



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

\*\*\*\*\*

[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

For me, and I'm sure for all of you, this is one of the busiest times of year. National Volunteer Week activities and recognition events in addition to preparing for the flood of summer volunteers that will soon fill the hallways of our facilities takes a lot of time, effort and energy. This is the time of year I really need to be recharged, refueled and relaxed. The Spring MADVS Conference was the perfect remedy. Kudos to Paula Gangel, Kathy Hoff, Lynn Hardy and Stephanie Spradling for all the hard work and preparation for an excellent conference! And kudos to everyone that made attending a priority by adding the conference to their already busy schedules.

40 years ago when MADVS was organized, the expressed purpose of MADVS was, and has remained, "to provide an organized structure through which the individual directors might interchange ideas, seek solutions to problems and develop in professional knowledge and skill". The first President of MADVS was elected in 1968. I mentioned at the conference that MADVS Presidents have come and gone; hospitals have even come and gone but MADVS remains a strong organization committed to the original purpose set 40 years ago!

One of the goals of the MADVS Board this year is to develop short and long term goals for the organization, so we can leave MADVS as viable as it is now for those that will someday celebrate the 80<sup>th</sup> anniversary. We have begun the process and will continue discussions at the May Board meeting to develop those goals. If you have any suggestions or visions for the future of MADVS, please share those with your Region Member-At-Large so they can be heard at the next Board meeting or me directly. This is your organization so please share your thoughts on this. The results will be shared with all when complete.

Thank you for all you do for your programs and for the profession of volunteer management. If you are a member of AHVRP, don't forget to submit your extraordinary programs for the AHVRP Extraordinary Programs Award. Deadline is June 14<sup>th</sup> and applications are available at the [ahvrp.org](http://ahvrp.org) web site.

## INSIDE THIS ISSUE

President's Message, Treasurer/Membership Report	1
Website Promotion & Legislative Update	2
Region News	3
Professional Development	4
Nominating Report	6
2008 MADVS Board, Committees & Calendar of Events	7



**Linda McIntosh**  
Volunteer Program Supervisor  
Freeman Health System Joplin

## TREASURER/MEMBERSHIP REPORT

The 2007 Independent Auditor's Report was presented at our Spring Board meeting. The December 31, 2007 net assets for MADVS totaled \$34,581. Revenues in 2007 totaled \$40,373 with expenses of \$18,288. As of the April 2008 balance sheet, MADVS assets are \$39,087.72

It's exciting to see our membership growing! Lynn Hardy in Region 1 continues to work very hard at recruitment in her area. Way to go Lynn! After such a great Spring Conference, I'm sure the new members, as well and the seasoned members came away with a lot of helpful information. I know I did. Thank you again to Paula Gangel and all the K.C. girls that helped put the conference together. I don't have profiles on all the new members yet, but these are the people you need to add to your membership book. With these new members, our total membership is now 79!



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

### Promotions/Website Report

The MADVS website discussion board continues to grow and older items archived. Please let me know, if you need an item that was archived. If you are having trouble accessing the website, the website password was changed in March to all active members.

**Check out all of the Spring Conference photos – now online at [www.madvs.org](http://www.madvs.org)**

### Kay Perry

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



### Federal Advocacy

Federal advocacy remains an important aspect of MHA's policy outreach efforts. Hospital executives, trustees and medical staff leaders traveled to Washington, D.C., with MHA-sponsored advocacy trips to discuss health care issues with Missouri's congressional delegation. These visits and MHA's continued advocacy on federal regulatory and payment programs resulted in significant victories in 2007.

Whether your hospital has 500 beds or is a small, rural hospital with 25 beds, every Missouri hospital is an asset to its community. We all rely on hospitals to provide essential medical services. We also understand the vital economic contributions from the hospital and its employees on how they strengthen our communities. A great website to view comparisons is [www.focusonhospitals.com](http://www.focusonhospitals.com)



## REGION NEWS

### Region 1



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

MADVS Region 1 members are hosting the MADVS Spring Conference this spring, May 22. Plans fell in place in late March and registration invitations went out in early April. Advertising was also sent to affiliated group leaders of surrounding states to be passed along to their members. At present, we are on track to have a wonderful and informative conference at the Hyatt Hotel near Crown Center, Downtown Kansas City and the beautiful new Power and Light District. MADVS Board will meet on May 21 at 3PM at the Hyatt. Scholastic Books is sponsoring a fun dinner the night before conference at Gordon Biersch Brewery Restaurant, The Export Room, 100 East 14th Street in the Power and Light District.

