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Networking

From BYOI to strategically placed hang-out rooms, this conference was all about networking. One of the most prevalent comments was how wonderful it was meeting volunteers from across our great state of Texas!



Education

Keynote speakers were phenomenal and breakouts sessions were available on everything from newsletters to active shooter information. Attendees were amazed at the wealth of knowledge they were taking home.



Sharing

Conference is all about giving you, our members, the opportunity to share what's working for you and get ideas to help you in areas where you're struggling. This year with all of the drop down areas and the well attended BYOI session members were on point to share and learn.



Save the Date

May 20-22, 2024

Embassy Suites Conference Center San Marcos, Texas.

Tales of the Traveling Trio

By: Pat Sowder, Ex-Officio Board Member

They've been around for many years, "The Traveling Trio". The tale goes, they are on a mission, traveling with minimal luxury but maximum joy and knowledge. The members of the trio change year to year, but the job remains the same. Travel from one corner of Texas to the other and spend time with the members of the Texas Association

of Healthcare Volunteers as undercover agents.

The Traveling Trio consist of your current president, the president-elect and the first vice presidents of TAHV. During their travels they attend the District Meetings and bring



news of what the board is doing and more importantly, they ask, what you, as members need from TAHV.

District Meetings are a great way to not only meet the leaders of TAHV, but also to become more familiar with what TAHV offers to it's members in terms of education, guidance and more.

District Meetings are also a great way for you to showcase your hospital and volunteer group as either an attendee or a host.

When you attend there is normally a nominal fee to cover expenses. You'll be served a lunch, hear an educational keynote speaker and hear from the leadership of TAHV including upcoming plans for the 2024 Conference. Best of all, you'll get to network with other volunteers from your district.

Can't make your own District Meeting, no problem, just go to one near you in another District. You'll find the **schedule on page 3**. Mark your calendar now and plan to attend and meet the Traveling Trio in person.



From the
President's Pen
By: Lynda DeMasco, President,
TAHV

Hello-

I am excited to be writing to all of you as the new President of TAHV. I am so honored to be entrusted with this job and promise you that I will do my best to make each one of you proud. My theme for this coming year is "Celebrating Our Volunteers." That means celebrating each one of you!! We spend a great deal of time caring for others. This year, you will be the celebrities. We will be recognizing Volunteers across the State at our District Meetings and will continue the celebration next year at Conference.

My medical theme is Breast Cancer. As the mother of a young breast cancer survivor I have come to realize the importance of early detection and the importance of paying attention to warning signs. Many individuals struggle with the cost of mammograms and treatment. We will explore ways that we, as volunteers, can make a difference for them.

Our Conference in May was outstanding. There was so much good information presented by the speakers, Volunteers from across the State were engaged with each other, and it was FUN! Thank you to Gypsie Hufnagle and her Committee for all of their hard work and time. Events like our Conference don't just happen-it takes a year of planning and endless hours of making sure everything is on track. Gypsie, you have an amazing talent for organizing this event each year...TAHV members are blessed that you take on this huge job. Thank you!

We are in the process of working on next year's Conference. It will be held May 20-22, 2024, in San Marcos, Texas. Our conference was so successful last year, and the hotel gave TAHV an excellent bid for 2024, so we are going back!

You are very important to our TAHV Board, and rest assured we are continually working to find ways to serve you. Please contact any of your board members with questions, ideas, or if you need us to help with your Auxiliary.

Hope to see you all at our District Meetings this Fall.

There is a list in this Outlook. If you can't come to your District Meeting, find one in another District, and come ioin us.

My Warmest Wishes-**Lynda**

Because you cared-Thank you!

To all of the Auxiliaries that participated in the Silent Auction at our Conference, THANK YOU, THANK YOU, THANK YOU!!! You brought amazing items for auction, and because of your efforts, we were able to split almost \$3,000 to Memorials and Gifts, and for ETV. Your generosity is overwhelming, but indicative of what our membership gives to others.

Conference Vendors-Thank you for your support By Pat Sowder, Ex-Officio Board Member

The vendors who came to conference were incredible! Their love for volunteers is overwhelming. Just sending them many thanks for being a part of our conference and hoping to see them next year!







