXT PAGE	





## Convention 2016

### Award Winners



#### POSTER AWARDS

##### BEDS 0-229

1st Place	Texas Health Huguley Hospital Ft. Worth Burleson
2nd Place	Christus Spohn Hospital Corpus Christi South Corpus Christi
3rd Place	Nacogdoches Medical Center Nacogdoches

##### BEDS 230-339

1st Place	Texoma Medical Center Denison
2nd Place	Memorial Hermann Northeast Hospital Humble
3rd Place	WNJ Regional Medical Center Sherman

##### BEDS 340-UP

1st Place	Memorial Hermann Southwest Hospital Houston
2nd Place	Valley Baptist Medical Center Harlingen
3rd Place	Baylor St. Luke's Medical Center Houston



*Dana McGinnis and Patricia Clark from Nacogdoches Medical Center in Nacogdoches have some fun at the President's Party.*

## Million Dollar Donors!!

By **Norma Burnside**, Volunteer President,  
CHRISTUS Spohn Hospital – South  
District 3 Board Member

CHRISTUS Spohn Health System Foundation held a Donor Recognition Reception, February 25, 2016. All volunteer Presidents were invited and could bring one guest. What an honor to be a representative from our hospital volunteer group. In 2015, CHRISTUS Spohn Hospital-South Volunteers gave \$1,000,000 cumulative giving, \$100,000 for needed equipment for our patients, plus \$250,000 for the renovation of one floor into a "Women's Floor" or "Birthing Floor", which will include all NICU's and nursery. This means putting all babies and moms conveniently on the same floor.

The volunteers are very proud of what they do for our hospital and patients. We count it a pleasure to show up every shift and serve.



*Olga Bell, Volunteer President, CHRISTUS Spohn Hospital- Shoreline, Pam Robertson, CEO, Kathy Garcia, Secretary of South volunteer group, Norma Burnside, Volunteer President, CHRISTUS Spohn Hospital-South, Marissa Carrillo, CHRISTUS Spohn Hospital, Corpus Christi Area, DVS.*

## Thank you Carolyn and Lavon

Anyone having planned a major event might have an idea what life's been like for the 10 months to a year leading up to the 'main event'! Carolyn Bartlett and Lavon Marshall, Convention co-chairs, have now joined that group. Two years beforehand, the Convention Site Committee chose the location. Seed money was provided by both TAHV and St. David's Medical Center Healthcare Volunteers. The Convention Committee provided lots of help and support: goodie bags, silent auction and door prize oversight. The TAHV Board led the Vendor Fair, coordinated the Awards and engaged speakers for the various sessions. Contracts were signed, food arrangements made for 3 major events and dedicated space arranged for breakout sessions, 15-20 vendors and awards entries including posters, tray favors, newsletters and scrap-books. Then there's Registration and registration packets; program design and printing; name badges, and more that



doesn't come to mind as I write. So to ALL those involved in all the activities leading up to and all the helpers at Convention: A BIG THANK YOU for a job well done. A HUGE THANKS to Carolyn and Lavon. You pulled it off!!! It was great!!!!

## A Few Numbers....

**Who came to Convention??**

(In case you were wondering)

**Total Registrants = 414**

**Attendance at President's Party = 330**

**Attendance at Uniform Day luncheon = 451**

**Attendance at the breakfast = 150**

## Auxiliary Appreciation

By **Donald C Newland Sr.**, President, CHI St. Luke's Health Memorial Volunteers

A little appreciation goes a long way!!! **CHI St. Luke's Health Memorial Volunteer Auxiliary Appreciation**



Luncheon and Installation of Officers was held in April for the 2016-2017 volunteer year.. It was a well-attended lunch and a good time was had by all. The center pieces were given away as door prizes and each volunteer received a bag of chocolate chips cookies with a note attached thanking them for all they do and have done plus a very good meal with dessert!

