



OUTLOOK

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

POST CONVENTION, 2018



How Many Smiles Can You Bring?

By Katie McCarty, CAVS
Director Volunteer Services
Valley Baptist Health System, Harlingen, TX

Well, **Valley Baptist Health System Volunteers** bring BIG smiles and each smile brings thousands more smiles in return. The dedicated team of volunteers in Harlingen and Brownsville makes it their mission to see how many smiles they can bring to patients, families and staff through their **"Bring a Smile" program**. Volunteer Services makes it their goal each year to select a theme or program their team of dedicated volunteers wants to see come to fruition and then makes it happen. In addition to the theme, they put together related decorations to help their vision transpire. "This year it was important to us to change people's days with something as simple as a smile," said Katie McCarty, Director of Volunteer Services for Valley Baptist Health System. "Each volunteer was given a supply bag of



"Smile" goodies to include, pencils, notepads, buttons and greeting cards, with the goal in mind to always share a smile with someone." The program was kicked-off at this year's annual spring appreciation banquet and has been a huge success. A jar of smile buttons sits at the front check-in area so that volunteers can put one on and take one to pass along, when preparing for their day of patient rounding.

"It's amazing, the response we have seen when our volunteers arrive with their "Smiles" to brighten someone's day," said McCarty. "That one smile can have such a positive impact on our patient's experience. It really is incredible."



Check out Page 3 for District Meeting dates/times!



President's Message

by **Stephen Apple**, President,
Texas Association of Healthcare
Volunteers

Greetings One and All,

I am proud to serve as your President this year and I am looking forward to meeting many of you in my travels around Texas. Our Convention at the Marriott River Center in San Antonio was a lot of fun and well attended. I commend all the Board Members and District 8 volunteers who worked so hard to make it a success. Without scores of volunteers from the hosting district, we would not have a convention at all. Well done!

This newsletter recaps many of our convention events and awards. Congratulations to all the award winners – the energy in the hall during the Uniform Luncheon was positively contagious. It's exciting to hear the winners announced and the cheers from the home team. Our volunteers are proud of their achievements, and rightly so.

At Convention, I announced our new TAHV website. Work has continued all summer and several technical glitches have been resolved. We will announce the launch of the new site on Facebook and by email. The new look will revitalize our image with potential members and donors: we want to attract new volunteer groups to TAHV and showcase our scholarship program within our Gifts & Memorials Foundation.

New functions will make it easier for our members to interact with TAHV:

- You can pay dues or make a donation online with a credit card.
- You can fill out and submit the member update form right from the website.
- You can find all the scholarship forms and district meeting forms in the document center.
- You can find member healthcare facilities on the map of Texas and link to their websites.
- You can see the calendar of upcoming events – District Meetings, Convention, and Board Meetings.
- You can find news articles and the *Outlook* newsletter.
- You can contact TAHV by email with questions or suggestions.

Our tagline on the website is **"Learn...Network...Get Inspired."** Check it out when we go live and let me know what you think. I would truly like to hear from you.

Since Convention, our team of District Coordinators has been planning meetings for September that will bring us together again in smaller groups to "Learn...Network...Get Inspired." Your district has announced the date and location

of your meeting. The full schedule is here in the *Outlook* – if your district is not planning a meeting, you are welcome to attend in another district. Contact one of the District Coordinators and tell them you want to come.

My theme this year is **"Planting the Seed of Volunteerism."** When we ask how TAHV can help its members, most of you say, "recruitment and retention of volunteers." This is a challenge for all of us and I must say right up front that there is no silver bullet or magical solution. It is hard work and it requires a strategic plan customized to your community. My two highest priorities this year are to 1) focus on recruitment and retention and 2) enhance communications among our membership to continue sharing ideas and successes.

I will close with this comment and request. Just before Convention I was invited to two auxiliary meetings in different districts: the Coryell Hospital Volunteers in Gatesville, District 7, and the Palestine Regional Medical Center Volunteers, District 10. These were special meetings – celebration of volunteers, installation of officers, and scholarship presentations. It was wonderful to attend, meet the volunteers, and hear their stories. I, and the other TAHV board members, are honored to be invited and will show up whenever possible to share what's going on with TAHV and hear what you are doing in your community. Please ask.

