



OUTLOOK

Published by the
Texas Association of
Healthcare Volunteers, Inc.
www.tahv.org

SPRING, 2016

A sneak peak at Convention 2016, this is an event you won't want to miss!

If you haven't registered for the 73rd Annual TAHV Convention being held in Austin at the Renaissance Hotel on June 5th-8th; stop what you are doing right now and register! This is an event that you won't want to miss!



Opening session will feature Ted Shaw, CEO of the Texas Hospital Association. Mr. Shaw will lay out the legislative agenda for this year. As a vital member of the healthcare community you can be sure that THA will be looking to you in taking their message not only to the capital but to your community.

Dr. Dan Stultz, past CEO of the Texas Hospital Association will present a concurrent session on crucial conversations, providing valuable insight into communicating with the "C-Suite" in your hospital. Dan is not only a dynamic speaker, but a true icon in the healthcare community nationwide.



Dr. John Bertelson from Seton Brain and Spine will do a concurrent session on Alzheimers. Dr. Bertelson has broad experience in the management of patients with Alzheimer's disease and other dementias, traumatic brain injury, and other neurological conditions.

Cyndy Dunlap, Vice President of the Texas Hospital Association Patient Safety group will have a concurrent session outlining the changing environment in healthcare; an environment where quality and



TEXAS ASSOCIATION OF HEALTHCARE VOLUNTEERS
CONVENTION
JUNE 5TH - JUNE 8TH ★ RESERVE NOW! ★ REGISTER BY MAY 20TH

readmissions are directly effecting the bottom line of your hospitals' budget. She will help you understand where volunteers can be used to directly make a difference.

If these aren't enough to get you moving, don't forget the networking and BYOI (Bring Your Own Ideas) that will provide enough new fundraising and management ideas to keep you busy for the entire year.

The healthcare environment is changing rapidly and events like this allow you a chance to see what that landscape might look like and how you can help your hospital and volunteer group soar to new heights!

See you in Austin!

BYOI

Bring Your Own Ideas

DO NOT MISS THIS on Monday Morning!!!

This Convention Event has become more and more popular with each Convention for a good reason!!

THE BEST NETWORKING AVAILABLE ANYWHERE

Group Problem Solving

Fundraising Ideas that work... and MUCH more!!!



ATTENTION ALL GIFT SHOP BUYERS!!!

ROUND TRIP AIRFARE to/from **LAS VEGAS**

(Between July 31st and August 4th, 2016)

PLUS 2 NIGHTS HOTEL (+tax)

To attend the **Las Vegas Market, Las Vegas, NV**

(Must be a buyer to enter/win)

(other expenses are winner's responsibility)

Las Vegas Market: Join us for our next gift & home tradeshow! Features 2,700+ cross-category brands spanning gift, seasonal, fashion accessories & jewelry, toys & games, men's, travel & more – includes hundreds of products for hospital gift shops.

ENTER TO WIN at Convention!!!

at the BUYERS ONLY Vendor Fair
On Monday morning, June 6th

(Winner will be notified at Opening Session on Monday Afternoon)

Luxury Linens
Ultimate Fundraiser

Vickie Robinson
918-605-7755



Vickie Robinson introduced Linen Fundraising almost 4 years ago and has been very successful. Linens are a necessity in life and employees are very excited to see a quality product offered at such affordable pricing. New products are added each year. All products go through extensive testing to be sure that quality products are offered. Customer Service is very important and Vickie supports her clients with monetary and product donations. She offers luxury sheet sets, bamboo memory foam pillows, mattress protectors, blankets, quilts and more, all at very affordable pricing. She will be at the June 2016 Convention in Austin, so stop by and see her great products! Book a fundraiser at your hospital.... She is already scheduling for 2017.



Come to the President's
Mardi Gras Party!

Monday, June 6th | **Rio Grande A**
6:00 - 10:00 PM | **Ballroom**

Cash Bar, Music & Dancing

Don't forget to wear your glitz, masks and beads!



To all my fellow Volunteers:

It's hard to believe that my year as President of TAHV is rapidly drawing to an end. Since the 2015 TAHV Convention, it seems that every morning I awaken thinking of my job with TAHV. One of my first emails on arriving home was from 2016 Convention Chairman, Carolyn Bartlett, already very busy with Convention

plans. It seemed so far away, a whole year, and all I wanted to worry about was the plan for the District Tour. The District Tour, the Fall Board Meeting on November 1, the Thanksgiving and Christmas hustle and bustle, the Winter Board Meeting on February 29 have all come and gone, and suddenly the 2016 Convention is upon us, only a few weeks away.

