



OUTLOOK

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POST-CONVENTION 2019

Camaraderie and Networking

By Judi Winslow, Editor's special

District Meetings are WONDERFUL!!! I love meeting with volunteers in my little part of the big state of Texas and finding out what other volunteers are doing for their hospitals and communities. I love sharing with other volunteers and always come home with a few "pearls", ...new ideas of things that might work for *our* auxiliary. District meetings promote this camaraderie better than Convention, and you don't have to travel far since it's in your district. It's also easy on the budget since there's no need for hotels, flights or other longer distant travel costs. For the cost of a meal and a continental breakfast, both *included* in the registration fee, it's a win-win!!! This should be beneficial to larger numbers of attendees from every member volunteer group!!! So, this fall, *I encourage y'all to bring as many of your volunteers as can travel and have fun.*

I'd like to share this wonderful success story. When I was TAHV President and we were making our rounds of all the district meetings, **District 1** (the panhandle) was having no district meeting for the third year in a row. It concerned us greatly. What to do? So, we took time to visit with volunteers in the Lubbock and Amarillo areas and stopped at **Childress Regional Medical Center** to visit with then CEO John Henderson, who had put us in touch with the Amarillo and Lubbock DVS's. We met wonderful and interested volunteers that helped us brainstorm to restore district meetings to this underrepresented area of Texas. That next year the District 1 Meeting was hosted by **Northwest Texas Healthcare System** in Amarillo. They *hosted*, but also shared the preparation duties with nearby smaller hospitals. They worked as a team and put on a highly enjoyable, motivating, beautifully decorated meeting with great speakers. This past year's meeting was hosted by **Covenant Medical Center** in Lubbock. You can just see how much these volunteers are enjoying the camaraderie and networking opportunities at this, their 2nd consecutive District 1 Meeting. There are other districts that can benefit from this great example.

There are districts that have **President's Councils** that meet regularly and work together on activities that affect their whole district. *If you're interested in knowing about President's Councils and possibly forming one in your district, let me know and I'll have someone from District 3 or District 5 address this topic in a future newsletter.* This might prove helpful in future planning for District Meetings. As for *this* year, we have NO district meetings in Districts 4 and 7. For this year, I would encourage volunteers desiring to benefit from a district meeting to find a meeting nearest to them and contact the District Coordinator from that District Meeting, as they would be more than welcome to attend. (Check out the District Meeting Schedule in this issue) Perhaps for next year, they can take encouragement from the experiences of District 1 and work together for a 2020 District Meeting in their own district.



Amarillo Meeting 2017



Lubbock Meeting 2018



Enjoying the meeting—Lubbock



Introducing Your President... Gypsie Hufnagle

She was born in Charleston, West Virginia and arrived in Texas at the age of 3. Her parents moved to Texas for job opportunities. Her father worked at the Union Carbide plant in Texas City and her mother was a bookkeeper at the U S National Bank in Galveston. Gypsie and her husband Jerry have lived in The Woodlands since 1985. They have two children and two grandchildren.

Gypsie has been a member of Memorial Hermann The Woodlands Medical Center Auxiliary for seventeen years. She has served on the Auxiliary Board for a number of years in various capacities including Committee Chair for Membership, Vice President, and President. Her passion is volunteering in the gift shop, where she has served as manager for more years than I can count.

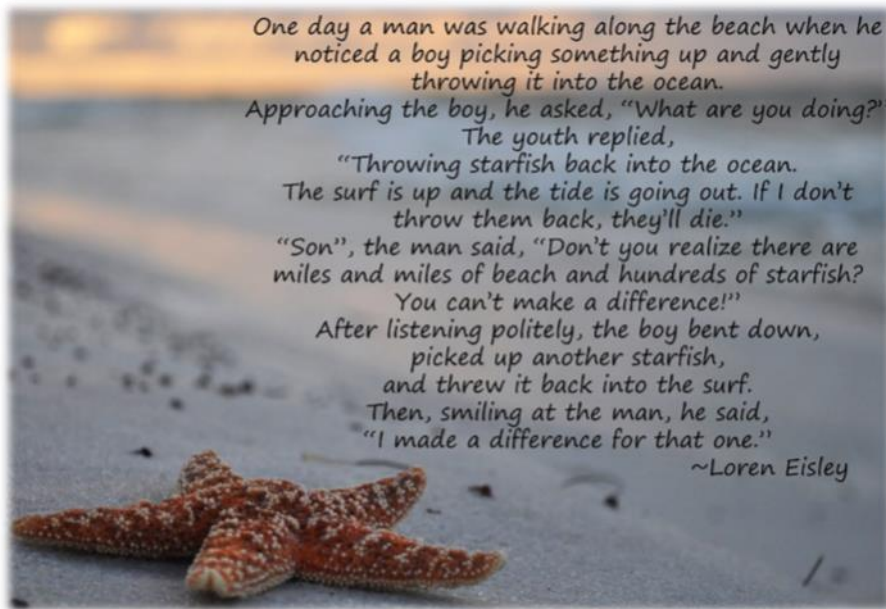
President's Message

By Gypsie Hufnagle

Greetings Volunteers,

It is an honor to serve as your TAHV President for 2019/2020. I have been a member of the TAHV Board for nine years and have served on the Membership, Marketing, Site Selection, and Convention Committees, as well as served as your 1st Vice President and President Elect.