Stephen Apple

A Few Words from the Awards Committee

From **Mary Ann Blome** and **Kathy Jenkin**

A big **"Thank You"** to all the volunteer groups that submitted entries representing their hospitals and healthcare systems! And CONGRATULATIONS to all that won awards! You all took a chance in entering the competition. Taking that risk may not have won you a ribbon, but the reward you received was the opportunity to showcase the volunteer dedication at your facility to the entire TAHV community.



Credit must also be given to the judges, who volunteered their time to examine every entry, study every picture, turn every page - slowly, and they even stayed hours past judging time. Thank you, Judges!!!

Send articles/pictures for the Outlook!!!
Let's learn from and celebrate one another!
Send to: Judi Winslow at
mkjudiwinslow@hotmail.com

2018 District Meeting Schedule

September 11th

District 5—Dallas, TX

Host: Texas Scottish Rite Hospital for Children

Coordinators: **Karen Apple** (karen@txapples.com)
817 683.8199 (cell)
Nancy Morris (morris@aircanopy.net)
214 538-7522 (cell) 972 938-9494 (home)

September 12th

District 6—Abilene, TX

Host: Hendrick Medical Center

Coordinators: **Kay Leman** (no email)
325.692-3184
Janice Allen (allenjan1964@gmail.com)
325 698-2844

September 13th

District 1—Lubbock, TX

Host: Covenant Medical Center

Coordinators: **Maribeth Williams** (williams6566@att.net)
806 781-2286 (cell) 806-687-6022 (home)
Sharon Parks (parkss@covhs.org)
806 725-0465 (cell) 806 790-1535 (work)

September 14th

District 2—Andrews, TX

Host: Permian Regional Medical Center

Coordinators: **Sandy Bufler** (sbufler@suddenlink.net)
432 230-7742 (cell) 432 523-2898 (home)
Jeannie Jones (jeanniej2@suddenlink.net)
432 770-7866 (cell)

September 17th

District 8—Kerrville, TX

Host: Peterson Regional Medical Center

Coordinator: **Lynda DeMasco** (pdemasco@hotmail.com)
210 269-2402 (cell)

September 18th

District 3—Victoria, TX

Host: DeTar Healthcare System

Coordinators: **Yvette Peuttus** (Yvette.peuttus@detar.com)
361 570-3301 (cell) 361 575-5525 (work)
Margaret Beekler (lilmargo9257@suddenlink.net)
361 571-0136 (cell) 361 575-4997 (home)

September 19th

District 9—Houston, TX

Host: Memorial Hermann Hospital SW

Coordinators: **Sandra Pybus** (stpybus@sbcglobal.net)
713 419-2028 (cell) 713-774-5492 (home)
Melva Harris (melvaharris@att.net)
713 299-6727 (cell) 281 376-8241 (home)

September 20th

District 4—Beaumont, TX

Host: Baptist Hospital Volunteer Auxiliary

Coordinators: **Julian Payne** (jpayne5999n@hotmail.com)
409 790-8229 (cell)
Vicki Holcombe (vickiholcombe@bhset.net)
409 893-1530 (cell) 409 212-5820 (work)