DISTRICT MEETING SCHEDULE

September 13, 2023—District 2-El Paso TX Host: University Medical Center	Coordinator: Yesenia Perez Email: Yesenia.perez@umcelpaso.org - Phone: 915-544-1200
September 15, 2023—District 3-Harlingen TX Host: Valley Baptist & Combined Valley Hospitals	Coordinator: Katie McCarty Email: Katie.mccarty@valleybaptist.net - Phone: 956-389-1195
September 18, 2023—District 8-Kerrville, TX Host: Peterson Health	Coordinator: Jo Carol Smith Email: jocarolsmith5070@yahoo.com - Phone: 281-451-8345
September 19, 2023—District 6-Breckenridge, TX Host: Stephens Memorial	Coordinator: Suzanne Malcuit Email: celltoyou@yahoo.com - Phone: 512-559-0004
September 20, 2023—District 2-Odessa, TX Host: Medical Center Health System	Coordinator: Adina Crain Email: acrain@echd.org - Phone: 432-640-2249
September 22, 2023—District 1-Amarillo, TX Host: Northwest Texas Healthcare	Coordinator: Lynn McKinney Email: amarilloclutterexperts@gmail.com - Phone: 806-382-2888
October 23, 2023 District 5-Denison/Sherman, TX Host: Texoma Medical Center/Wilson N Jones	Coordinators: Teresa Jones Email: tjones888@aol.com - Phone: 903-815-5774 Judy Wade Email: jbjorgum@verizon.net - Phone: 903-267-5485
October 24, 2023 District 10	Traveling Trio will be visiting several hospitals in District 10, however there will be no District Meeting.
October 25, 2023—District 4-Beaumont, TX Host: Baptist Hospitals of SE Texas	Coordinators: Iris Whittington Email: iriswhittington@yahoo.com - Phone: 936-776-2704 Kathy Orgeron Email: elmer117ro@gmail.com - Phone: 409-659-9451
October 26, 2023—District 9-Sugarland, TX Host: Houston Combined Hospitals	Coordinator: Melva Harris Email: melvaharris@att.net - Phone: 281-376-8241 Sandra Pybus Email: stpybus@sbcglobal.net - Phone: 832-500-4814

Alone we can do so little, Together we can do so much!

LEARN - NETWORK - GET INSPIRED

Thoughts from our TADVS Friends From Teresa Grimm, President of TADVS

Hello everyone! It has been too long since the **Texas Association of Directors of Volunteer Services** has been heard from!

Like you, we were all affected by COVID. The scope of many Volunteer Directors/Coordinators changed during that time. As we broken-heartedly watched our Volunteers leave the facility setting, for their safety of course, we became the keeper of the screeners and the cheer department for staff, and the lifeline for the family members of our patients.

Fast forward three years and we are getting back to

A relationship with TADVS can make a

HUGE

difference.
They help us
to help others.



some normalcy! We are excitedly welcoming Volunteers back in the facilities and into their very important positions of making a positive difference in the lives they are privileged to touch.

Gathering together at the TAHV Conference this past May was so exciting and fun. The Directors/ Coordinators were able to meet and share some of the things that were happening in their facilities as well as some of the struggles finding Volunteers. We discussed ways that we can re-engage with each other to help build and grow our Volunteer programs as well opportunities for education.

We look forward to seeing you at the District Meetings in the Fall and at the 2024 TAHV Conference. We are so glad to have you back. You've been missed!! The Members of TADVS

OUTLOOK NEWSLETTER Copy/Print Dates

Pre-Conference Newsletter

Copy Deadline 02/17/2023 Print Deadline: 03/01/2023

Post-Conference Newsletter

Copy Deadline: 06/09/2023 Print Deadline: 06/19/2023

Fall Newsletter

Copy Deadline: 08/18/2023 Print Deadline: 09/01/2023

Year End Wrap Up

Copy Deadline: 11/20/2023 Print Deadline: 12/01/2023 Good communication is the bridge between chaos and clarity.

The Outlook Newsletter is one of the primary ways we share information across TAHV.