On the local scene, our Council of Healthcare Volunteers hosted our annual Uniform Luncheon in celebration of National Healthcare Volunteer Week. It was a beautiful day in Corpus Christi with about 120 attendees including our mayor who was there to give the Proclamation. The next day, I traveled to Austin at the invitation of Mr. Ted Shaw, Texas Hospital Association CEO, to report on TAHV activities and accomplishments to their Board of Directors and attend the dinner the previous evening. The report I gave was based on those very important questionnaires that are sent out to our membership every fall with about 75% responding. Interestingly, although the number of Senior Volunteers was down, their hours of service increased to 2,837,163 hours and our number of Junior Volunteers increased to almost 5,000 with 425,728 hours of service. Scholarships totaled \$1,569,954, Cash Gifts to our facilities totaled \$4,123,732, Non-cash Gifts totaled \$1,662,631, and Community Outreach totaled \$255,604. I also reminded them that the THA helped to organize the TAHV in 1944, and we were the first organization of this kind in the United States. It has made me very proud to represent a group of people who give so much of themselves to make their facilities, communities and this world a better place. What a wonderful opportunity we have to "Bring the Human Touch into a Technical World".

Convention gives us the opportunity to share so much with one another, and I am looking forward to seeing friends and meeting many of my fellow volunteers from all over Texas. As the expense of putting on a convention continues to rise, I fear that the time will come when these events are no longer possible, SO.....

Put on your glitz, beads, and masks and celebrate "Mardi Gras" at the President's Party on Monday, and put on your uniforms and take advantage of hearing good speakers and learn something new in the "breakout sessions" on Tuesday,

have lunch, and don't forget about the Awards, and maybe you can stay for breakfast and tell me goodbye and welcome our new president on Wednesday.

Thank you for the privilege of serving you this year and for the support from our wonderful Board Members who are always there for me. I'll always be proud to be recognized as a Past President of TAHV. —Sue

A Strong Ray of Sunshine

by **Carey Trahan**,
Auxiliary Programs Coordinator,
Palestine Regional Medical
Center

One of **Palestine Regional Medical Center's Sunshine Guild** members was honored by her peers and by Honorable Byron Cook, State of Texas House Representative.

Loretta Young was recognized because of her longevity as a Guild member. Loretta is a charter member; she helped establish the Sunshine Guild in its early beginnings in 1987. She has volunteered in various positions over the years at the hospital and is currently providing volunteer services in the PRMC gift shop. Loretta has accumulated over 11,000 hours of volunteer service and has accrued 29 years of volunteering. In 2015 she received the President's Lifetime Achievement Award for volunteers by the Corporation for National and Community Service which included a certificate signed by Barack Obama. This year her peers honored her with a Bulova clock engraved with her name and a statement that said, "Thank you for your time" and she received a certificate of recognition from our state representative, Byron Cook.



YOUR DATABASE UPDATES ARE IMPORTANT!

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

IF CANNOT DOWNLOAD OR PRINT IT, PLEASE CONTACT:

Dana McGinnis, Database Chairman
1220 E. McLemore Court; Nacogdoches, TX 75964
PHONE: 972 971-9790; Email: dana_mcginnis@yahoo.com
(A form will be sent to you!!)

Shader Jewelry & Gifts

*25% Donated to your Auxiliary, Ask about our \$250 Sign Up Bonus
Swarovski Crystals Sterling Silver Fashion Jewelry
Massage & Bamboo Pillows*

www.rockmecz.com sales@rockmecz.com
866 870 4622

A MILLION DOLLAR COMMITMENT!!!

By Esta Austin, Texas Health Fort Worth Auxiliary

Texas Health Fort Worth Auxiliary presented its final \$250,000.00 payment to complete the \$1,000,000 commitment to build the **Senior Health & Wellness Center**. Texas Health Harris Methodist Hospital Fort Worth will offer a comprehensive center designed to make it THE geriatric provider of choice. The center was developed for the purpose of providing a single venue for coordinated care with specific attention to the most common problems within the senior population. Care will be provided by a dedicated team specializing in the care of seniors. The center is a model program founded on principles advanced at the finest healthcare systems but applied to real-world community practice in Fort Worth.



Carrying on the generous and forward-looking service of the Texas Health Fort Worth Auxiliary will be the 2016 Auxiliary officers who were installed at the November meeting: New Officers (L-R): Paula Langley – President, Esta Austin – Treasurer, Carl Langley – Parliamentarian, Camille Chandler – Corresponding Secretary, Nelda Truesdale – Recording Secretary, Sheryl Wood – Gift Shop Chairman, Bobby Burks and Glen Averhoff – Projects Co-Chairmen, Louise Dungan – VP of Membership/Yearbook and Lesley Atkinson – VP Texas Health Resources Foundation (who installed the officers).

