



Missouri Association of Directors of Volunteer Services  
AHVRP Affiliated Group -----  
MHA Professional Membership Group

P. O. Box 60, Jefferson City, MO 65102-0060

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[www.madvs.org](http://www.madvs.org)

## President

**Beverly Taulbee, CAVS**

Manager of Volunteer Services  
Saint Lukes Northland Hospital  
- Barry Road Campus

### A Message to Members



I was honored to attend the AHVRP "Accelerating Performance through Customer Service Excellence" annual meeting, leadership conference and trade show September 4-7 in Anaheim, California, as President of MADVS. Thank you MADVS for the privilege!

In addition to all the educational opportunities, there was also a lot of fun to be had in California, which is obvious looking at all the photos on the website. Cameras seemed to be everywhere!

The "All Things Ruby" gift basket that MADVS members provided was a big hit at the Silent Auction. We included one of our ruby red bags in the donation and also shipped the items to the winning bidder! The Silent Auction Committee sent a Thank You to MADVS "Your Generosity and Support to the AHVRP Silent Auction has made it a success! What a great idea - many thanks!" Thanks to all of you that provided items!

Each of you should have received conference information and hopefully, you are planning to attend the MADVS Fall Conference, 11/5-7, in Tan-Tar-A. Several of the MADVS attendees at Anaheim will be sharing what they learned there. MHA's program includes some great speakers and topics too, so we've planned our agenda around theirs so we don't miss a thing! If you have any questions at all about the upcoming conference, let Paula Gangel, Vice President, or me know.

Thank you for all you do at your healthcare organization and what you do for MADVS as well. A special thank you goes to the hard working Board of Directors this year. We will wrap up our 40<sup>th</sup> Anniversary "Ruby" Year by installing the 2009 slate of officers while we're in Tan-Tar-A. See everyone there!

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### Reminder

If you are attending the fall convention would you please bring a promotional item from your organization for our 'goodie' bag? We will need 60 of the item. Thanks in advance. We'll announce closer to November when and where exactly to bring it at Tan-Tar-A. Questions? Call or email Stephanie Spradling at 417-269-4270 [stephanie.spradling@coxhealth.com](mailto:stephanie.spradling@coxhealth.com)  
Hope to see everyone there!



**Janell Patton, CAVS**  
Dir. Community Relations &  
Volunteer Services  
Cox Monett Hospital Inc.

### Promotions/Website Report

The MADVS website has information on the upcoming conference. Plus there are numerous links of value that you can check out.

online at [www.madvs.org](http://www.madvs.org)

### Kay Perry

Volunteer Coordinator  
Columbia Regional Hospital  
**Legislative/Advocacy Report**



### House Introduces Value-Based Payment Bill

H.R. 7067, The Quality FIRST Act has been introduced and the bill will establish a program of quality measurement, reporting and value-based Medicare payments for inpatient hospital services.

The proposal will establish rewards for hospitals' performance on process measures for the four specified conditions that currently are reported to the Centers for Medicare & Medicaid Services. The value-based payment program will begin in fiscal year 2011, using benchmark levels announced in FY 2009, derived from FY 2008 hospital performance data. Hospitals' payments would be adjusted in FY 2011, based on FY 2010 quality measure performance.

Here is a link for more information: <http://thomas.loc.g>



**REGION NEWS**



**Lynn Graves Hardy, MSM, CAVS**  
 Program Manager  
 Volunteer Services Department  
 Children's Mercy Hospitals and Clinics

**Region 1**

A meeting is planned for October 8, 2008 in Kansas City for the members of MADVS Region 1. This will be at 4:30 at a local restaurant and the speaker will be Missy Stover, Volunteer Coordinator for Children's Mercy Hospital. Missy will present information on staff relations for volunteers in a talk entitled, "Volunteers and Staff Working Together to Win." Missy has been at Children's Mercy for 11 years primarily working with volunteers who provide direct patient care. In her current position, she works with more than 30 volunteer areas; training new supervisors; providing ongoing education for volunteer supervisors; and finding creative methods for volunteer supervisors and staff to recognize, value and work effectively with volunteers.

MADVS continues to see income from the volunteer orientation video, "The Great American Pastime...Healthcare Volunteering," created by its Region 1 members. 5 DVD's were sold over the last few months. These funds go directly into the MADVS coffers to the benefit of all MADVS members.