Paula Gangel, VP of Education for MADVS and Director of Volunteer Services for the University of Kansas Hospital, has done a phenomenal job of planning and coordinating this exciting event. Other committee members who have contributed time and energy are Bev Taulbee, MADVS President and Manager of Volunteer Services at St. Lukes, Northland; Kathy Hoff, Manager, Volunteer Services at St. Mary's Medical Center, Blue Springs, MO and Lynn Hardy, Program Manager at Children's Mercy in Kansas City. Stephanie Spradling, Assistant Director, Volunteer Services at Cox Health in Springfield, MO and Chair of the Hospitality Committee for MADVS is working hard to be sure treats, snacks and gifts are available in abundance to all attendees.

Region 1 MADVS members are anxious to welcome all who are planning to attend and are excited to share our beautiful city.

Region 1 members are looking forward to the Spring Conference in Kansas City!

### Region 2

**Kylie Latham**

Siteman Cancer Center

Email: [klatham@im.wustl.edu](mailto:klatham@im.wustl.edu)

Phone: 314/747-9095

Region 2 met at Favazza's Restaurant on The Hill in St. Louis to talk about how we recognize our volunteers. Great ideas were shared during the round table discussion such as the theme of, "Hats off to our Volunteers" and connecting with local business to receive donations. Our next meeting is scheduled for July 18<sup>th</sup> to highlight our innovative volunteer programs.

### Region 3

**Marge Sullivan**

Director, Volunteer Services  
Southeast Missouri Hospital

No report



**Paula Moore, CAVS**

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

### Region 4

Region IV met at Sandstone Gardens for our luncheon meeting. We discussed different topics such as Pet Therapy, Joint Commission and other areas of interest of those attending. Five members attended. Our next meeting will be held at Maggie Mae's at Miller, Missouri on Friday, August 1. I'm hoping that everyone will be able to join us for lunch and learn!



**Donna Abney**  
Volunteer Services Coordinator  
Boone Hospital Center



Good morning, Region 5!

We had a very productive meeting yesterday. Beth Morell, Vice President of Communications and Education from the MHA home office attended the meeting. Beth is the MHA staff liaison for MADVS. Beth's understanding and insight was a great contribution to our review.

We reviewed our policy and procedures and had a very enjoyable lunch together. Kay Steward, Committee Chair for Policy, Procedures & By-Laws will present suggested changes to the Board and then the MADVS members will have the opportunity to vote on the changes.

We reviewed policy and procedures but still need to review the By-Laws. Kay is unable to attend the meeting scheduled in July (Here comes the bride!). We decided to move the July meeting to the first week of June. The suggestion was made to have a meeting to begin the day. Valerie Weber, Capital Region Medical Center, has graciously made her meeting space available. We have asked Beth Morell to attend our June meeting if available.



## *2008 MADVS Scholarship*

The MADVS Professional Development Committee is honored to announce the first recipients of the MADVS Scholarship. They are Donna Abney and Barbara Frogue, who were both awarded \$535 to use toward 2008 Conferences. Congratulations, Donna and Barbara.

In order to create an annual scholarship fund, your board voted to use the silent auction money and 50/50 money raised during the fall MADVS conference to go toward scholarships for members whose hospital does not finance their professional development in MADVS.

Again, congratulations to Donna Abney, Boone Hospital Center in Columbia, MO and Barbara Frogue, Cox Health, Springfield, MO.

**Kathy Hoff, CAVS      Professional Development Chair**



**Hoff, continued pg. 4**

\* Two surveys were completed and results posted on the MADVS website. The first survey was entitled **MADVS Conferences**, surveying why members do not or cannot attend conferences. The results showed 10 out of 12 members found the conferences very valuable and that 100% of the 11 members who answered the question, did not have a budget to cover conferences.

The second was **MADVS Salary Survey**, which was answered by 38 of the members. There are many factors to consider when comparing the salary range. Survey showed 46% of the members supervised volunteers 100% of the time. The average number of volunteers each DVS supervised was around 250. About 1/3 of our hospitals have 100-250 beds, 1/3 less and 1/3 more. They all have volunteers in more than 10 departments in their facility. Almost 50% have 11-20 different service guidelines with most of the rest having 20 – 30+. Salaries range from around \$26,000 to \$66,000+, with the larges percent, 21% being in the \$51,000- \$55,000 range. 32% of the DVS have been in the profession for 6 – 10 years.