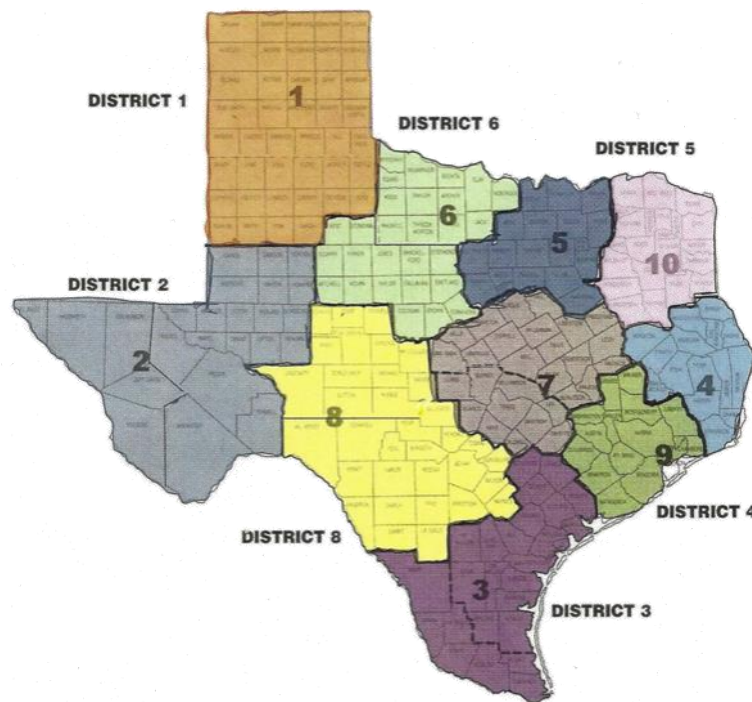
September 21st

District 10—Palestine, TX

Host: Palestine Regional Medical Center

Coordinators: **Carey Trahan** (Carey.Trahan@LPNT.net)
936-222-5789 (cell) 903 731-1383 (work)
Kathryn Barrett (no email)
903 549-2237 (home)

What District are you in?



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:

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!!)

Do you have questions that come up in your meetings or updating or writing your bylaws???

Ask the Parliamentarian

Call Stan Simmons
With your Bylaws Questions
903-624-9918

75th Annual TAHV Convention Awards

Tray Favors

Beds: 0-190

- 1st Place CHRISTUS-Spohn Hospital CC - South
- 2nd Place Wise Regional Health System-Decatur
- 3rd Place Brownwood Regional Med Center

Beds: 191-280

- 1st Place Knapp Medical Center-Weslaco
- 2nd Place Valley Baptist Med Center-Brownsville
- 3rd Place Wilson N Jones Regional Med Center-Sherman

Beds: 281-330

- 1st Place Shannon Medical Center-San Angelo
- 2nd Place Laredo Medical Center-Laredo
- 3rd Place Texoma Medical Center-Denison

Beds 331 and Up

- 1st Place Medical Center Health System-Odessa
- 2nd Place Memorial Hermann Southwest-Houston
- 3rd Place Del Sol Medical Center-El Paso



Posters

Beds 0-175

- 1st Place CHRISTUS Spohn Hospital CC - South
- 2nd Place Nacogdoches Medical Center
- 3rd Place North Texas Medical Center-Gainesville

Beds 176-300

- 1st Place Mission Regional Medical Center
- 1st Place Shannon Medical Center-San Angelo
- 2nd Place Wilson N Jones Regional Med Ct-Sherman
- 3rd Place Driscoll Children's Hospital-Corpus Christi

Beds 301-475

- 1st Place Texas Health Huguley FW South-Burleson
- 2nd Place Texoma Medical Center-Denison
- 3rd Place Laredo Medical Center-Laredo

Beds 476 and Up

- 1st Place Memorial Hermann Southwest-Houston
- 2nd Place Parkland Health & Hospital System-Dallas
- 3rd Place CHI Baylor St Lukes Medical Center-Houston



75th Annual TAHV Convention Awards

Newsletters

Beds 0-188

- 1st Place Brownwood Regional Medical Center
- 2nd Place Texas Scottish Rite Hospital for Children-Dallas
- 3rd Place North Texas Medical Center-Gainesville

Beds 189-325

- 1st Place Driscoll Children's Hospital-Corpus Christi
- 2nd Place Wilson N Jones Regional Medical Center-Sherman
- 3rd Place Medical Center McKinney

Beds 326 and up

- 1st Place Laredo Medical Center-Laredo
- 2nd Place Bayshore Medical Center-Laredo
- 3rd Place CHI Baylor St Lukes Medical Center-Houston
- 3rd Place Texoma Medical Center-Denison