*New Officers: (L-R) Gloria Gregory, Vice/President; Sarah Page, Secretary; Yana Ogletree, Director of Marketing; Don Newland, President and Linda Smith, Treasurer*



## Inquiring Minds Want to Know

If your Volunteer Group/Auxiliary participates in unique events or fundraisers, don't keep it a secret? Need to HONOR someone very special in your unit? Please share!!! **Send articles/pictures for the Outlook!!! Let's learn from and celebrate one another!**

Send to:

Pat O'Toole at  
pctot2004@msn.com



# CONVENTION 2016



**BYOI**



**Sue Bickham  
President '16**



**Opening Session**



**Concurrent Sessions**



**Anderson Madrigal  
Singers**



**< LaDonna Gatlin**



**Posters and Awards**



**Gatlin Bros??**



**Attendees**



**New TAHV Officers**



**Judi Winslow  
President '17**



**Joan Brock**



# Mardi Gras

**The President's Party**



# District Meeting Schedule

Most of the deadlines for registration for District Meetings have passed, but if for some reason you need to contact your District Coordinators for any changes, or did not receive a packet for some reason, here is information that will insure that you don't miss out for lack of information....

◆ **DISTRICT 6 – SEPTEMBER 19<sup>TH</sup>** (Monday)

Host: Cogdell Memorial Hospital Auxiliary, Snyder, TX  
Contact: Linda Williams 352-574-1544

◆ **DISTRICT 2 – SEPTEMBER 23<sup>RD</sup>** (Friday)

Host: Medical Health Systems Auxiliary, Odessa, TX  
Contact: Roz Shinn 432-614-9662

◆ **DISTRICT 8 – SEPTEMBER 26<sup>TH</sup>** (Monday)

Host: Methodist Hospital Medical Center (Blue Birds), San Antonio, TX  
Contact: Christi Bond 210-575-4519

**DISTRICT 3 – SEPTEMBER 30<sup>TH</sup>** (Friday)

Host: Mission Regional Medical Center Auxiliary, Mission, TX  
Contact: Lilliam Santana-Barrera 356-323-1104

◆ **DISTRICT 9 – OCTOBER 4<sup>TH</sup>** (Tuesday)

Host: CHI St. Luke's Health, Baylor St. Lukes Medical Center Auxiliary, Houston, TX  
Contact: Dave Westerhaus 713-592-5794

◆ **DISTRICT 4 – OCTOBER 5<sup>TH</sup>** (Wednesday)

Host: Medical Center of SE Texas Volunteers, Port Arthur, TX  
Contact: Shirley Rhoden 409-722-0137

◆ **DISTRICT 10 – OCTOBER 7<sup>TH</sup>** (Friday)

Host: Palestine Regional Medical Center, Sunshine Guild, Palestine, TX  
Contact: Carey Trahan 903-731-1383

**DISTRICT 5 – October 10<sup>th</sup>** (Monday)

Host: Texoma Medical Center Auxiliary, Denison, TX  
Contact: Regina Doden 903-786-2780

The districts with the ◆ symbol have the opportunity to elect a Board Member this year. This will be done at the District Meeting. If you have a passion for volunteerism and making a difference, consider joining the TAHV Board of Directors. An application is in your Meeting Registration Package.

We are sorry, but there were no hosts for meetings in Districts 1, and 7. If there is a meeting in an adjoining district, you are welcome to attend. If you are from any of these districts, **PLEASE offer to host the 2017 District Meeting.** There is so much to be gained by getting together with member auxiliaries in your district. If you haven't hosted before, help is available for the asking. We need you!!



## Fixing the Marketplace

Ted Shaw  
THA President/CEO

On Nov. 1, the fourth enrollment period opens for uninsured Texans to purchase private health insurance through the federal health insurance marketplace. This open enrollment period will look different from previous ones in a couple of key ways.

First, Texas has made significant progress at reducing the number of uninsured. Although the state still leads the nation in the number and rate of uninsured, the proportion of Texans without health insurance has dropped from a high of 25 percent to just over 19 percent. This is progress.