Vendors you'll meet at Convention *Let's Support Those Who Support Us!!* ***Our Vendors at the 2016 State Convention***

VENDOR	Contact	Telephone No	E-Mail Address
AC Uniforms & More	Alline Covington	806-296-2191 806-685-2828	AC@Scrubsuwear.com
Celebrate Volunteers	Linda Llewellyn	623-326-0550	Linda@CelebrateVolunteers.com
Designer Fragrances & Cosm	Victoria Pollak	713-594-0681	fragrances@windstream.net
Gold 'N Visions, LTD	Scott Almand	936-633-2476 936-676-5629	scottalmand@goldnvisions.com
Indesign (Online Sellers)	Chris Roberts	214-693-1394	Chris@indesignsw.com
Kilbourne & Kilbourne	Tom Kilbourne	800-967-0800 609-915-6945	Kilbourne@KK-Awards.com
Lavish Linens	Kevin Romano	225-405-0254	angelle64@cox.net
Luxury Linens	Vickie Robinson	918-605-7755	vckrobinson7@gmail.com
Masquerade	John Patsiotis	718-864-1944	jpatsiotis@gmail.com
Retail Concepts	Marc Krevet	310-406-5006	marc@retail-concepts.com
Scrubs & Beyond, LLC	Robbin Dowdle	832-663-1361	rdowdle@scrubsandbeyond.com
Shader Productions	Sandy Shader	281-380-7572	shaderproductions@hotmail.com
The Design Group	Tom Brattengeier	512-600-3117 512-534-0327	tbratt5050@gmail.com
BOLD denotes SPONSORS			

New Palliative Care Room Opens

By **Janis Trayler**, Publicity Committee,
Coleman County Medical Center Auxiliary

The Coleman County Medical Center Auxiliary hosted an open house for the newly completed Palliative Care Room at the Coleman County Medical Center this past September (2015). Palliative Care is specialized care for individuals with a broad focus to improve the quality of life for both the patient and their family. It concentrates on providing patients relief from pain, mental, emotional, and physical stress during the end stages of life.



The Auxiliary was happy to have sponsored this open house and proud to have participated in the creation of this hospice care room by providing a hide-a-bed couch for the family room and a full-extension recliner for the patient room. The Auxiliary worked closely with hospital staff to provide furniture that meets hospital codes while still being comfortable and attractive.



CONVENTION CONCURRENT (Break-out) SESSIONS:

Gift Shop Forum moderated by Meg Boyd

Dan Stultz (MD, FACP, FACHE)

Topic: Hospital Administrations and CEOs: **What They Listen to and What They Want to Understand – A Formula to Think About.**

Mandy Guest DVS at Houston Methodist

Topic: **HCCHAPS, Hospital Consumer Assessment of Healthcare Providers and Systems.**

John Allen Bertelson, MD

(American Board of Psychiatry and Neurology)
Topic: **Alzheimer's**

Kathryn Childers ... Retired Secret Service Agent

Topic: **DO IT SCARED!!!**

Rev. Nancy Chester McCranie

(Director of Volunteer & Bereavement Services – Hospice, Austin)
Topic: **You Are Not Alone**

Patricia Garcia, BBA, CAVS and Roz Shinn

Topic: **Real Conversations about Real Relationships**

Cyndy Dunlap, Vice President for Quality Care and Patient Safety, THA, Austin

Topic: **The Changing Environment in Healthcare**

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 pcotii2004@msn.com

Volunteers are Gifts from the Heart

By **Judy Hollis**, Volunteer Auxiliary President, Texas Health Huguley Hospital

On April 12, **Texas Health Huguley Hospital Fort Worth South** honored 137 volunteers at its thirty-eighth annual **Volunteer Recognition Luncheon** at the Colonial Country Club in Fort Worth. Beth Grubbs and Sadie Henry, both of Burleson, were selected as Volunteer of the Year and Rookie Volunteer of the Year, respectively.

"Every April, we gather to recognize our volunteers, who are people doing more than their part. Our volunteers are truly gifts from the heart," Texas Health Huguley Volunteer Services Coordinator Caryl Bean said.

In 2015, Texas Health Huguley volunteers served 38,876 hours, the equivalent of 19 full-time employees, which equates to approximately \$414,960 in salaries. Bean explained, *"We are blessed to have volunteers in our hospital assisting in the lobby, waiting rooms, gift shop, and in 40 departments. But the generosity of the volunteers is even bigger than their assigned duties. They find and solve other needs, like providing reading glasses to patients who may have left theirs at home, or making tray favors for patients who are hospitalized on a holiday".*

In addition to donating their time, Texas Health Huguley volunteers raised more than \$22,000 to provide 15 hospital departments with needed medical equipment, plus an additional \$18,000 for scholarships. Volunteers raise this money throughout the year through vendor sales of books, uniforms and accessories, as well as sales of volunteer-made crafts, coffee, baked goods, and baby mums.