Six MADVS Region 1 members attended AHVRP conference in Anaheim, CA. Kathy Hoff, Region 1 member, presented at the national conference on working with different generations of volunteers. Her presentation was entitled, "The Good, The Bad and The Reality of Working with Multiple generations. Beverly Taulbee, as Chair of the Awards for Excellence Committee, presided over the luncheon where awards were presented. Lynn Hardy, Region 1 representative, will be presenting a review of one session from the AHVRP conference at the upcoming MHA conference. Region 1 is hoping for even more members to attend MHA conference in Lake of the Ozarks, November 4 and 5.

Kathy Hoff is also presenting at a statewide conference for KAHVRP, in Overland Park at the Overland Park Convention Center on November 13, 2008. If you would be interested in attending this conference, please click on the link below and contact a KAHVRP representative.

<http://www.khanet.org/AlliedOrganizations/KAHVRP/default.aspx>

**Kylie Latham**

**Region 2** Navigator/Volunteer Program Specialist  
 Siteman Cancer Center

**No Report**

**Region 3**

**Marge Sullivan**

Director, Volunteer Services  
 Southeast Missouri Hospital

**No Report**

**Region 4**

**Paula Moore, CAVS**

Volunteer & Prestige Services Mgr.  
 St. Johns Regional Medical Center



We tried to meet last quarter, but everyone was too busy! We are going to meet on Thursday, October 23 at Maggie Mae's in Miller, Missouri. We'll have our business meeting and enjoy lunch together. Hope to see everyone in our Region at 11 a.m. at Maggie Mae's!!

**Valerie Weber, MHSA**

Manager, Senior/Volunteer Services  
 Capital Region Medical Center



**Region 5**

I stepped in to cover the region after Donna Abney's position at Boone Hospital was eliminated. We all wish Donna well.

Region 5 met at the Long Branch Restaurant in Columbia on Oct. 14. The meeting was informal with the exception of "Hot Topics" were discussed and will be presented at MHA-MADVS fall conference.

**Did you know what the annual median base salary was for Volunteer Services?**  
- Paula's whole article is included in this issue; countenance from the last newsletter.

**Paula Gangel, Education Chairman**

**R.E. S.P.E.C.T.**

The hit song by that title, belted out by Aretha Franklin in the mid-60's, became her anthem, her signature song, and one that propelled both the Civil Rights and Feminist movements during that time period. Interestingly, Otis Redding originally penned the song as a man's plea for respect and recognition from a woman, but Aretha turned the tables, demanding her due 'probers' from her man, and indeed, the world at large. (Source: Wikipedia.org, Aretha Franklin.)

Taking a cue from Aretha, it is time, perhaps, for volunteer managers to demand respect from hospital administrators. Volunteer managers earn, on average, \$56,100 per year; 20-50% less than others with the title of manager, including social service managers (\$77,600) quality assurance managers (\$87,500), patient relations managers (\$70,700) public relations managers (\$82,400), human resources managers (\$93,500) and others charged with the arduous task of managing people in hospitals today. (Source: Wall Street Journal, WSJ.com, Health—Salary and Hiring Trends; attached.)

Surprisingly, an entity that will help level the playing field is The Joint Commission. Though traditionally viewed with fear and trepidation, The Joint should actually be considered an ally in the struggle for respect and recognition of the volunteer managers' status within the hospital setting. The volunteer competencies recommended by this regulatory agency mean that there is a single benchmark, a standard expectation for every volunteer department across the nation. Each hospital, whether rural, urban, large or small, strives to adhere to the same standard, ultimately raising the bar for volunteer competence in every volunteer department in every hospital surveyed by The Joint Commission. And, in the case of Senior Living Communities and other facilities not governed by The Joint Commission, those competencies can still be used as a measuring stick for the volunteers who serve in their facilities.

That said, it makes sense that only a manager with an inherent understanding of these regulations has the necessary cognitive skills to ensure that these competencies are being met by each volunteer. And, with the current practice of unannounced visits from The Joint, a healthcare facility must hire and retain a volunteer manager with the expertise to see to it that volunteers are in a constant state of readiness. For many volunteer managers, that means training and retraining hundreds of individuals, keeping up with a nonpaid workforce that is constantly expanding.

It takes an exceptionally bright, organized and motivated person to successfully direct a cadre of unpaid workers. Eventually, volunteer managers will receive the respect they so richly deserve. While the wheels of progress turn excruciatingly slowly, they do turn. With The Joint Commission the unlikely catalyst, change will occur for volunteer managers in healthcare. Volunteer management is a profession to be proud of; one's status and paycheck will one day accurately reflect its importance to the organization.

Sock it to me, sock it to me, sock it to me!