However, the individuals who remain uninsured do so for a variety of complex reasons. And this creates challenges for increasing marketplace enrollment and further reducing the number of uninsured. New research from the Commonwealth Fund shows that the remaining eligible-but-uninsured adults are disproportionately poor, young and Latino. They also are more likely to be unaware of the marketplace, coverage options and available subsidies to reduce the cost of coverage. This lack of awareness exists, despite three years of marketplace operations and intensive outreach and education efforts from community-based advocacy and social services groups, hospitals and health care systems and government entities. Figuring out how to reach these individuals and convince them of the need to purchase coverage is a significant challenge that is getting more difficult with time.

The second major difference between this year's open enrollment period and that of years past is the declining number of health insurers participating in the marketplace. Several large insurers – Aetna, United and Humana – all have cut back on their participation or pulled out of the marketplace entirely. Preliminary data on plan participation indicate that most Texas counties still will have at least two participating marketplace plans in 2017, but consumer choice is certainly diminished.

This reduction in choice is problematic because choice of plans is linked with competition and affordability. The Commonwealth Fund's research shows that 85 percent of individuals who sought coverage through the marketplace but ultimately did not obtain it did not follow through because they could not find an affordable plan. With major insurers dropping out, there is less competition, which potentially means higher premiums....and diminished affordability for consumers.

The American Hospital Association has proposed a number of common sense solutions to stabilize the marketplace and prevent further erosion of plan choice. These include limiting the use of special enrollment periods, further

*Continued on page 9*



### ***Fixing the Marketplace-Continued from page 8***

refining the risk-adjustment program, allowing third-party payment of premiums, enhancing outreach and enrollment strategies, and supporting the development of state-level solutions. The U.S. Department of Health and Human Services also has recognized the need to prevent additional marketplace instability and recently proposed several changes to improve the risk-adjustment program. There is not a single magic bullet to shore up the market

place, but there are a number of steps that can be taken before more plans drop out and consumers have even fewer choices. We shouldn't ignore what's happening with marketplace choice and wait for the problem to worsen before we take steps to address it.

Marketplace coverage is not perfect. But, it undoubtedly has had a positive impact on reducing the state's number of uninsured. Its imperfections are not fatal, and they can and should be fixed.



## **THE TEXAS ASSOCIATION OF HEALTHCARE VOLUNTEERS**

*The Woodlands Waterway Marriott*

*The Woodland, Texas*

*May 24-27.2017*

*Meet in the Woodlands for Convention 2017*

*Look for additional information coming soon!*



## ETV- Educational Topics for Volunteers

**Ladies & Gentlemen, Volunteers,**

Once again we want to remind you that ETV is the new edition of the old **“Traveling Topics”**. We are charged with managing the BYOI session at Convention and the **new** part of our charge is to develop and complete a series of educational topics that your organization might be interested in.

Right now, we have one program ready on disc to send out upon request. This program is "Customer Service" and is a wonderful review of what everyone assumes that we know, however it's easy to get complacent over time and we could probably use a little reminder of how to provide the BEST service to our patients.. Ohhh, did I mention, it's also FREE??

We are currently working on the next one: **Recruitment & Retention**. This should be ready shortly

**YOU CAN HELP!!!!**

We would appreciate any suggestions you may have on topics that would benefit all/most all volunteer groups.. We have in mind some other topics, but your input would be most helpful. Send your thoughts/suggestions to me, Norma Burnside or co-chair Roz Shinn. Our email addresses are:

Our email addresses are:

[nburnside@stx.rr.com](mailto:nburnside@stx.rr.com) and [randrshinn@sbcglobal.net](mailto:randrshinn@sbcglobal.net)

We'll be happy to bring your suggestion(s) to the ETV Committee for discussion, as our committee goal is to be of service to our member hospital auxiliaries/volunteer groups and with your help and support, this can be accomplished.