The TAHV theme I have selected for this year is **"Volunteers... Touching Lives to Make a Difference"**. This logo comes from the Starfish Story. I don't remember when I first came across it since I read it, every time I see a starfish on the beach, I immediately remember this story.....



This is just a very short adaptation of the story. It was written by Loren Eiseley in 1959 and is included in his book the "Star Thrower", which includes his favorite essays and poems. The starfish story is a good reminder to us all that the smallest things can make a difference. Making a difference for our patients and staff is what we, as volunteers, do every day. You see, we just never know when we are making a difference in someone's life.

To you it might seem something small, but to that person it could mean the world at that particular moment. Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, or the smallest act of caring, all of which have the potential to turn someone's life around. Thank you for volunteering at your facility and making a difference with acts of caring and kindness.

The platform for 2019/2020 is Post Traumatic Stress Disorder also referred to as PTSD. It is psychological and emotional stress that causes one to believe that they are unable to cope with life. Seven million people in the United States suffer from PTSD and fifty percent of those people will never reach out for professional help. Events that can cause an individual to have PTSD include physical attacks, active duty combat, child abuse and assault, sexual assault, extreme life events such as car accidents, house fires, and death of a friend or family member. While a difficult subject to discuss, it is a subject to learn more about the challenges and depth of PTSD and how it effects the patient and his/her family.

Our TAHV Traveling Trio will be on the road again this fall. Visiting District Meetings this year will be **Kathy Jenkin**, President Elect, from Driscoll Children's Hospital in Corpus Christi, **Sue Kauffman**, 1st Vice President, from Guadalupe Regional Hospital in Seguin and myself. We are looking forward to meeting volunteers around the state and learning more about your volunteer programs. I urge you to attend your District Meeting to network and share ideas that you can take back to your volunteer program. Some of the best ideas come from networking with other volunteers in your District. In closing, this is one of my favorite volunteer quotes, **"The heart of a volunteer is not measured in size, but the depth of the commitment to make a difference in the lives of others."**

Remember you are an important part of your hospital...**YOU MAKE A DIFFERENCE EVERY DAY!**

Thank you for all you do,

Gypsie

The Ayes Have It....

Meet Your New Slate of Officers

These are the TAHV officers presented to you at the Uniform Luncheon and later installed after you voted!! They will do a great job for you.

from left to right: (top row)

TREASURER: Janice Allen

(Hendrick Medical Center, Abilene)

SECRETARY: Mary Ann Blome

(Parkland Health and Hospital System, Dallas)

2nd VICE PRESIDENT: Patricia Fortune

(Memorial Hermann Memorial City Health System, Houston)

(bottom row)

1st VICE PRESIDENT: Sue Kaulfus

(Guadalupe Regional Medical Center, Seguin)

PRESIDENT ELECT: Kathy Jenkin

(Driscoll Children's Hospital, Corpus Christi)

PRESIDENT: Gypsie Hufnagle

(Memorial Hermann The Woodlands Hospital)



Janice Allen
Treasurer



Mary Ann Blome
Secretary



Pat Fortune
2nd Vice President



Sue Kaulfus
1st Vice President



Kathy Jenkin
President-Elect



Gypsie Hufnagle
President

It's Not Too Early....

By **Judi Winslow**, Past President,
District 6 Board Member, Outlook Newsletter Editor

There are many activities volunteers have in common regardless of the size of the facility and there are specialized activities depending on the size and specialty and departments served. Then there are unique programs someone in your organization saw a need for and developed something *really special* Something that WOWs all who experience it. It may be a special service for patients, or families or for your community. THESE special unique programs are worthy of sharing so that other volunteers can enrich their healthcare facility services or their communities.

How can you get this information "out there" to help others? Word of mouth might spread locally, but how can we REALLY get it out there to help others? You can write an article for the local newspaper... that increases circulation to a larger area. How about a local news program? Although occasionally some stories go viral, most stay in the wider local area. What I suggest is to submit it for a Past Presidents Award at the next TAHV Convention and I will gladly publish it in the Outlook.

This is what the Past Presidents' Award is all about... Excellence in service in 3 areas: 1) Hospital/Hospice Service Projects, 2) Community Service Programs and/or 3) Fundraising. How do you become one of these entries for these prestigious awards for the 77th TAHV Convention in Galveston in May of 2020? It's not something you can throw together in a weekend. It requires documentation and photo supplementation. The rules and guidelines can be found on the TAHV website: www.tahv.org. Having reviewed the submissions when I was President, I found that you can earn or lose

points just by following or not following the rules. To earn maximum points, I suggest you present your winning program by:

1. Following the formatting guidelines (margins, font size, etc.)
2. Answer each question by inverting the question to form the response (i.e. What are the goals of....? Answer: The goals of.... are...)
3. Have a couple of people read over your submission and scrutinize for grammar, punctuation, and accuracy. I have seen points lost unnecessarily because of omissions or inadequate justifications. It could mean the difference between getting 1st Place or 2nd or 3rd Place.
4. Make sure your Volunteer Group is greatly involved in the project.

You will find the winners of these special awards in this issue

Send articles/pictures for the Outlook!!!

Let's learn from and celebrate one another!