Scrapbooks

Beds 0-160

- 1st Place North Texas Medical Center-Gainesville
- 2nd Place Coryell Memorial Healthcare System-Gatesville
- 3rd Place Texas Scottish Rite Hospital for Children-Dallas

Beds 161-300

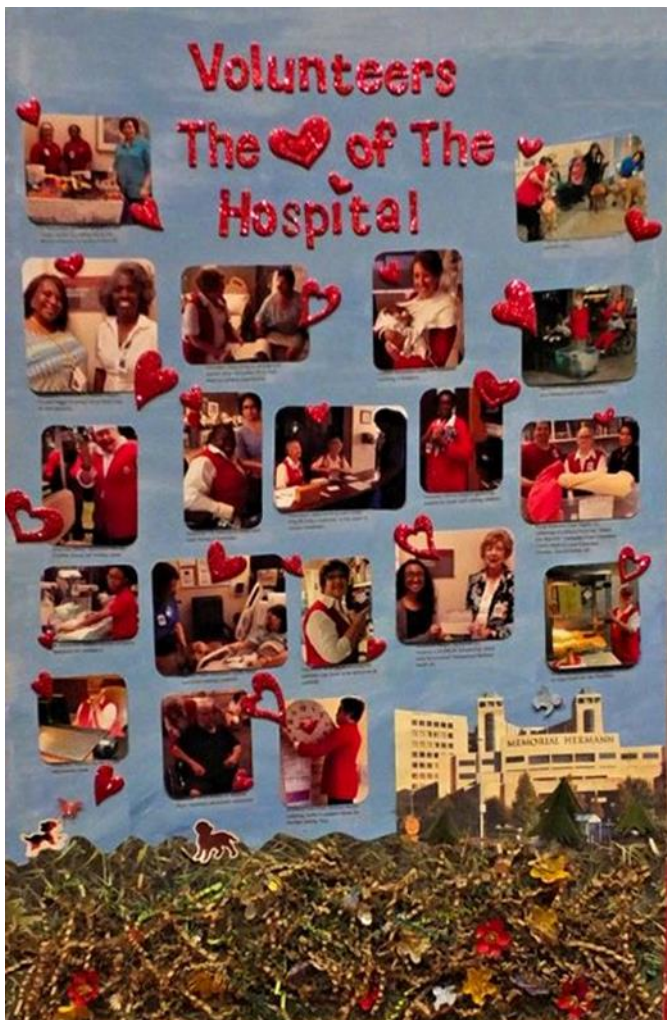
- 1st Place Valley Baptist Medical Center-Brownsville
- 2nd Place Shannon Medical Center-San Angelo
- 3rd Place Driscoll Children's Hospital-Corpus Christi

Beds 301-420

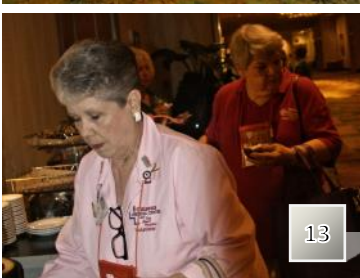
- 1st Place Memorial Hermann Memorial City-Houston
- 2nd Place Texoma Medical Center-Denison
- 3rd Place Laredo Medical Center-Laredo

Beds 421 and Up

- 1st Place Valley Baptist Medical Center-Harlingen
- 2nd Place University Medical Center Health System-Lubbock
- 3rd Place CHI Baylor St Lukes Medical Center-Houston



CHECK OUT CONVENTION 2018



Volunteers had a blast at Convention 2018!



