



**Midwest Association for Healthcare Volunteer
 Resource Professionals**
 Established 1968
**A Missouri Hospital Association Professional
 Membership Group**
 An AHVRP Affiliated Group



Notes from our President Lynn Hardy
Children's Mercy Hospitals and Clinics, Kansas City

What an exciting year for MAHVRP! Not only have a already experienced a great Spring Conference, we have two more conference opportunities upcoming!

The field of Volunteer Management is ever changing and evolving...as is our culture and our lives. So, no matter how long you have been managing volunteers, new trends, philosophies and work methodologies can help! These are the benefits of attending conferences. Sure, we have a great time and

laugh a lot and exchange stories from our healthcare institutions...but more than this, we bring a new level of understanding and a renewed spirit back to our organizations when we are privileged to attend conferences.

As most of you know by now, the 2010 AHVRP National Conference will be in St. Louis this year the end of September. Take advantage of the articles in this newsletter that will help

guide you to experiencing this conference and the MHA conference in November more fully.

A wise person once said of goals for their life, "...and I will never stop learning."

Hope to see you in St. Louis or at Tan-Tar-A or both later this year!

Lynn Hardy
 MAHVRP President 2010

Check out our website @ www.mahvrp.org

July 2010 Issue

Please consider the environment before

- Points of Interest:**
- ☺ **September 29–October 3:** AHVRP Conference in St. Louis
 - ☺ **November 3–6, 2010** MAHVRP Board meeting and Missouri Hospital Association Conference, Tan Tar A, Lake of the Ozarks, MO.
 - ☺ Watch for email notices of MAHVRP elections online in **October**.
 - ☺ Applications for conference scholarships **now available** at www.mahvrp.org.

Everybody wins with Professional Development...
...by Jill Mechler, Scholarship Chair



Make Time for Professional Development . . . It Really is All About You!

According to the dictionary, "Continuing professional development is the means by which members of professional associations maintain, improve and broaden their knowledge and skills and develop the personal qualities required in their professional lives." Continuing professional development ensures that

professionals keep developing their knowledge and skills, as well as improve their competence. As very busy healthcare volunteer professionals, we often forget to make time for ourselves to refresh, and reenergize. When we make time for our own professional development, we ultimately become stronger leaders for our volunteers and our organizations. Everybody wins! !

Take a minute to read about opportunities ready and waiting for YOU:

AHVRP Announces Changes to CAVS Certification Process (reprinted from the AHVRP member notice, 6/7/10)

Make plans to take the CAVS exam at the AHVRP Conference this fall, right here in the Midwest. **(See page 2 blue fill)** AHVRP is proud to an-

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Your planning committee chairs, Stephanie Spradling and Sally Rundquist, along with other MAHVRP members, Kylie Latham, Paula Moore, Valerie Weber and Kathy Hoff, have helped put together an outstanding conference, which will be held at the Union Station Marriott in St. Louis. Many auxiliary members, volunteers and former MAHVRP members are volunteering to make this an unforgettable experience. All aboard!

Don't miss out on the MAHVRP-sponsored evening, "A Night at the Arch." We've reserved the entire Gateway Arch, and attendees can ride the trams to the top of the arch, go through the museum, enjoy live jazz music, and enjoy dinner and drinks while visiting with each other. Tickets are \$40 and available through www.mhanet.com. Tickets are limited, so get yours soon. This event is made possible through the generous sponsorships of Scrubs &

Beyond, The Gold Refinery, Life Uniforms, Laurie's Shoes (Shoe Roads Productions), the Missouri Hospital Association Center for Education, and Midwest Association for Healthcare Volunteer Resource Professionals (MAHVRP).



Kathy Hoff, Volunteer Coordinator
Children's Mercy Hospital, Kansas City

announce that the CAVS Certification process is now being managed by CCVA (Council for Certification in Volunteer Administration). "This transition to CCVA offers new opportunities to strengthen our profession of volunteer management while making the certification process more affordable for everyone." said Audrey Harris, Executive Director, AHVRP. CAVS certificants enjoy the pride of recognition of being among the elite in a critical field of healthcare and CAVS is a premier credential based on a sound assessment that provides distinction in an increasingly competitive

marketplace. Under the new agreement, all current CAVS retain their certification. New applicants taking the exam in 2010 will take the same exam that was offered previously through the AHA Certification Center.