Send to: Judi Winslow at
mkjudiwinslow@hotmail.com

Past President's Award Winner — Hospital/Hospice In-Service

by **Janice Aspelin**, Volunteer & Past President, Texas Health Arlington Memorial Auxiliary



Texas Health Arlington Memorial Hospital received this award for the program called **FINAL SALUTE** which the Auxiliary participates in and provides funds. The FINAL SALUTE program is recognition that is given to any veteran who dies at the hospital. It is an optional program that the veteran or family member can choose. Briefly it consists of the coordination between the family, the funeral home and Hospital Chaplain. The body is draped with the American flag and guided by an honor guard through the long, main corridor of the hospital. All staff, volunteers and visitors who are available at that time, line the corridor as the body is wheeled to the hearse. The veteran's name, rank and branch of the military are announced prior to a moment of silence. This is a very solemn and moving experience for not only the family who follows the body but also for those participating in this moment of appreciation and respect. Check out the video on YouTube:

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



Pictured above (L>R): Volunteers Janice Aspelin and Micki Roemer, Linda Sconyers, Gift Shop Manager, with then President Stephen Apple

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

Past Presidents Award – Community Service

From **Peggy Brockenbush**, Auxiliary President, Citizens Medical Center, Victoria

This Auxiliary developed a **Cancer Resource Center** in conjunction with the American Cancer Society that would allow



a place for distribution of oncology products and cancer literature, provide wig fitting and support group sessions. They realized that more could be done to help satisfy the emotional aspect of the healing process as well as the treatment process. Many of the volunteers that are partici-

pating in the program have had cancer themselves or have loved ones that have had or died from cancer. They currently have 10 volunteers that participate in the program. Visits to the Resource Center are scheduled by appointment.

Past Presidents Award of Excellence

The Legacy Fingerprint Project

From **Jimmie Sue Garrett**, President, Memorial Hermann Southwest Hospital Volunteer Auxiliary

The Legacy Fingerprint Project is a family support program to comfort loved ones when the loss is eminent. Small flat glass wafers are adhered with small circles of printed paper with various patterns and themes to the back of the glass disc. Examples of these include a cross, hearts, anchors, paw prints, patriotic themes, palm trees and many more. After the family has chosen a pattern, the fingerprint of the patient is placed on the back of the paper and then painted with a clear enamel sealer to preserve the fin-



gerprint, which helps make it a bit more waterproof. They provide as many as the family requests. These small tokens are just the right size to hold in the palm of your hand as the family and loved ones are encouraged to have good memories and remember the ways the patient left an imprint on their life.

Supporting Rural Hospitals, Patients and Volunteers

Ted Shaw, President/CEO, Texas Hospital Association
September 2019



Much of the Lone Star state is rural. Of Texas' 254 counties, 70 percent are considered rural, but only 160 of Texas' 600 hospitals serve rural communities, according to the Texas Organization of Rural & Community Hospitals.

The challenges of operating a rural hospital in today's health care environment are many—from decreasing payments to regulatory burdens to economic pressures that come with caring for the uninsured. These challenges are causing rural hospitals to shudder.

Rural hospitals fight for the resources to keep their doors open and serve their communities. Since 2013, Texas has experienced more rural hospital closures than any other state—23. Even more hospitals have eliminated key service lines, such as labor and delivery, leaving rural women with no access to routine obstetrics care or to labor and delivery services close to home.

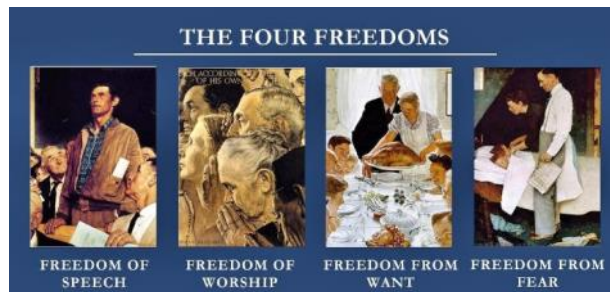
To help ensure access to care for all Texans, particularly those in rural communities, the Texas Hospital Association advocated for and helped secure new state funding for rural hospitals. During the 2019 Texas legislative session, state lawmakers appropriated \$6.2 million to support labor and delivery services and \$35 million to support inpatient care services at rural hospitals. While this is a step in the right direction, it simply is not enough. We all must do more.

THA will continue to advocate for funding and opportunities to help keep the doors of rural hospitals open. THA encourages health care volunteers to continue supporting their hospitals and being that bright smiling face that helps heal the patients in all Texas hospitals.

Rosie and The Four Freedoms at President's Party

by **Stephen Apple**, Texas Scottish Rite Hospital for Children Volunteer, TAHV Past President

Sounds like a 60's Singing Group, doesn't it??? Nope, but it does relate to the President's theme!!!



The theme of the President's Party at Convention was **"The Greatest Generation"**, highlighting the years before and after World War II. **Matt Tolentino's Band** provided



the appropriate dance tunes and we all had a fun time dressing to the theme. (more pictures in the centerfold) We were fortunate to have on display a wartime poster of **Rosie the Riveter** and two rare full-size sets of the Norman Rockwell posters of the **Four Freedoms** produced by the Office of War Information. Our keynote speaker was **Mr. Johnny Haney**. Mr. Haney is a board member of the Norman Rockwell Museum in Stockbridge, Massachusetts.

—Continued on page 6

YOUR DATABASE UPDATES ARE IMPORTANT!