19



20



21



22



23



24



25



26



27



28



29



1. Opening Session 2. Keynote: Cesar Lopez , THA 3. Honor Guard (San Antonio Police Department) 4. TAHV President JoAnn Goodwin 5. TAHV 2nd VP Loretta Charles (Convention Chair) 6-12. President's Pajama Party 13. Continental Breakfast 14. Uniform Luncheon 15. JoAnn receiving Past President's pin 16. Uniform Luncheon 17. President's Table 18. Newcomer's Session 19-20. BYOI 21. Vendor's Hall 22-23. Silent Auction 24. Vendors - InDesign 25. Riverboat ride 26. Valley Baptist Medical Center, Past President Award Winner. 27. North Texas Medical Center Gainesville Past President Award winner 28. Visiting Vendors 29. Bye Bye Rivercenter



Honor and Dignity – The Final Salute

Presented at Convention by **Linda Sconyers, Texas Health Arlington Memorial Hospital**

Write-up by **Karen Apple, Scottish Rite Hospital for Children, Dallas: TAHV District 5 Board Member**

Goosebumps...leaky eyes...pride...respect...memories. These were my reactions as Linda Sconyers of Texas Health Arlington Memorial Hospital shared the story of their Final Salute program in a concurrent session at Convention. Starting with Lee Greenwood singing "God Bless the USA" and followed by a video of the hospital procession honoring the deceased veteran, Linda riveted the audience with her presentation.

Offered to veterans and their families, the program pays respect to veterans of the US Armed Forces who spend their last days at the hospital. The patient's body is draped with the American flag, and a small honor guard of hospital employees and volunteers who are trained in the protocol, escort the body in a silent procession with the family. An announcement is made over the hospital intercom, and hospital staff able to leave their posts, volunteers and often visitors gather as the procession stops in the hospital atrium. After a moment of silence, the name of the deceased is announced with his or her rank and branch of service. Many of those gathered in the atrium place their hands over their hearts. The procession leaves the building and the body is placed in the funeral home vehicle. The flag is folded and presented to the family in honor and recognition of their loved one.

The program was designed by Chaplain Jim Dorsey and a cross-functional team of hospital employees and volunteers, including Linda Sconyers and Shirley Volluz, a past

president of TAHV. Linda described how they worked together to gain support and work out the details of implementation. Micki Roemer, the current president of volunteers, talked about how the volunteers have stayed involved. I am most impressed by the commitment and dedication of the team – since its inception in 2015, they have participated in hundreds of honor escorts and helped spread the program to other hospitals in Texas and other states.

If you missed this presentation at Convention, you can watch the video online at:

<https://www.youtube.com/watch?v=UITJ1jlqcqw>.

If you want to put this program in place at your hospital, contact Linda Sconyers (lindasconyers@texashealth.org) or Chaplain Dorsey (jimdorsey@texashealth.org).



Fun Facts from Convention Registration

A total of **396 Volunteers and Volunteer Managers** attended Convention in San Antonio, representing **75 hospitals** from across Texas.

Which districts had the most attendees?

Not surprisingly, our host **District 8** around San Antonio had the most attendees: **99**

District 5 – Dallas/Fort Worth area: **84**; **District 9** – Houston area: **66**; **District 3** – Corpus Christi area: **65**

Which district had the highest hospital representation?

District 3 with **58%** - volunteers from 14 of 24 TAHV member hospitals attended Convention.

Which hospital sent the most attendees?

Texoma Medical Center in Denison – **30**, followed closely by; **Guadalupe Regional Medical Center in Seguin** – **26**.

How many newcomers?

92 – *about a quarter of the attendees came to their **first** convention.*

Who traveled the farthest?

Our friends from **El Paso** hold this record – volunteers from the **Hospitals of Providence Memorial and Sierra campuses** and **Del Sol Medical Center** traveled **over 500 miles** to attend Convention in San Antonio. Next up are the hardy souls from **Wadley Regional Medical Center in Texarkana** at **440 miles**, and **University Medical Center in Lubbock** at **395 miles**.

Texas Health Huguley Hospital Honors Their Volunteers

by **Caryl Bean**, Volunteer Services Coordinator,
Texas Health Huguley Hospital

Volunteer Rookie of the Year



Charlene Harder
Rookie of the Year

When a new volunteer starts at **Texas Health Huguley**, they usually have a lot of enthusiasm, and this year's Rookie of the Year was no exception. She would tell me "Place me where you need me the most" and "Yes, I can substitute for you. What day do you need me?" That is why this year's "Rookie of the Year" award goes to **Charlene Harder**.