Contributions always Welcome!
Send to Judi Winslow at:
mkjudiwinslow@hotmail.com
and cc: Pat Sowder at:

and cc: Pat Sowder at: psowder512@gmail.com

Facilitating a BYOI-My head's still spinning

By: Pat Sowder, Ex-Officio Board Member

I don't know if you've ever attended or facilitated a BYOI (Bring Your Own Ideas) session at conference but I can assure you, it will leave you with your head spinning. It's like, "Where do they come up with all these cool ideas!"

I promised my table this year that I would make sure and publish their list in the Outlook, so here we go:

- Provide a gift for the mothers and fathers of newborns
- 2. 25% Discount in Gift Shop for staff birthdays.
- 3. Work with high school programs like HOSA.
- 4. Find a sponsor for your popcorn for pure profit.
- 5. Hold a Bucco Bonanza
- 6. Have a softball tournament for staff with volunteers as the cheerleaders.
- 7. During the Xmas sale give everyone a stocking with an additional discount.
- 8. Hold luncheons for staff.
- 9. Have Bingo/Bunco evenings
- Offer discounts from hospital for services after a volunteer has volunteered for a specific number of years.
- 11. Make Care Trays for long term families.
- 12. Provide a card for the shuttle.
- 13. Create a business letter for larger companies to solicit their support. Keep a list of companies that help and recognize at the end of the year.
- 14. Try Doc's Around the Block-Held in the parking lot or in the common area have tables where doctors can introduce themselves. Don't forget to include a person from every department in the hospital as well. They can each have a table and give out info and goodies. Invite the whole community.
- 15. Assign Volunteer Ambassadors to attend community events to recruit new volunteers.
- 16. Do a "Volunteer Community Day of Service" to promote volunteering.
- **17.** Don't have a gift shop-see if you can work with someone local to start a Thrift Shop.
- **18.** Have Scholarship Recipients volunteer for set hours to stay eligible.

- 19. Offer volunteers a discount on their meals at the hospital while they are working.
- 20. Have a volunteer potluck and each member must also bring an additional person who might be interested in volunteering.
- 21. Split Christmas Shop and Bake Sale so you can bring vendors from the outside and charge them a table fee
- 22. Have each department in the hospital decorate a Christmas Tree that is furnished by the auxiliary, then have a silent auction for the trees.
- 23. Best ways to bond with your volunteers group: Tray Favor Party, Bingo, Bunco
- 24. The best selling items in gift shops: flowers, clothes, small trinkets, jewelry, snacks, coffee.
- 25. Bring in Scrubs on Wheels to hold a sale, your volunteer group gets 10% of the profits.
- 26. Sell flowers for Valentines Day-get the flowers donated and all the money goes back to the volunteer group and their hospital.
- 27. Great recruiting ideas:
 - offer remote volunteer opportunities
 - work with other hospitals in the area to promote volunteers
 - Be sure your group is active on social media
 - Ask for recording on hospital VM to recruit volunteers.
 - Wear your uniform or badge when you're going to run errands.
 - Have the shuttle driver recruit volunteers
 - Send someone to attend local New Comers clubs or coffees
- 28. Have a tea cart with cookies, etc.
- 29. Make pillow cases out of felt and use additional felt to make bowl cozies. (Yes I just found out about these and I love them!)
- 30. Make heart pillows for patients who will need a pillow when they are discharged.

Okay, I know I missed about a hundred other ideas they threw out, but this was just ONE TABLE, ONE SESSION! If they would have served lunch in there, I'm pretty sure they'd kept on going!

I'll be there next year, will you? By the way, bring you "A Game" Ideas cause they're serious!

stay connected with our website or facebook



www.tahv.org

Check out the TAHV website. Updates on conference, board actions and more.

Don't forget to FRIEND us on Facebook

From your Facebook page, search for Texas Association of Healthcare Volunteers.

Want to contribute?

Contact Mary Pfeffer; email: maryellenpfeffer@gmail.com or call her cell at 903.271.9243

































What an incredible Conference 2023! When you walked in the door to register you could already feel the electricity! Members came to learn, to listen and to network. Gigi and her crew did a phenomenal job as usual on making things go seamlessly and in providing plenty of drop down areas for people to NETWORK! That was really the key word of this Conference NETWORKING-people wanted to talk, hear new ideas, explore new options. It's a new world out there and TAHV is ready!



