If you would rather speak with one of us, go to the TAHV website, **[www.tahv.org](http://www.tahv.org)** – click on "TAHV" and on the dropbox, click on "TAHV Board Members" to get our numbers and give us a call. We will be happy to chat with you.

Roz Shinn and Norma Burnside  
Co-Chairs

## YOUR DATABASE UPDATES ARE IMPORTANT!

Please use the "Database Update" form from the TAHV website ([www.tahv.org](http://www.tahv.org)) throughout the year to keep your information current.

**IF CANNOT DOWNLOAD OR PRINT IT, PLEASE CONTACT:**

**Stephen Apple, Database Chairman**  
2819 Rainforest Court; Southlake, TX 76092  
PHONE: 817-845-3281; Email: Stephen@txapples.com  
(A form will be sent to you!!)

## Volunteers

By **Jerry E Thompson**

Director of Patient Access for

## Baptist Hospitals of Southeast Texas

As read at the Volunteer Appreciation Banquet  
in Beaumont

Popcorn, Peanut Brittle,  
you can get it right here.

Thanks in “full” to our kind volunteers.

Who is the patient you are looking for?  
Come let them help you figure out which floor.

You need a wheelchair?

Those are hard to find.

But they will figure out where the patient left them behind.

And, it is not only humans  
that are serving it seems.  
Dogs have joined their trainers  
to make quite a team.

They arrive really early,  
and stay pretty late.  
Their service is remarkable,  
no, scratch that, it's GREAT.

Both “experienced” and young  
you can find them all here.  
Our hospital is “hugged” by its  
priceless Volunteers.

Volunteers are “love in motion”,  
full of kindness, hope and cheer!

*"Those who can, do."*

*Those who can do more... Volunteer!"*





## Shannon Medical Center Volunteers Energized by Convention!

By **Judy Waddell**, President,  
Shannon Medical Center Volunteers

Fourteen Shannon Medical Center Volunteers and Director Cheridon Lyons enjoyed the TAHV 2016 Convention in Austin. We all enjoyed and were educated by the speakers and were delightfully entertained by **LaDonna Gatlin** (*Yes, the sister of the Gatlin Brothers and in the early years, she sang with them! She has an awesome voice*).

We were pleased to win **3rd Place** for our **tray favors** and **2nd Place** for our **newsletter**. We appreciate all who worked so hard on the convention!

Since we returned from Convention, we have been involved with the **bi-monthly blood drive** where our volunteers distribute blood drive flyers around the hospital as well as the doctors' clinics, urgent care facilities, etc. Also, quite a few volunteers had not donated blood until we became involved with this endeavor and have now become regular donors. Volunteers are

also used the days of the blood drive to register the donors and give the prizes afterwards. In addition, we have also been involved in the **Annual Shannon Clay Shoot** where we helped serve breakfast.

**Our volunteers have worked 544 hours since Convention**, and it's always a blessing to have a great time and to receive encouragement and motivation at the TAHV Convention.



The Texas Association of Healthcare Volunteers proudly sponsors **Kilbourne & Kilbourne** as providers of **Volunteer Award Pins** of superb craftsmanship. If they don't already have what you're looking for, they can design exactly what you need. If they're not yet serving your auxiliary needs, please give them a try.

## KILBOURNE & KILBOURNE

## VOLUNTEER AWARD PINS

CUSTOM DESIGNED / SUPERB CRAFTSMANSHIP


















CREATIVE JEWELRY FOR RECOGNITION, PROMOTION, AND MOTIVATION

- Hours / Years of Service
- Anniversary Celebrations
- Life Member Recognition
- Volunteer Week Themes
- Quick Turnaround
- Large Inventory of Stock Pins and Accessories

(800)-967-0800

info@kk-awards.com

www.kk-awards.com





**Texas Association of  
Healthcare Volunteers, Inc.**  
1108 Lavaca, Ste 700  
Austin, Texas 78701-2180

**Address Service Requested**



***The Shannon Group came ready to party at the President's Bash!***