Born in Louisiana, Charlene currently lives in Burleson with her husband, Bill. They will be married 49 years this August. While they went to the same high school, they didn't meet until college. Bill asked her to marry him just before he went to boot camp and her answer?....."Ask me when you get out". Well, I guess we know what her answer was!! Charlene and Bill proudly raised 3 sons and currently have 3 grandchildren who she loves spending time with.

Bill calls Charlene his "super wife" and together they enjoy gardening and fishing. He says he needs to be a better husband and take her more often.

When not sitting at the Main Lobby desk on Thursday afternoons, Charlene enjoys reading and spending time with her lady friends at her church.

Congratulations to Charlene Harder as our Rookie of The Year!!

Volunteer of the Year



Judy Hollis
Volunteer of the Year

We are blessed with more than 110 outstanding volunteers at **Texas Health Huguley**, so choosing the "Volunteer of the Year" is not an easy task, so that's why I put the volunteers in charge of selecting the the right person, and you've come through with an excellent choice once again. This year, you chose **Judy Hollis** as your Volunteer of the Year.

Judy has been a volunteer since March, 2006 and has accumulated over 9,800 hours. You will find her in the Gift Shop on Tuesday afternoons, organizing like only Judy can do. You will also likely find her at just about every fundraiser sale we put on.

Judy and her husband, Brent, have been married 47 years. They have one son and are blessed with a grandson who keeps them very busy when he visits. Judy and Brent currently live in Alvarado.

Judy retired from the city of Irving in 2006, where she worked for 30 years as a buyer. This explains her passion for shopping!! Brent says that Judy has too many hobbies, but her current interest is buying old furniture, refinishing it, and putting it in her booth at the Antique Mall. When not at Huguley, Judy can be found working in her yard and attending the Garden Club.

Congratulations and Thanks to our Volunteer of the Year, Judy Hollis.

Meet the New TAHV Officers



(L>R) **Roz Shinn** – Secretary; **Janice Allen** – Treasurer; Kathy Jenkin – 1st VP; **Gypsie Hufnagle** – President-Elect; **Stephen Apple** – President; the **Honorable John Marshall** – Performed Installations

You Told Us! Convention 2018 Survey Results

Thanks to all who signed up their email addresses and took the post-convention survey. We heard from 112 volunteers, about a third of the total attendees at Convention. The ratings told us that there are important aspects of Convention that we need to improve: Uniform Luncheon, Networking, Concurrent Sessions, Vendor Fair, and Guest Speakers. Most useful are the hundreds of write-in comments with specific feedback and suggestions that will help the Convention Committee plan for 2019. We heard about everything from the program layout to the continental breakfast, from the variety of vendors to the BYOI facilitators. Thank you for taking your time for the survey and especially for your comments. **We hear you. See you in Frisco in May 2019!**

Short Form – BIG Impact

By **Judi Winslow**, Outlook Editor, District 6 Board Member, Olney Hamilton Hospital Auxiliary

I love numbers! I like **BIG** numbers most of the time, unless I'm asking... "How much is this?". However, I like when we have a larger number of recruits than losses. I like when our gift shop sells more merchandise and has a **BIG** income so that we can donate more **BIG** dollars to our hospital. I like successful fundraisers that bring in **BIG** proceeds. I like when we have a **BIG** response to our survey so that we can work for a better (yes, and **BIGGER**) Convention that suits a greater number of our volunteers. I like when we can increase our TAHV membership by attracting more **BIG** and small hospitals as members.

It would be AWESOME if we had 100% of our Form 2's turned in at the upcoming District Meetings! Then we would know just how many volunteers donate hundreds or thousands of hours of service to their hospitals and communities. We would have impressive statistics to support our auxiliaries and volunteer groups. Last year, with less than half of the President's Reports turned in, we recorded 8,735 adult volunteers that worked 1,695,000 hours. If we could collect ALL the reports, we would have persuasive figures when reporting to our CEOs and Hospital Administrators. Our TAHV President reports these stats at the Texas Hospital Association meeting in the spring. At this time, many of our hospitals are having a rough time and they need to see how having volunteer programs can benefit their patients, their families, their staff and their hospitals. The information means nothing unless you can back it up with numbers. They understand numbers. **BIG** numbers!!