From the installation of the new board to the dynamic speakers, this conference had a lot to offer. If you didn't learn something new, you weren't really trying.

If you didn't get the chance to go this year, mark your calendar for next year and enjoy the premiere educational and networking event for healthcare volunteers in Texas!







BYOI ...

A Big Hit at the 2023 Conference

by Norma Burnside, Chairperson for ETV and BYOI, Volunteer from CHRISTUS Spohn Hospital – South, Corpus Christi

San Marcos TAHV Conference was a BIG hit for **BYOI**. We anticipated a larger group than last year, but we under anticipated how much volunteer groups like to get together and hear what other groups across Texas are doing.

Networking is a huge thing with BYOI. We had 140 volunteers in attendance. We thought maybe 100, but 140 was wonderful.

Most of our **facilitators** have been helping BYOI for several years and are prepared to assist again next year. These volunteers give their time early in the morning to help us. I truly appreciate them and love them.

This year, in looking at the **BYOI** evaluations I saw several new things which I will share below. There were many new ideas and I shared them all with the President, Lynda Demasco. I will share a few with you.

Before I go on, however I would like to mention/explain about the **table identifiers**. Mr. James hands them out at the doorway as volunteers go into the BYOI room. The reason behind this is so that you won't go to the same table as your friends. Every year someone gets upset about this, but think about it... if you're at the same table with your friends, what do you learn new? We intentionally separate you so hopefully you get some new ideas and have something new to take home to your auxiliary.. We aren't trying to be mean: we just want each volunteer to get the most out of their BYOI experience.

A few new things to think about:

- Difference between small/rural vs large hospitals. If I understood the request correctly, they would like a separate BYOI for Small Hospitals.
- Team Building
- More time to explain how to use "practical ideas" back home and/or have breakout sessions with "practical ideas".
- Have a band and/or choir or both in different areas performing at conference throughout the day
- Have a motivational speaker the first day of the conference
- Some would like a "show & tell how to" make **tray** favors.

Most hospitals do many of the same activities. We all put our local twist to it which makes it ours, but yet similar to others.

Anxiously waiting for May 2024 for another WONDERFUL TAHV CONFERENCE. If you would like to contact Norma, check out the website, www.tahv.org. Information on all Board Members is available there.

New this year-Conference T-Shirts

Everyone was strutting their stuff in the NEW (this year) Conference T-Shirt. The shirts were a huge success and provided Conference attendees with a commemorative shirt.

Shirts were available for sale prior to the conference and then the store was opened again after many request for a short period after conference.



Monies from the sale of the shirts was donated back to the conference fund.







Rising to the Challenge by John Hawkins, President/CEO of Texas Hospital Association (THA)

You can be as ready as ever – and still be surprised. That was the Texas hospital industry during the 2023

regular session of the Texas Legislature.

Going into January's kickoff of this session, we knew that THA – along with its member hospitals – faced a tough 140 days ahead. Anti-hospital sentiment seemed to be at a high, driven in part by wildly off-the-mark mistruths about COVID-19's impact on hospitals and the antiscience movement that picked up steam during the pandemic. That's why THA prepared to stand up for hospitals, working with lawmakers throughout the 2022 interim, collecting and distributing data in two groundbreaking pre-session reports that helped illuminate the truth, and spreading that message far and wide. THA also unleashed a hard-hitting news media push before session to blanket the state with information about the ongoing financial plight of Texas hospitals and to remind the general public of hospitals' critical public health role in emergencies and everyday life. We were ready to walk into battle and tell hospitals' story over the five months to come.

And yet, we were still surprised. As a veteran of the advocacy trenches, I know I was. Surprised at just how determined certain groups and lawmakers were to propose and promote legislation that would hurt hospitals' bottom line, be detrimental to patients, force many clinics to close and severely hamper access to care. Surprised at the degree of danger found in those pieces of legislation. And surprised at how the myth persisted that hospitals were thriving financially as the pandemic wound down – despite data from the THAcommissioned Kaufman Hall report that showed almost half of Texas hospitals were operating in the red, and nearly one in 10 was in danger of closure.

But as one – THA and its 600-plus members – we rose to the challenge. We used the truth to fight back, including through an extensive white paper called The Facts that tackled more than a dozen mistruths head-on. We worked the Capitol, walking miles and miles of those stone floors. We stopped countless threats – like multiple government rate-setting bills – one by one, averting certain disaster on several different fronts.