Please use the "Member 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

PO Box 2795, Crystal Beach, TX 77650 — Phone: 972-971-9790

Email: danamcginistahv4@yahoo.com

(A form will be sent to you!!)

Rosie and The Four Freedoms — continued from page 5

He is a collector of Norman Rockwell signed limited edition prints and extremely knowledgeable about Rockwell and his works.

Mr. Haney presented the history and details around the four paintings that Norman Rockwell considered to be his greatest works. In 1941, President Franklin Delano Roosevelt made a speech communicating his vision of a world founded on four basic human freedoms: **freedom of speech, freedom of religion, freedom from want, and freedom from fear**. Norman Rockwell wanted to do something for the war effort, so he used everyday scenes and people from his hometown to illustrate President Roosevelt's vision. His four paintings were first used as story illustrations for The Saturday Evening Post in February 1943. The pictures were wildly popular, and the Post received thousands of requests for reprints. In May 1943 the Post and the US Department of the Treasury launched a campaign to sell war bonds and stamps, using the Four Freedoms paintings on a national tour. The exhibition helped sell 133 million dollars in war bonds and stamps, and each person who purchased one received a set of prints of the four paintings. The Office of War Information also printed four million sets of posters of the paintings.



L>R Luann Jones, Angela Reding, Karen and Stephen Apple

The messages communicated in the posters are just as important today. We saw some of those original posters at the President's Party, and learned that the original paintings, held by the museum, are currently on tour in Normandy, France and coming to The Museum of Fine Arts in Houston in December of this year. One set of posters at Convention, owned by Mr. Joseph Bayer, is on the way to the Norman Rockwell Museum for display. For more on Norman Rockwell and his works, please visit the museum's website, www.nrm.org. Many thanks to Johnny and Beth Haney and Joe and Linda Bayer, and the Norman Rockwell Museum for making this meaningful presentation possible.



By **Norma Burnside**, ETV Co-Chair, District 3 Board Member

What a wonderful **Frisco Convention** we had!

It was wonderful to see old friends again and meet new ones. We tried to meet the wants of our attendees by looking closely at the evaluations from last year. It appeared to us that you were asking for more BYOI sessions. So, we did.... by bringing you two new sessions on Recruitment and Leadership, and by expanding Gift Shop. Reviewing the evaluations this year, the attendees seemed to like what we presented. Thank You and Thank You for attending.

Regarding BYOI, we feel we may still need to do a little tweaking. Having two new sessions was great, but maybe better to not schedule them at the same time. We will meet in November and the committee will discuss pros and cons and come up with something you will like and appreciate. We love BYOI and it seems to always be the "kick off" and "HIT" of the Convention. Of course, I'm prejudiced. Also, the facilitators have always been wonderful, and I love every one of them for giving their time.

There may be the possibility of presenting a couple of our Power Points that we have already given out to many of you and/or presenting a couple newer ones that have not yet been put on thumb drives. However, I'm sure we are going to try our best to have something for you that is new and fresh.

Please know, Our Audience... YOU are always on our minds. Please start saving/planning to attend the 2020 Galveston Convention now, as it is going to be WONDERFUL.

See you in May of 2020 in Galveston!!!



Eastland Memorial Hospital Volunteers Add New Fundraiser

By Rhonda Reeves, Volunteer Director

The Eastland Memorial Hospital Volunteers recently added a new fundraising event in conjunction with the **Annual Golf Tournament** held in June each year. It was called **Boots and Bling Charity Ball**, and it was a HUGE success! The guests were served a delicious steak dinner with a cash bar available for those who wanted to partake. Each couple or group that came were offered the opportunity to have their picture taken in front of a back-drop.



A raffle had been started a month or so prior to the event featuring a **Polaris recreation vehicle** which had been donated. The winning ticket was drawn at the Ball. There was also a **live auction** with mostly donated items, after which everyone enjoyed a **live band and dancing**. The whole event, including the golf tournament which followed the next

day, made a profit of \$125,000 for the volunteers!!! Earlier the volunteers had donated \$50,000 to kick off a fundraising campaign for a new CT machine for the hospital, and with the proceeds from these two events were able to complete the fundraising campaign with the final \$75,000 donation.

One lesson learned??? Next year the two events will be separated by having the Golf Tournament in June and the Charity Ball in the fall. After decorating all day and being on our feet all night, PLUS cleaning and packing up (getting in bed about 1:00 AM) AND being at the Golf Tournament by 7:00 AM the next morning, we decided that it was a little much!



Addressing caregiver strife

by Jimmie Wilson, Shannon Medical Center Volunteer, San Angelo

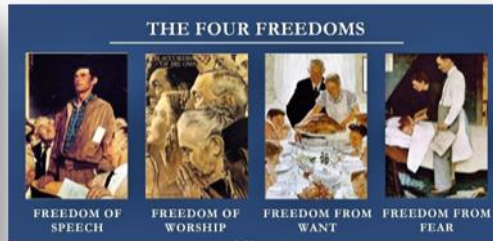
At the 76th Annual TAHV Convention, speakers share insight and host break-out sessions featuring various topics. During one of this year's breakout sessions, we heard from **Karen Derrick**, Chief Development Officer for Community Hospice of Texas and Providence Hospital in Fort Worth. Karen worked with Girl Scouts for 15 years after college and went on to work for Habitat for Humanity. She then began working with hospice to help care for her grandfather. Hospice allows for terminally ill patients to have care provided within their own home. Community Hospice of Texas covers 26 counties. It has a profit margin of less than 2% and is 100% covered by Medicare funds. When a person is put on hospice care, they aren't guaranteed much time. Prior to going on hospice, the patient is encouraged to have their best day possible, including visiting with loved ones and enjoying their favorite activities. Hospice helps to reduce caregiver strife by monitoring and caring for the patient but relies on the help of caregivers to give medications and assist with the activities of daily living. Hospice involvement usually lasts for six months or less following the medical diagnosis. If there are any changes from the initial

diagnosis or if other complications appear, hospice may no longer be necessary for the patient's situation. It's a wonderful and needed service for those dealing with end-of-life situations.