(see pages 5-6 areas with blue fill.)

2010 Education Corner

By Barb Frogue, Vice President of Education.

The Spring Conference was well attended. Thanks to all who came. It was a fun day in spite of the rain! All the emails I've received have all been positive feedback! We had very good speakers and lots of good information was shared.

Things are coming together for Fall Conference at Tan Tar A on November 4-6. We have some very exciting changes on tap for this year! The MAHA/MAHVRP group will be together for part of the conference including the keynote speaker and the vendors. This will allow our group to have more access to the vendors who, in the past, have

been in the MAHA area. All the vendors who are registered are very happy with the change. This will also support our budget by sharing expenses on items such as AV equipment and food. We will still have own room for breakout sessions. A great speaker has been booked for one of the sessions. Life Uniform will again sponsor our meal. We will be having the Silent Auction in our room so start thinking about what you want to contribute! Remember, scholarships are available for our conferences!

See you at the MAHVRP Fall Conference in November!



Barbara Frogue
Director, Volunteer Services
Cox Health, Springfield, MO

News from the Regions...

By the Region Reps.

Region 1

Region 1 met on March 9 at 3 pm at the Baja 600 restaurant on the Kansas City Country Club Plaza. We had nine members in attendance. Kathy Hoff gave an update on the upcoming Spring Conference in Columbia and the National Conference in Sept. The group also shared what each was planning for National Volunteer Week. Everybody had great ideas and many notes were taken for upcoming years.

Next meeting will be held in June at the Plaza.



Jean Moorefield
Volunteer Director, Liberty Hospital
Region 1 Representative

Imagination
is
more
important
than
knowledge.

...Albert Einstein



Greetings from Region 5...

by Barb Shettlesworth

Happy New Year to all. I'm sure most of us are willing the cold away and dreaming of the changes spring will bring. Change seems to be the theme of Region 5's news. Phelps County Regional Medical Center's Gift Shop will be undergoing renovations in early spring. Their display capacity will double, a window display will be added & their storage area will be connected to the shop. Children's Hospital and their 100 volunteers will be moving to Columbia Regional Hospital in August.

Ellis Fischel's new boutique is doing extremely well offering wigs and items to service cancer patients. University Hospital volunteer program is starting a new patient ambassador program where Mizou students will assist patients in the lobby. Valerie Weber at Capital Region Medical Center will serve on the AHVRP Educational Committee & write a publication on Strategic Planning to be sold at the AHVRP Conference in St. Louis.

Volunteers at Boone Hospital Center played an important role in assisting visi-

tors with wayfinding when the main entrance was moved this fall. The Gift Shop is preparing for its move to smaller temporary quarters in June. Looking forward to seeing everyone at the Spring Conference.

Barb Shettlesworth
Mgr. Volunteer Services
Boone County Hospital
Region 5 Rep



Missouri Heart Disease and Stroke Program here to help!

Missouri Department of Health and Senior Services (DHSS) Heart Disease and Stroke Program (HDSP) is pleased to be a resource for Missouri entities planning statewide or regional programs or initiatives that impact stroke, heart disease, high blood pressure or high cholesterol!

HDSP is looking forward to receiving new collaboration ideas for stroke, heart disease, high blood pressure, high cholesterol. HDSP is funded by a federal grant from Centers for Disease Control and Prevention (CDC) and the grant defines our focus. Most often HDSP work surrounds partnering, collaboration, or consulting as an invited member of advisory boards, statewide

or regional planning teams, or committees. Depending on availability, HDSP may present or exhibit at statewide or regional events around the state. *We'd like to hear your ideas!*

Contact Karen Connell, HDSP Program Representative, at Karen.Connell@dhss.mo.gov or (573)

MAHVRP Membership Benefits

Kathy Hoff, CAVS

MAHVRP Treasurer/Membership Chair

The benefits of membership in MAHVRP are many, and if you've been a member for several years, you already know that is true. However, in times where budgets are being cut and we are asked to do more with less, our MAHVRP membership becomes even more important. For \$50 a year, which is the best value in town, we have access to networking with other professionals in the same field, educational conferences, and a web site with its discussion board that is outstanding. Many organizations charge hundreds of dollars and don't receive as much benefit.