To add to that defensive display, our offense was in full force, too: getting bills passed to protect our workforce, pulling through with big funding increases for the workforce pipeline, rural health care support and improve-

ments to behavioral health, keeping Medicaid fully financed, and continuing our local provider participation funds. We successfully advocated for expanding Medicaid coverage to one year for new mothers. And as you'll see as you peruse this report, we accomplished much more as well.

Simply put, this was a session to look back on with both reverence and relief. We achieved many of the items on our priority list, and we stopped numerous bad bills in their tracks. Our success at both ends of that spectrum, and points in between, is something in which we should all take great pride.

Thank you for making my first session as THA's president one to remember.

A Word of Thanks from our Past President

From Sue Kaulfus, Past President, Volunteer from Guadalupe Regional Medical Center, Seguin, TX



I am afraid that this edition of the OUTLOOK doesn't have enough space for me to thank each Board Member individually for their many contributions and tireless hours spent at the tables and in the different event rooms. That said, I would like to thank eve-

ryone for the great 2023 Conference. The TAHV Board worked their magic and put together a Conference that was, I think, **THE BEST CONFERENCE EVER.**

Gypsie Hufnagel, Barbara Giannotti, and Kathy Jenkin are a trio that is lethal when there is a Conference to plan and execute. Thank you, ladies, for all that you did. I want to say thank you to the Guadalupe Regional Medical Center in Seguin, my home hospital. The President's Party was exceptionally beautiful (JoAnn), and the game (Teresa) was so much fun. Thank you, to the ladies from GRMC for all your help at registration and for your support.

A big thank you goes to the Conference participants; this was an assemblage of the nicest people. Everyone seemed happy to be there and to like the San Marcos Embassy Suites and Convention Center. We learned, we met new people, and we had fun just what every Conference should be.

I thank everyone for a wonderful year that was crowned by a terrific Conference.

Sue



Awards for the 2023 Entries

SCRAPBOOKS

Beds 1-125

1st Place – Scottish Rite for Children, Dallas

2nd Place – Wise Regional Health System, Decatur

3rd Place – Peterson Health, Kerrville

Beds 126-375

1st Place – Valley Baptist Medical Ctr, Brownsville

2nd Place – Driscoll Children's Hospital, Corpus Christi

3rd Place – Laredo Medical Center, Laredo

Beds 376-500

1st Place -- Texoma Medical Center, Denison

2nd Place – Memorial Hermann Memorial City, Houston

3rd Place – University Medical Center,

TRAY FAVORS

Beds 1-200

1st Place – UTMB Health Angleton

2nd Place – Peterson Health, Kerrville

3rd Place – Wise Health System, Decatur

Beds 201-400

1st Place – Valley Baptist Medical Center, Brownsville

2nd Place – Shannon Medical Center, San Angelo

3rd Place – Wilson N.Jones Regional Medical Center,

Beds 401-800

 $\mathbf{1}^{\mathrm{st}}$ Place – Memorial Hermann Southwest, Houston

2nd Place – Medical Center Health System, Odessa











POSTERS

Beds1-200

1st Place – Nacogdoches Medical Center

2nd Place – Lake Granbury Medical Center

Beds 201-405

1st Place – Valley Baptist Medical Ctr, Brownsvillle

2nd Place – Shannon Medical Ctr, Sam Angelo

3rd Place – Medical Center Health System, Odessa

Beds 406-800

1st Place – Memorial Hermann Southwest, Houston

2nd Place – Texoma Medical Center, Denison

NEWSLETTERS

Beds 1-100

1st Place – Scottish Rite Hospital for Children, Dallas

2nd Place – Wise Regional Health System, Decatur

3rd Place – UTMB Health Angleton

Beds 101-350

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

2nd Place – Laredo Medical Center, Laredo

3rd Place – Peterson Health, Kerrville

Beds 400-800

1st Place – Texoma Medical Center, Denison

2nd Place – Baylor St Lukes Medical Center,

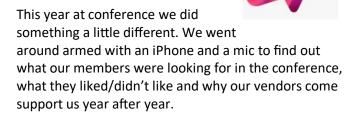
Alone we can do so little, Together we can do so much!