These are the Shannon Volunteers that attended Convention this year and got to enjoy several breakout sessions as well as many other activities. They had entries in all award categories and placed in every one with **Second Place ribbons!!** **Way to go you awesome volunteers!!!**



Pictured L>R Front Row: Erlinda Cline, Dot Harrod, Sue Bramhall (TAHV Board Member), Gay Box, Judy Waddell, Connie Rogers, Sue Engdahl and Dorothy Morrison. L>R Back Row: Trish Morrison, James "Rat" Rauterkus, Barbara Wright (TAHV Board Member) and Susan McDaniel.



Texoma Makes the Most of the 76th Annual Convention

By **Mary Ellen Pfeffer**, Texoma Volunteer, District 5 TAHV Board Member



The "short and tall" of it is, you have to come to Convention! TMC Volunteers always bring a BIG group to represent their hospital. They hold a fundraiser to earn money to cover expenses and transportation to Convention. Convention has become such a great learning experience for all attendees. Whether it's our first time or tenth time at Convention, we *always* look forward to networking, speakers, and catching

up with other volunteers. Seen here, on the left, is **Marion Connelly** along with first time attendee, **Pat Williams**.

↙ The **President's Party** was themed "*the Greatest Generation*" and the dress for the party was the 40s era. The TMC Volunteers enjoyed the photo booth and managed to gather most of their attendees for a group picture.



⇒ TMC Volunteers have 3 of their members that also serve as TAHV Board Members, **Sherry Simmons**, **Stan Simmons** and **Mary Pfeffer**.



⇒ TMC Volunteer **Kim Barnes** proudly accepts all awards presented for TMC. Kim received **1st Place** for her *Poster*, **2nd place** for her *Scrapbook* and accepted **1st Place** for the *Newsletter* on behalf of the Editor/**Daneen Hansen**, who was unable to attend.

↘ TMC Volunteers filled up 3 tables at the **Uniform Luncheon, Awards Presentation and Installation of TAHV Officers**.



⇒ It has become a tradition to get a photo of all the TMCV attendees on a staircase. So, this year wasn't any different. After a busy few days, volunteers head out for the bus and a short ride back home again. Can't wait until next year! See you all in Galveston at Moody Gardens.



YOU AND YOUR VOLUNTEER GROUP CAN DO THIS TOO!!! COME AND JOIN US NEXT YEAR!!