As mentioned, many factors are to be taken into account when comparing salaries. If you would like to look at the printed results, please see me. You may also visit MADVS website.

\* The **first annual MADVS scholarship awards** were developed and implemented by the Professional Development Committee. This committee was comprised of the current MADVS president, the past president and the Professional Development committee chair, which also happens to be the past-past president.

\* Information was posted on MADVS website regarding certification of **CAVS**. Members were referred to [www.ahrvp.org](http://www.ahrvp.org) for information. Packets were mailed to each region representative as to the specifics, the locations and cost so they could share the information at their region meetings. All were encouraged to consider this wonderful designation of their profession. The exam may be taken at the annual AHVRP conference or at specified H & R Block centers.

\* Mark your calendars for the MHA and the MADVS Fall Conference at Tan-Tar-A Resort November 5 -7, 2008. It will be packed with educational content, so plan on attending. Be watching [www.madvs.org](http://www.madvs.org) for more updates.

McIntosh, continued pg.1

*Welcome New MADVS MEMBERS*

Larry Binnicker  
Dir. Pastoral Care & Volunteer Services  
Centerpoint Medical Center  
Independence, MO

Betty Marler  
Dir. Volunteers  
Catholic Community HealthCenter  
Overland Park, KS

Jo Murphy  
Dir. Volunteer Services  
Hays Medical  
Hays, KS

Jody Lancaster  
Dir. Volunteer Services  
Ransom Memorial Hospital  
Ottawa, KS

Jean Marlow  
Dir. Community Development  
Citizens Memorial Hospital  
Bolivar, MO

\*\*\*\*\*

**CONSIDER BECOMING AN MADVS BOARD MEMBER!**

Now is the time to be thinking how you can be part of the MADVS Board for 2009! We need your leadership capabilities and creative ideas to fill positions that will be available beginning January 1<sup>st</sup>.

**Elected positions available are:**

President-Elect  
Vice President- Education  
Secretary  
Treasurer

Please refer to the MADVS By-Laws, Article V-“Officers and Their Duties” for the description for each position listed above.

The new President, Valerie Weber, will appoint the chairman of all standing or special committees such as Legislation, Hospitality/Historian, Policies & Procedures and Professional Development.

Other positions and committees available include Member-At-Large Representative for your district, Education, Finance and Nominating committee members.

At this time, several members have indicated their interest in various categories. Please send me an e-mail as soon as possible if you would like to be considered for the 2009 MADVS Slate of Officers (list position) and other positions and committees of interest so I can pass on this information to Valerie.

As Past-President and Nominating Chair, it is such a privilege to be a member of the MADVS Board and to be part of this wonderful group who plan and organize such amazing educational programs for us, and to keep us up-to-date and informed on the latest trends in Volunteer management and advocacy.

I am looking forward to hearing from you, and many thanks for your contribution and dedication to MADVS.

**Barbara J. Fradkin, CAVS**  
**Chair, Nominating Committee - MADVS**



*Happy  
Summer*

A large, stylized graphic of a hibiscus flower. The petals are in shades of red and pink, with a yellow center. The flower is positioned behind the 'Happy Summer' text.





**THANK YOU**

*Please remember our special vendors that sponsored our Spring Conference:*

**Scholastic Inc.  
Books are Fun  
HCI Jewelry  
JW Enterprises  
Masquerade  
Paco Designs  
Scrubs & Beyond  
TransQuip**

<b>2008 MADVS Board &amp; Committees</b>	
<b>President:</b>	Beverly Taulbee
<b>President-Elect:</b>	Valerie Weber
<b>Vice President/Education:</b>	Paula Gangel
<b>Secretary:</b>	Barbara Hutchison
<b>Treasurer/Membership:</b>	Linda McIntosh
<b>Finance Committee:</b>	Linda McIntosh, Chair Barbara Frogue Donna Abney
<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>	Donna Abney
<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

Aug. 13<sup>th</sup>, Board Meeting @ MHA

AHVRP Conference  
Sept. 4<sup>th</sup> - 7<sup>th</sup>, Anaheim, CA

Calendar of Events

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

Newsletter Deadline:  
July 7<sup>th</sup>

**Please submit newsletter articles and pictures to**

Valerie Weber, MHSA  
Manager, Senior & Volunteer Services  
vweber@mail.crmc.org