LEARN - NETWORK - GET INSPIRED



See what our members and vendors had to say...

By Pat Sowder, Ex-Officio Board Member



Want to see some of these video? Go to Facebook and search for the **Texas Association of Healthcare Volunteers** page; **like and follow**. Not only will you find conference video clips, but also information you may need to know or shares from some of your fellow volunteer groups around the state. Check it out! Remember:

Alone we can do so little, Together we can do so much!

LEARN - NETWORK - GET INSPIRED

Throwing out some Kudos....

- Kudos to all the members around Texas that had and took the time to attend the Annual Conference in San Marcos! You are what makes this organization great!
- Kudos to Gypsy Hufnagle and her conference team for putting together another extraordinary conference experience.
- Kudos to Sue Kaulfus, outgoing President of TAHV for her leadership over the past year.
- Kudos to Mary Pfeffer and the marketing team for making the Conference T-Shirts happen!
- Kudos to everyone who worked the 2023 Conference this year! Your time, talents and dedication are greatly appreciated.
- Kudos to Norma Burnside for coordinating yet another successful BYOI at Conference.
- Kudos to Barbara Giannotti for her exceptional skills as Bingo Caller and coordinator.
- Kudos to our new board members; your dedication and service is appreciated.

Recognize someone in your organization who has done something specials by sending it in for the Outlook!

TAHV PAST PRESIDENT AWARD

The Texas Association Healthcare Volunteers award is open to all hospital/healthcare volunteer groups that are members of TAHV to nominate a project that their Volunteer group is involved in one of the following three categories.

- Outstanding achievement in hospital/healthcare in service.
- Outstanding achievement in community service.
- · Outstanding achievement in fund raising.

This is the opportunity for volunteer groups to share a project that they have done in helping patients or hospital staff of their medical facilities.

Your goals and objectives are to be presented, how your volunteer group addresses the need and what plans were made, who was involved in the planning process, how the project is maintained, who participated, the hours involved in doing your project, also, does the project have a budget, was the project publicized and was there an evaluation of the project or projects? These are some of the questions that appear in the application for the Past President Award that you will find on Facebook's upcoming 2024 TAHV Conference page.

There are strict criteria in the application and all nominations are judged by past presidents of TAHV and Community Leaders.



Can you say hot hot hot? Good'ol Texas Summer Survival

By: Pat Sowder, Ex-Offiio Board Member

It's official, it's summer in Texas; in fact, I think it might even be catching to other states. After numerous days of triple digit heat, I thought it might be prudent to go over some Texas Summer Survival tips.

- The first one kind of goes without saying, if you don't have to go out, don't! It's really just that simple. Be Texas friendly, check on your friends.
- Hydrate-Recommended is 2 to 4 ounces per hour.
 Good'ol fashioned water is a great way to stay hydrated during a Texas summer. Plus it never hurts to have a little lemonade just in case the evening cools off enough for some porch sitting.
- When going outside, stick to light colored loose fitting clothing. Cotton and linen fabrics are great for hot weather. Wear shoes when outside.
- Know the signs of heat exhaustion:
 - Heavy Sweating
 - Weakness
 - Cold/Pale and clammy skin
 - Fast or weak pulse

- Nausea or vomiting
- Dark colored urine
- Signs of heat stroke include:
 - Body temperature above 103 degrees
 - Hot, red, dry or moist skin
 - Rapid pulse and possible unconsciousness.

In either case, heat exhaustion or heat stroke, the person needs to be removed from the heat and cooled down. Have them lie down and use cold compresses and sips of water. If they begin to vomit seek medical attention immediately.

Don't forget, kids are really susceptible to heat exhaustion and heat stroke as they'll play for hours outside and then maybe go run errands with you, forgetting the importance of hydration.

One last thing, our pets, that concrete can burn their paws and actually cause blisters to form. Plus they need shade, hydration and everything you and I do to survive. Don't worry, cooler weather will be coming; maybe even snow and then we'll all say, "Where's that Texas heat when you need it."

Information taken from website for Austin Travis County EMS: https://www.austintexas.gov/page/summer-safety#Hyperthermia