If you're unable to attend your District Meeting, send your completed Form 2 to your District Coordinator. Contact information is listed on the **2018 District Meeting Schedule** (page 3). If you are in District 4 or 7, where there is no District Meeting, so send it to Kathy Jenkin, 1st VP, 922 Herndon Street, Corpus Christi, TX 78411.

I also like **BIG** attendance numbers that take advantage of District Meetings and opportunities for networking. So, take a **BIG** chance and **GO TO YOUR DISTRICT MEETINGS!!** Bring lots of your volunteers who haven't been before... and bring the ones that have! Bring and **turn in your President's Reports (Form 2's)** to your District Coordinator or TAHV 1st Vice President, Kathy Jenkin. She's part of the Traveling Trio!! I hope we'll see you there!!!

THE SECRET SAUCE OF A SUCCESSFUL VOLUNTEER PROGRAM

(a break-out session at Convention)

Presented by **Patricia Q. Garcia, CAVS, Consultant/Speaker**



Ingredients of the secret SAUCE

- S - See the volunteer or prospective volunteer as a family member**
- A - All age groups are represented and invited**
- U - Understand busy lives and different levels of time commitment**
- C - Communicate more than required - first from the heart then from the mind**
- E - Education opportunities based on hospital's and volunteer's need**

I think you can get the gist of the good suggestions for having a successful volunteer program. At the end, Pat asked for your additions for your "secret sauce" for success, and these were some of the responses! Additional recommended ingredients?

Compassion	Attitude	Love	Caring
Helping	Kindness	Service	Communication
And... Doing the Right Thing			

A Kid's Korner

By **Roz Shinn**, MCHS Auxiliary Assistant Treasurer, District 2
TAHV Board Member

At **Medical Center Hospital in Odessa**, volunteers donated \$10,000 to create a "Kid's Korner" in the Emergency Room.

It was designed by ER Director, Susan Key (2nd row-far right). The area has been a big hit with children, who come to the hospital with parents who are waiting for services. The play area has a TV with games to play, a magnetic puzzle table, a wall mounted bead game, curvy reclining chairs, and small kid size chairs. Decorated in a sea coast theme, it helps children relax and parents as well.



Emergency Department employees joined the volunteers for the Dedication/Celebration. Pictured are (back row, L-R) Gabriella Rojo (Divisional Secretary), Sadie Bagwell (ED Clinical Coordinator), David Graham (ED Unit Director), Volunteers: Sue Kettle, Gracie Sanchez, Vickie Branch and Susan Key (ACNO Emergency Department/Critical Care/Trauma Services) and (front row – all seated) Trisha Sibley, J'Lynn Collins, Ann Ellison, and Roz Shinn. A plaque was placed on the wall thanking the MCHS Auxiliary.

Back to School Fun

By **Karen Apple**, District 5 Board Member, Texas Scottish Rite Hospital for Children Volunteer

On Wednesday, August 15th, volunteers at Texas Scottish Rite Hospital for Children hosted our annual Back-to-School Carnival. In preparation, volunteers organize all the donations of new backpacks and school supplies. The carnival is set up by our volunteers with lots of activities for the kids --



pool, foosball, face painting, card games, corn hole, connect 4, and many more. Two of our community supporters made welcome appearances -- the Disney Princesses for photo opportunities, and Pop Star Popsicles, for cooling off with sweet treats! As the kids played, they collected tickets at each activity. When the night was over and all the tickets were given out, the kids redeemed their tickets for school supplies and selected a backpack to take home. This event is a great way to get kids excited and ready to go back to school. Plus, the volunteers have a lot of fun.



IT'S ALL ABOUT NETWORKING



(Left Picture)
Small to tall, it's the
Graham Girls!

(Right Picture)
A little late night
dominos.



...and fun!



**Texas Association of
Healthcare Volunteers, Inc.**
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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.

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