## Gangel Con't

• Department	Median annual base salary		Median annual total cash compensation	
	2005	2004	2005	2004
<b>Nursing services</b>				
Nursing services	\$103,400	\$99,600	\$105,700	\$101,000
Nurse manager	78,400	76,100	79,400	76,500
Maternity services	86,400	81,400	87,500	83,100
Emergency services	93,300	87,800	95,200	90,000
Dialysis	83,500	77,400	86,900	80,300
Surgical services	100,000	94,500	102,500	98,800
Intensive care	86,000	83,100	89,400	84,200
Nursing education	89,800	85,900	90,300	87,400
<b>Human resources</b>				
Human resources	93,500	89,300	95,200	89,300
Benefits	74,100	69,200	74,400	69,200
Compensation	76,900	73,500	76,900	73,500
Compensation and benefits	88,700	84,600	88,800	84,900
Employee relations	79,900	75,500	80,000	76,500
Employment	75,100	69,600	75,600	69,600
Training and development	80,700	76,500	83,700	76,500
<b>Financial services</b>				
Admissions	71,000	67,500	73,400	67,700
Controller	106,000	104,100	108,700	106,600
Compliance	99,100	98,700	101,900	98,700
Internal audit	98,100	93,000	98,100	93,000
Patient accounts	91,100	85,000	93,300	85,000
Reimbursement and budget	107,000	96,400	110,000	98,300

## Gangel Con't

<b>• Information services</b>				
Information services	111,100	106,300	111,100	106,300
Applications-systems analysis and programming	90,000	87,200	90,000	88,400
Computer operations	89,500	84,200	89,500	84,200
Network	93,000	82,000	93,000	82,000
Telecommunications	63,900	62,000	63,900	62,000
Operating-systems analysis and programming	105,000	97,900	105,000	105,200
Database administration	77,300	75,000	79,900	75,100
<b>Facilities services</b>				
Central supply	64,300	60,900	64,700	62,400
Environmental services/housekeeping	70,300	68,000	72,300	71,600
Facilities planning	89,600	81,900	89,600	81,900
Plant operations and maintenance	86,300	85,000	89,000	86,700
Security and safety	68,200	65,100	69,700	66,900
Construction	83,200	71,700	83,200	74,200
<b>Materials management</b>				
Materials management and distribution	88,300	83,500	89,100	84,400
Purchasing	65,300	60,700	66,700	63,700
<b>Rehabilitation services</b>				
Rehabilitation services	92,500	90,000	95,000	91,400
Occupational therapy	77,100	75,000	77,100	75,000
Physical therapy	83,700	78,900	83,900	81,300
Speech and audiology	82,200	79,400	83,400	80,700
<b>Professional services</b>				
Medical imaging/diagnostic radiology	96,000	93,200	96,800	94,100
Radiation oncology	89,100	86,500	93,400	89,000
Cardiology services	96,700	91,300	100,000	95,200
Home health	82,000	80,300	85,100	82,600
Cancer-treatment center	94,500	90,000	99,600	91,900
Fitness center	63,000	59,800	64,700	59,800

## Gangel Con't

Childcare center	54,300	50,600	64,700	59,800
Ambulatory services/outpatient-clinics	90,000	86,700	92,500	91,400
Laboratory services	92,200	88,000	94,300	88,800
Perfusion*	116,200	113,900	116,200	114,600
Pharmacy	115,100	108,800	117,600	110,500
Respiratory care	74,700	72,000	76,100	72,700
Behavioral medicine	93,900	89,100	95,600	92,000
Social services	77,600	76,000	79,800	76,700
Long-term care	92,900	90,200	99,100	92,100
<b>Administrative services</b>				
Planning	92,800	86,400	92,800	86,400
Medical library	61,000	58,600	61,000	58,600
Patient relations	70,700	67,300	71,500	67,300
Public relations	82,400	78,800	83,800	79,900
Volunteer services	56,100	54,000	57,200	55,700
Quality assurance	87,500	80,800	87,600	85,000
Quality management				
Case management/care coordination	92,700	84,100	92,900	84,500
Pastoral care	67,100	63,100	97,800	86,100
<b>Food service</b>				
Food and nutrition services	85,800	81,800	87,000	82,600
Chief clinical dietician	61,500	59,600	62,000	59,600
Cafeteria	58,000	54,700	58,000	54,700
<b>Physician relations/practice management</b>				
Practice administrator	84,800	81,400	96,000	81,400
Practice chief financial officer	109,600	104,900	114,400	111,400
Physician relations	76,800	74,000	78,800	74,000

Source: "Modern Healthcare's Executive Compensation Survey -- 2005," Modern Healthcare, Crain Communications Inc., Chicago, and Sullivan, Cotter and Associates Inc., Detroit. Reprinted with permission.