Tray Favors

Beds: 25-188

1st Place - Brownwood Regional MC, Brownwood

2nd Place - Wise Health System, Decatur

3rd Place - North Texas MC, Gainesville

Beds: 226-297

1st Place - Knapp MC, Weslaco

1st Place - Wilson North Jones Regional MC, Sherman

2nd Place - Valley Baptist MC, Brownsville

3rd Place - Memorial Hermann Northeast, Houston

Beds: 324-378

1st Place - Texas Health Huguley Hospital, Burleson

2nd Place - Shannon Medical Center, San Angelo

Beds: 402-586

1st Place - Valley Baptist MC Harlingen, Harlingen

2nd Place - Memorial Hermann Southeast, Houston

3rd Place - Medical Center Health System, Odessa



Newsletters

Beds 25-100

1st Place - Texas Scottish Rite Hospital for Children, Dallas

2nd Place - North Texas MC, Gainesville

3rd Place - UTMH Angleton, Danbury

Beds 123-158

1st Place - CHRISTUS Spohn Hospital Corpus Christi

2nd Place - Peterson Regional Medical Center, Kerrville

3rd Place - Wise Health System, Decatur

Beds 188-297

1st Place - Brownwood Regional MC, Brownwood

2nd Place - Wilson N. Jones Regional MC, Sherman

3rd Place - Driscoll Children's Hospital, Corpus Christi

Newsletters

Beds 324-370

1st Place - Texas Health Huguley Hospital, Burleson

2nd Place - Shannon Medical Center, San Angelo

3rd Place - HCA Houston Healthcare SE, Pasadena

Beds 378-888

1st Place - Texoma Medical Center, Denison

2nd Place - Baylor Hospital St. Luke's MC, Houston

Scrapbooks

Beds 25-100

1st Place - Texas Scottish Rite Hospital for Children, Dallas

2nd Place - North Texas MC, Gainesville

3rd Place - Coryell Health, Gatesville



Beds 101-220

1st Place - Driscoll Children's Hospital, Corpus Christi

2nd Place - Wise Health System, Decatur

3rd Place - CHRISTUS Spohn Hospital Corpus Christi South

Beds 222-320

1st Place - Valley Baptist MC, Brownsville

2nd Place - Mission Regional MC, Mission

3rd Place - Medical City McKinney

Beds 324-370

1st Place - Citizens Medical Center, Victoria

2nd Place - Shannon Medical Center, San Angelo

3rd Place - Texas Health Huguley Hospital, Burleson

Beds 378-499

1st Place - University Medical Center, Lubbock

2nd Place - Texoma Medical Center, Denison

3rd Place - Memorial Hermann Memorial City MC, Houston

Beds 542-888

1st Place - Valley Baptist MC Harlingen

2nd Place - Memorial Hermann Southwest, Houston

3rd Place - Baylor Hospital St. Luke's MC, Houston

Posters

Beds 25-189

- 1st Place - North Texas MC, Gainesville
 2nd Place - Driscoll Children's Hospital, Corpus Christi
 3rd Place - CHRISTUS Spohn Hospital Corpus Christi

Beds 222-297

- 1st Place - Mission Regional MC, Mission
 2nd Place - Wilson N. Jones Regional MC, Sherman
 3rd Place - Medical City McKinney, McKinney

Beds 324-341

- 1st Place - Texas Health Huguley Hospital, Burleson
 2nd Place - Shannon MC, San Angelo

Beds 378-499

- 1st Place - Texoma Medical Center, Denison
 2nd Place - Medical Center Health System, Odessa
 3rd Place - Memorial Hermann Memorial City MC, Houston

Beds 542-888

- 1st Place - Memorial Hermann Southwest, Houston
 1st Place - Parkland Health Hospital System, Dallas
 2nd Place - Baylor Hospital St. Luke's MC, Houston



Thank You Award Entrants....

The 2019 Awards Committee wants to thank all the hospital volunteer groups that participated in this year's Awards competition. This year 29 hospitals entered in one or more of the four categories:

Tray Favors — Newsletters — Posters — Scrapbooks

We are proud of each of the entries and look forward to next year in Galveston!



Texas Health Huguley Volunteers Excel and Earn Top Honors

Sent in by **Laura Hodgson**, Volunteer Coordinator, Texas Health Huguley Hospital, Fort Worth



In the year leading up to Convention, volunteers prepared a scrapbook, poster, tray favors and newsletters for their hospital and submitted them to be judged against other hospitals in the same category based on number of beds. This year, **Pollye Chopke** prepared the scrapbook, **Judy Hollis** prepared the poster, **Beth Harding** prepared tray favors, and **Caryl Bean** wrote newsletters. All submissions brought home a

ribbon!!! The scrapbook brought home a **THIRD-PLACE RIBBON**, and the poster, tray favors, and newsletters brought home **FIRST-PLACE RIBBONS!!!**

Eight Texas Health Huguley volunteers travelled to Frisco for the 76th Annual TAHV Convention and participated in many of the **Break-Out Sessions** where they listened to convention speakers talk about a variety of topics including social media, creative ways to boost morale, and brain health. Several volunteers toured the **Scottish Rite for Children's Orthopedic and Sports Medicine Center** that opened in October of 2018.



Pictured (L>R): Judy Hollis, Linda Lewis & Rick Maynard

They also participated in **BYOI** (bring your own ideas) sessions, the **President's Party** and the **Uniform Luncheon**. They made the most of their time at Convention!!!

This year, **Judy Hollis** was Committee Chairman for the Silent Auction which is held every year to raise money for ETV and Gifts and Memorials Foundation. Texas Health Huguley volunteers donated 46 items that brought in \$2,130. This set a convention record for the most items received as well as the most money brought in by a single hospital auxiliary.

WAY TO GO, TEXAS HEALTH HUGULEY AUXILIARY!!!!

2019 District Meeting Schedule

September

- 9th District 5 Dallas, TX** Host: **Parkland Health & Hospital System**
 Coordinators: Mary Ann Blome (brbmab@grandecom.net) 214 533-7272
 Dona Bauer (donabauer08@att.net) 817 846-7622
- 11th District 6 Graham, TX** Host: **Graham Regional Medical Center**
 Coordinators: Nancy Hayes (nancy_hayes14@att.net) 940 550-4198
 Charley Sprines (no_email) 940 549-4911
- 13th District 1 Lubbock, TX** Host: **University Medical Center**
 Coordinators: Bertie Treadaway (bertietreadaway@yahoo.com) 806 470-1897
 Susan Bailey, DVS (Susan.Bailey@umchealthsystem.com) 806 775-8675
- 16th District 8 San Angelo, TX** Host: **Shannon Medical Center**
 Coordinator: Cheridan Lyons, DVS (cheridanlyons@shannonhealth.org) 325 657-5004
- 17th District 2 Big Spring, TX** Host: **Scenic Mountain Medical Center**
 Coordinator: Amy Miramontes, DVS (Amy.Miramontes@Steward.org) 432 268-4809
 April Arms (April.Arms@Steward.org) 432 268-4907
- 19th District 3 Brownsville/Harlingen, TX** Host: **Valley Baptist Medical Center**
 Coordinators: Lorraine Gonzales, MVS (lorraine.gonzales@valleybaptist.net) 956 357-3437
 Katie McCarty (katie.mccarty@valleybaptist.net) 956 389-1193