I guess the point I'm trying to make is that we should take advantage and utilize our resources. Post questions on the discussion board, check out the Resource Section when you're trying to find an article about a particular topic, attend your region meetings, and try to participate in as many conferences as your budget allows. The networking with other professionals who are in the same boat is priceless!

Be sure and invite other paid managers of volunteers to join us by checking our www.mahvrp.org, *How to Join*. Accumulative knowledge is a great thing!

Here's to another great year with MAHVRP!

MAHVRP Scholarship Information

Information regarding MAHVRP scholarships is available at www.mahvrp.org. Scholarships are generally available for the Missouri Hospital Association conference; the MAHVRP spring conference and the Annual AHVRP National conference. Check out the website for qualifications and to obtain an application.

The web-based exam will be available throughout the year, and the paper and pencil exam will be available at the AHVRP annual conference in September.

Apply for a MAHVRP Scholarship

The national AHVRP Conference this year - right in St. Louis – is quickly approaching! Scholarships are available to MAHVRP members! Please visit the MAHVRP website (www.mahvrp.org) and click under the News section. Scholarship guidelines, application, and deadlines are included. It's not too early to apply!

Attend the AHVRP Conference this Fall:

Visit the AHVRP website (www.ahvrp.org) and check out the wide range of education and experts who will be involved. Utilize the Justification Toolkit section to help promote how enhancing your own professional development ultimately benefits your hospital!

According to the AHVRP website, "We encourage you to review the materials in this section to gain a greater understanding of the conference and to communicate the value participating in AHVRP's 2010 Annual Leadership Conference and Trade Show. AHVRP now offers you all the materials you need in order to gain funding for your attendance at the 2010 conference in one easy location. With expert advice, pre-conference justification documents and post-conference reporting templates, your manager or supervisor is sure to appreciate the investment made into your training and development as well as to your organization's success."

Justification Tips

The four days of the AHVRP Annual Conference will be the most cost-effective professional development choice you have all year. You will experience a full year of benefits in the form of new and greater knowledge

that you can apply directly to your job. Here are more tips on getting employer support for attending the AHVRP's 2010 Annual Conference:

Offer to prepare and deliver a short presentation and Q&A to your colleagues to share what you learned. That way others on your unit will get the benefits of your attendance, too.

Share the executive summary and speaker handouts with your colleagues. As an attendee, you have unlimited access to materials posted by speakers as well as a take home CD-Rom.

Explain what you plan to get out of attending and how that will benefit your work, organization and patients.

Be ready with a plan that shows who will cover for you while you are attending the conference.

Offer to share a room to reduce hotel expenses.

Do you have questions or suggestions for ways to promote professional development and scholarship opportunities to our members? Please contact Jill Mechler, MAHVRP Scholarship, at (314) 454-2029 or by email at slchvolunteer@bjc.org.



Join AHVRP in St. Louis, MO, September 30 - October 3, 2010 and learn how to distinguish your profession in the healthcare field, at your organization, and in your career. The Annual Conference offers several days of valuable education programs and networking events that will:

- Promote, encourage and offer professional development to directors, managers, coordinators and other leaders in healthcare volunteer services and retail operations
- Identify, link and strengthen relations between your profession, your partners and your community
- Provide volunteer management professionals the highest quality of education, networking, best practices, and resources in response to a challenging and constantly changing healthcare environment
- **For more information and to register for this conference go to www.ahvrp.org and click on the conference logo.**

	www.mahvrp.org
	<i>Midwest Association of Volunteer Resource Professionals, Serving the entire Midwest region.</i>
	Editor contact info: Phone: 816-234-3496 Fax: 816-560-1005 E-mail: lhardy@cmh.edu