Kathy Hoff, CAVS, Professional Development Chairman

Missouri was once again well represented at the AHVRP Conference in Anaheim, CA, with 15 members attending. They will be sharing about the sessions they attended at the MADVS fall conference at Tan-Tar-A. There was something for everyone to learn.

The BIG news that was learned at conference is that MADVS will be the sponsor of the 2010 AHVRP Conference, hosting it in St. Louis, MO! We want to give the rest of the states a warm Missouri welcome, so we have lots of work to do. The "Show Me" girls want to "Show Them" a really good time. The AHVRP committee that plans the conference will have at least one of our members on it to represent us. We will all play a big part in the 2010 conference, so be sure and put that conference in your budget. We need you!

The CAVS certification test was given at conference, and at least one of our members is anxiously waiting to hear if she passed. Of course, we know she did! For the rest of the members who are anticipating taking the certification soon, remember there will be presentation and mock exam at Tan-Tar-A during the MADVS sessions.

As you can already tell, your Education Committee is planning another great MADVS Fall Conference. This year the conference will wrap itself around the speakers that MHA provides, as the slate looks terrific. There will also be more formal networking for ideas, as many had requested on last year's evaluations.

Remember that the money raised from our Silent Auction at the Fall Conference goes to our very own MADVS scholarship for members for 2009. Let's really step up and support this.

And, last, but not least, be sure and register for your room at Tan-Tar-A and for the conference through Missouri Hospital Association. We always have a wonderful time together, while we strengthen our minds (great learning sessions), bodies (walking up and down the hills), and spirit (being there with each other in the middle of all the beautiful nature.)

See you at Tan-Tar-A.

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## Thank you for voting!

Barbara J. Fradkin, CAVS  
Chair, Nominating Committee – MADVS



**Linda McIntosh**

Volunteer Program Supervisor  
Freeman Health System Joplin

### TREASURER/MEMBERSHIP REPORT

We currently have 85 members. In recent months we have lost Jerri Flikkema to retirement and Donna Abney. Donna served on the Board for the past several year, we appreciate her efforts. Donna and Jerri will be missed.

We welcome 3 new members; Ron Bottorff, Molly Holtmann and Melissa Tinklepaugh. Please add their information to your directory.

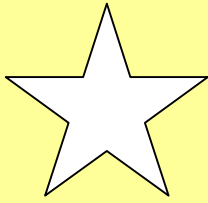
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**Molly Holtmann**  
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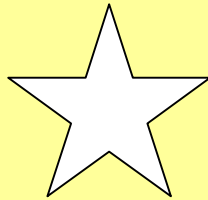
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PHONE: 913/696-8033  
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If you know of anyone that might be interested in joining our group, please give their name, phone number and/or e-mail address and I will be glad to contact them.



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support our Convention Sponsors

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### 2008 MADVS Board & Committees

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<b>President-Elect:</b>	Valerie Weber
<b>Vice President/Education:</b>	Paula Gangel
<b>Secretary:</b>	Barbara Hutchison
<b>Treasurer/Membership:</b>	Linda McIntosh
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<b>Membership Committee:</b>	Linda McIntosh, Chair Lynn Hardy Paula Moore Donna Abney Sally Rundquist Barbara Shettlesworth
<b>Past President:</b>	Barbara Fradkin
<b>Members-at-Large:</b>	
<b>Region 1:</b>	Lynn Hardy
<b>Region 2:</b>	Kylie Latham
<b>Region 3:</b>	Marge Sullivan
<b>Region 4:</b>	Paula Moore
<b>Region 5:</b>	Valerie Weber
<b>Nominating Committee:</b>	Barbara Fradkin, Chair Shantelle Posten Kylie Latham Tina Pridgeon Jean Moorefield
<b>Professional Development:</b>	Kathy Hoff
<b>Hospitality/Historian:</b>	Stephanie Spradling
<b>Promotions/Web:</b>	Janell Patton
<b>Legislative/Advocacy:</b>	Kay Perry
<b>Policies &amp; Procedures/Bylaws:</b>	Kay Steward

### Calendar of Events

MHA/MADVS Fall Conference  
Nov. 5 - 7, Lake of the Ozarks  
Tan-Tar-A Resort

Board meeting - Nov. 5  
Rm 74 @ 9 a.m.  
Tan-Tar-A Resort

Newsletter Deadline  
Dec. 1

**Please submit newsletter articles and pictures to:**

Valerie Weber, MHA  
Manager, Senior & Volunteer Services  
[vweber@mail.crmc.org](mailto:vweber@mail.crmc.org)