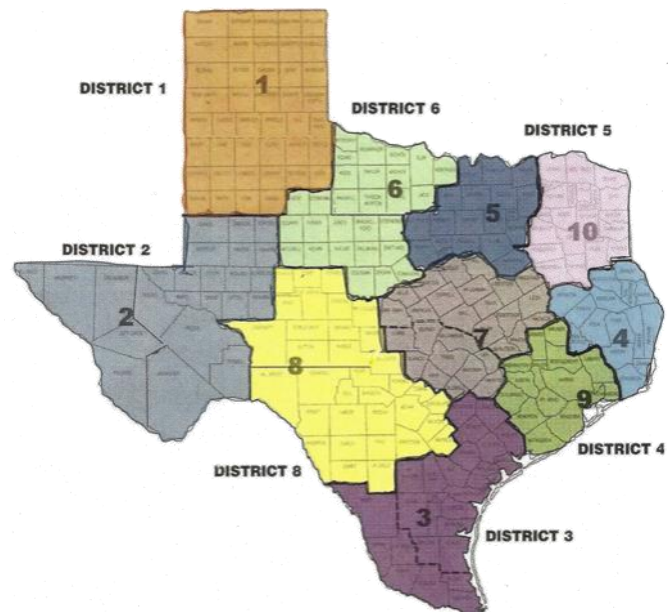
October

- 2nd District 10 Texarkana, TX** Host: **Wadley Regional Medical Center**
 Coordinators: Sherry Brittenham (sbritten@cableone.net) 903 824-8452
 Loretta Williams (loretta.asse@gmail.com) 903 826-3873
- 4th District 9 Houston, TX** Host: **Combined Hospitals**
 Coordinators: Sandra Pybus (stpybus@sbcglobal.net) 800 500-4814
 Melva Harris (melvaharris@att.net) 281 376-8241

District 4 NO MEETING SCHEDULED

District 7 NO MEETING SCHEDULED

Use this handy map to confirm what district your hospital is in, then join us for your District Meeting.



From Our Friends at TADVS

By **Herbert Looney**, President - Texas Association of Directors of Volunteers, Manager – Volunteer Services, Methodist Stone Oak Hospital, San Antonio

“Whew!” Can you believe the summer is almost over? Our junior volunteers have come and gone, our seniors are back from their cruises and the grandkids are safely back with mom and dad. We are all anxious to get back to normal. And, the Directors of Volunteer Services (DVSs) are looking for new recruits to come and help make the hospital stay as easy as possible. We certainly enjoyed getting the summer started at convention in Frisco. What a great meeting and we came away with new ideas and opportunities to grow.

One of the programs that has proven to be a hit with our patients is Pet Therapy. Many hospitals already have programs where dogs come in once or twice a week to be with patients and families and *our* hospital has now started to include junior volunteers. I



have been so surprised to see how happy the students are when they join the team visiting the surgical and medical floors. They come back with stories about reactions from patients when they see the dog for the first time. Once word gets out, there is a line at my door waiting for a turn to be with the dog. What a thrill and who could imagine how meaningful it is for patients to see the youngsters come in with the dog! It makes the visit that much more fun. I love the stories and the excitement on their faces. If you have a pet therapy program at your hospital, I think you know what I mean. There isn't anyone who doesn't love to see a dog and get a chance to pet it. Let's spread the word and see if we can get this program in all our hospitals.

We're looking forward to the fall and the District Meetings. They're a great way to reconnect with our friends and see what TAHV has in store for the rest of 2019 and on into 2020.”

North Texas Medical Center Auxiliary Names Volunteer of the Year

by **Rashonda Hayes**, Volunteer Coordinator, North Texas Medical Center, Gainesville

At our May Installation Luncheon of the NTMC Auxiliary, **Judy Hughes** was recognized as our Volunteer of the Year. Judy has been a Volunteer at North Texas Medical Center for 20 years and serves weekly in the accounting office and at the information desk of the hospital. However, her heart and main service to the Auxiliary is tied to Pediatric Projects. Judy serves as the chair of this committee which makes *over 500* stuffed animals for our pediatric patients ever year. From cutting out fabric to painting faces on the animals, Judy leads her team in creating fun animals for our youngest patients to enjoy. The NTMC Auxiliary is proud of everything Judy Hughes does for our auxiliary and the patients of North Texas Medical Center.



(R>L): Judy Hughes and Kristi Rigsby, Director of Volunteer Services

NTMC Auxiliary Wins Awards in FOUR categories

by **Rashonda Hayes**, Volunteer Coordinator, North Texas Medical Center

The **North Texas Medical Center Auxiliary** received awards in ALL 4 award categories for the first time in NTMC Auxiliary history. The group brought home:

- a **1st Place Poster**,
- a **2nd Place for Scrapbook**,
- a **2nd Place Newsletter**, and
- a **3rd Place Tray Favors**.

Great Job placing in ALL FOUR categories!!!! This shows a lot of hard work and dedication!

Pictured (L>R): Cheryl Polk, Lorine Sandmann, Phyllis Lawson



REMINDERS in History

Shared by **Mary Ann Blome**, Parkland Auxiliary, TAHV Board Member

The President's Party "Greatest Generation" theme reminded our Parkland Auxiliary of personal accounts of Fathers, Mothers, Aunts, Uncles, and neighbors who experienced major events during World II from loss of loved ones - too soon, absent parents, stateside jobs for the troops, and friendships of fellow soldiers that became lifelong.

The universal lesson taught by our parents was uncovering gratitude for service to one's country.