Volunteer of the Year—Beth Grubbs

"Beth's commitment to the patients and people of Texas Health Huguley just seems to keep growing with each year," said Bean.

Grubbs began volunteering at Texas Health Huguley eighteen years ago, between shifts as a flight attendant with American Airlines. Since her retirement from the airlines, she has also begun working part-time at the hospital as a Guest Services Representative in the emergency department in addition to her regular volunteer assignments.

Grubbs has accumulated more than 6,000 hours of service to the hospital, and she currently helps with the Joint Replacement Program and serves as the Ways and Means Vice President, running the many vendor sales.



Beth Grubbs with Caryl Bean



Sadie Henry with Caryl Bean

Rookie Volunteer of the Year—Sadie Henry

"Sadie's energy and enthusiasm opens the doors and the hearts of people she meets," said Bean.

Giving back to the community is essential for Henry. A short time after beginning at Texas Health Huguley, she asked for a second weekly shift. In addition, she volunteers at the Mansfield Police Department and at Wesley Mission Thrift Store. A sports fan, she has also worked at the Grand Slam Gift Shop at Globe Life Park in Arlington for three years.

Henry participates in sports, competing in basketball, bowling and bocce ball at the Special Olympics since 2005. She recently competed at the National Special Olympics and earned a gold and a silver medal.

"Giving Time, Touching Hearts"

This year's theme from Positive Promotions for National Volunteer Week, which was April 10th – 16th, it only seems right to use it in honoring this and other volunteers you'll find throughout this issues, who have given their time for many years and in doing so, have touched so many hearts!

Honoring MARILYN STANLEY:

by Monique Poessiger,
The Hospitals of Providence, Memorial Campus

On Wednesday, April 13th, we bid a retirement farewell to a very special Volunteer, **Marilyn Stanley**.

Marilyn has been a part of our Memorial Team as a Volunteer for 36 Years. During this time, she has served as Auxiliary President, as a Board Member for many years, and has been a Staff Assistant throughout her career. She has accumulated over 13,000 hours of volunteer service. She was passionate and dedicated to the work she did in our hospital every day she was here. To honor Marilyn, she was presented a service plaque by **Rodd Barlow, Associate Administrator**, which will hang on our new Auxiliary Honor Wall in the Founders Hall, 1st Floor.

Marilyn, THANK YOU for your dedication and service.
Best Wishes from the whole Memorial Team!



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.

CREATIVE JEWELRY FOR RECOGNITION, PROMOTION, AND MOTIVATION

KILBOURNE & KILBOURNE

VOLUNTEER AWARD PINS

CUSTOM DESIGNED / SUPERB CRAFTSMANSHIP

- 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 Carousel Gift Shop – A DCH Tradition Since Before 1988

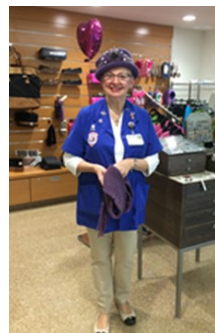
By Laura P. Ortiz, Driscoll Children's Hospital Volunteer, Corpus Christi

Shopping at the Carousel Gift Shop has been a favorite pastime for **Driscoll Children's Hospital** volunteers and employees since before 1988. The shop sells everything from candy to clothing and of course... seasonal items.

Amberly Lucio, a Certified Surgical Technologist in the OR, looks forward to her chocolate fix and sometimes finds gifts for friends and family. In addition, Amberly enjoys the convenience of payroll deduction. She said, "I enjoy shopping so I go there during my breaks. One time I bought a really cute Batman onesie for my sister-in-law's baby".

The shop is currently located on the hospital's first floor. In November of 2015 it moved into a newly renovated space. **Kathy Kramer**, who has managed the Gift Shop for 16 years, said that prior to 1988 the shop was located in the back of the hospital. Moving it to the front has made it more accessible to customers. She said, "Thank goodness for the administration team in place in 1988 that moved the Gift Shop to the front near the lobby. We love the visibility".

Kathy feels blessed to work in the Gift Shop. She said, "The volunteers and our customers make my job the best in America!!"



Kathy currently works with 3 part-time employees and 40 volunteers. All of the profits from the Gift Shop and the Carousel Cookie Shop benefit the Auxiliary.

If you haven't had a chance to visit the Carousel Gift Shop, stop by and have a look. You never know what treasures you may find for yourself or a loved one!