Back Row: Bruce Blome, Harry Deckard, Courtney Williams, Marcy Barron, Rosie Steffen, Susan Powers, Mary Ann Blome, Deira Lacy, Ann Foster Front Row: Carmen Deckard, Jess Foster, Dona Bauer

WE SALUTE UTMB ANGLETON DANBURY CAMPUS' "VOLUNTEER OF THE YEAR" **CAROL DELCAMBRE**

Sent in by **Joyce Echols**, Volunteer at UTMB Angleton, Newsletter Editor



In April, **Carol Delcambre** was one of 50 plus Houston area volunteers to be honored at a luncheon at the John P. McGovern Campus of the **Texas Medical Center**. We appreciate their invitation each year to participate representing the **Angleton Danbury Campus (ADC)**. We all congratulate her on this wonderful tribute for her outstanding commitment to the auxiliary and volunteer services.



Carol has been an auxiliary member and a hospital volunteer since 2008 with over 5500 hours of service. She is dedicated to working both at the Information Desk and Surgical Services. It is Carol's compassionate nature, warm smile, and professionalism that welcomes patients and visitors to our campus facilities and we are proud to have her represent UTMB with such devotion and enthusiasm. Carol has served as President, as Secretary, and currently serves as Membership Chair and 1st Vice President of Volunteer Support Services.

On a personal note Carol is a graduate of Southwest Texas State College in San Marcos and is a retired teacher. She taught junior high math at Ingleside ISD for six years and high school math at Danbury ISD for 24 years during which time she was the Student Council Sponsor. Carol always finds time to enjoy her hobbies: crocheting and knitting, reading a good book, and enjoying the great outdoors. Carol maintains that it has been a very rewarding experience joining the Auxiliary of Angleton Danbury and UTMB Volunteer Services and knowing that you have made someone's hospital visit a little less stressful.



"A persons most valuable asset is not a head full of knowledge, but a heart full of love, an ear ready to listen and a hand willing to help others."

PRESS RELEASE for Valley Baptist Health System to Local Newspapers

Sent in by Katie McCarty, CAVS, Director

Valley Baptist Health System Volunteers Earn Recognition for Selfless Dedication

HARLINGEN – When patients receive care at the hospital, they typically recognize the doctors, nurses, and therapists that play integral roles in the healing process.

But at Valley Baptist Health System, about 200 volunteers make up another group that is vital to delivering high-quality, compassionate healthcare to the community. From driving golf carts transporting visitors and patients from their vehicles to hospital buildings during the sweltering South Texas summer, to acting as compassionate companions for patients in their final hours of life, Valley Baptist's volunteers yearn to make a difference – and never ask for a single cent in return.

“Our volunteers are important to our hospital because they promote the mission of our hospital in their everyday service,” said Katie McCarty Director of Volunteer Services for Valley Baptist Health System. “They selflessly support our patients, staff, and our hospital in multiple ways and are proud to be part of our Valley Baptist team. They are intentional about every task they perform, and focus on making each encounter with a patient, family member, or visitor an exceptional experience.”

Volunteers from both Valley Baptist-Harlingen and Valley Baptist-Brownsville received recognition for some of their hard work during the Texas Association of Healthcare Volunteers annual convention May 23-25. During the event, Valley Baptist-Harlingen took first place in both scrapbooking and tray favor design, while Valley Baptist-Brownsville won first place in scrapbooking and second place in tray favor design.

“The convention was an opportunity for our volunteers to learn about the current trends in healthcare and share fundraising and recruitment ideas,” McCarty said. “We also enter our patient tray favors and a scrapbook of our activities for recognition in the awards program, and it was great to see our volunteers recognized.”



Valley Baptist Medical Center-Harlingen: (L>R) Irma Mondragon (Auxiliary President), Barb Barbro and Fran Elkins



Valley Baptist Medical Center-Brownsville: Emma Villegas-Martinez (Auxiliary President), Bea Streun, Elva San Miguel, Yessica Quezada and Stephen Apple, TAHV President

Convention 2019 - Breakout Sessions After-thoughts



by **Mary Ann Blome**, District 5 TAHV Board Member, Parkland Health and Hospital System Volunteer

As 2019 Convention Speaker Chair, I want to extend a **special Thank You** to the volunteers from **Texoma Medical Center**, who, led by **Regina Doden**, provided facilitators for the Breakout Sessions. We thank her team: **Roxy Bartelmey, Shirley Hill-Thomas, Dorcas Allen, Theresa Jones, Natalia Duval, Meredith Marr, Brenda Quirolo, Kim Barnes, Carol Fines, Terry Stogsdill, Kim Pruitt, and Mary Pfeffer.**

Utilizing data from the post-session surveys as well as the post-Convention surveys, we are armed with your opinions to help

us search for topics that will be of interest and benefit to our Convention audience. We also search for speakers that address the president's theme. At any rate, every survey is taken seriously, and your suggestions, praises, and constructive criticisms have an impact on the following year's convention offerings. Your thoughts and opinions are invaluable, and much appreciated.

I am glad to say that 90 percent of the Breakout speakers this year donated their time and expertise to TAHV without honorarium. This helps to keep registration fees affordable. The Convention Committee hopes that you took home some fresh ideas to share with your volunteers. We encourage you to continue challenging the Convention Committee with your comments and ideas.

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