



**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 a joy it has been to serve as President during this momentous year for MAHVRP!

At home, I have a piece of calligraphy artwork that simply says, "...and I am still learning." This year has fulfilled that "promise" on so many levels. Being the president of a professional organization, I found that board members and general membership look to you for answers! And so many times, I had to say, "I don't know the answer to that, but lets figure it out together." No one

person can have all the answers. That is the reason that MAHVRP is SO VERY IMPORTANT! Our organization is specifically structured to provide education and benchmarking for its members. But more than that, administrators of Volunteer Services in a health care setting are in a unique situation. They are providing "human resources" in hospitals and other healthcare settings to benefit patients and families. And many times the volunteer administrator wears many hats within

the hospital. Along with learning at conferences and speakers, we learn from each other.

Learning turns into sharing; sharing turns into friendships and friendships become invaluable on MANY, MANY levels.

It has been one of the great joys in my life to serve as president for MAHVRP!

Lynn Hardy
 MAHVRP President 2010



**A Report from our Professional Development Chair...
 Jill Mechler**

In 2010, the Scholarship application, guidelines, and deadlines were reviewed and continued to be accessible on the News & Events page on the MAHVRP website.

Thank you to the following Board members who agreed to serve as the selection committee for the scholarship fund: Kylie

Latham, Lynn Hardy, Kathy Hoff, and Barb Frogue.

A Scholarship of \$150 will be awarded to Bev Christopher, the Volunteer Director at The Groves and Groves Community Hospice in Independence, MO. Bev has been a member of MAHVRP

for 5 years. This scholarship will allow Bev to attend the MHA Conference this year. She would not have been able to attend this conference without the generosity of these funds.

See page 2...blue fill section...

Check out our website @
www.mahvrp.org

November 2010 Issue

Please consider the environment before

- Points of Interest:**
 ☺ Check the MAHVRP website, www.mahvrp.org for more information regarding conferences, membership, upcoming events and information and resources regarding volunteer management.
 ☺ Applications for conference scholarships **now available to members** at www.mahvrp.org .

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A summary of our year by the Treasurer

... Kathy Hoff

What an exciting year! As well as the normal Treasurer/Membership jobs, we had the national conference in Missouri. It was fun keeping track of expenses, paying bills, and tallying the results. Here are some of the highlights.

We budgeted and anticipated 70 MAHVRP members in 2010, and ended up with 75 members. Board Members/Region Representatives were notified as changes took place throughout the year, and they invited the new members to their region meetings.

The MAHVRP/MHA Codes were re-

coded and put in list form to assist in preparing "Requests for Payment" and "Deposits."

Monthly financial statements were received from MHA and reviewed by the president and treasurer. Financials were presented and accepted at each board meeting throughout the year.

MAHVRP budgeted to sell two orientation videos, and we sold four.

Our organization supported the 50/50 raffle and silent auction at the Spring Conference and made a total of

\$527.00.

Orders were taken for MAHVRP shirts. Thirty members responded and ordered shirts. Each member reimbursed MAHVRP in full for their shirt. All in all, a great year for all MAHVRP members!



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

Continued from page 1...Jill Mechler report:

At least quarterly, communications were sent to MAHVRP members about the Scholarship Fund and upcoming opportunities for professional development (via the MAHVRP website member discussion board). Examples include:

January 15 – "MAHVRP Scholarship and Professional Development News" – to introduce myself and share info. about upcoming opportunities.

February 5 – "Scholarship Funds for Spring Conference" - posted info. about scholarship funds available for Spring Conference.

February 22 – Posted reminder about deadline for scholarship application for Spring Conference.

April 16 - "Importance of Professional Development" – posted info. about the importance of professional development, scholarship dollars available, and resources available on

2010 Education Corner

By Barb Frogue, Vice President of Education.

The Spring Conference was April 30 in Columbia, Mo. Our theme was Regulations and Relaxation. We had an attorney from Springfield speak about the legal rules in the volunteer management world and an RN from Columbia spoke about relaxation. Thirty members attended the conference and we had four sponsors: Laurie's Shoes, Book Worm Books, Life Uniform and The Gold Refinery.

A new approach was piloted for the Fall Conference at Tan-Tar-A this year. We combined with MAHA for the general speaker and the sponsors in order for our group to have better access to all

the sponsors and save expenses on the overall conference.

The breakout session for us will have a speaker from Kansas who will be speaking on how we must do more for the public with limited volunteers and how it can be done.

Separate sessions for gift shop managers were held and enjoyed by all.

Respectfully submitted,
Barbara Frogue
VP of Education



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

Region 1

Region 1 met in March, July and September at local restaurants. We had a very good attendance at each meeting. Some of the topics covered were: Spring conference, National conference, ideas for National Volunteer Week, teen programs and several other topics that some of the new members had questions about. We had a Retirement Party for Beverly Taulbee and wished her well. We will have another Retirement Party for Lynn Hardy on Nov. 9. Region 1 members enjoy the social and educational opportunity of getting together with fellow MAHVRP members.



Jean Moorefield
Volunteer Director, Liberty Hospital
Region 1 Representative

Imagination
is
more
important
than
knowledge.

...Albert Einstein



A report from Stephanie Spradling, CAVS, Co-Chair for the AHVRP National Conference 2010... Conference Planning Committee, Co-chair.

Missouri was the host state for the 2010 AHVRP Conference and Trade Show, the host city being St. Louis. DVS Co-Chair was Stephanie Spradling, CAVS, CoxHealth, Springfield - Auxilian Co-Chair was Sally Rundquist, RN, BS, St. John's Mercy, St. Louis. (Sally was also a session presenter.) The following MAHVRP members served on the planning committee:

Kylie Latham – Siteman Cancer Center, St. Louis, Hospitality Chair (Stepped in to replace Barb Fradkin when Barb lost her job early in the planning. MAHA member Margie Beadles, served on Hospitality committee.)

Kathy Hoff, CAVS, Children's Mercy Hospital, Kansas City: Hospitality/First Time Attendees Reception (Also serving with Kathy on First Time Attendees was MAHA member Diane Dunavant.)

Paula Moore, CAVS, St. John's Regional Medical Center, Joplin: Public Relations/Marketing/Hospitality
Valerie Weber, MHSA, Capital Regional Med. Center, Jefferson City: Networking/Table Topics

All met on site in February, 2010, at Union Station Marriott where the conference was going to be held for a two day planning meeting. We met by conference call the 2nd Friday at 11am each month thereafter. MAHA donated \$3,000 for the purchase of the conference tote bags and also sent volunteers from all over the state to work the conference.

The conference went well, with many, many favorable comments about the conference sessions being relevant,

speakers dynamic, volunteers friendly, and the city of St. Louis being accommodating and economical. Kathy Hoff, CAVS and Valerie Weber, CAVS were session presenters and represented Missouri well.

Several vendors were secured for sponsorship of the extremely successful Evening at the Arch event. 250 attendees had the opportunity to ride a tram to the top – it was a clear night, mother nature was cooperating and many snapped great shots of St. Louis. The caterers did a fabulous job with food and drink. The newly remodeled Westward Expansion museum was open and a local jazz trio entertained all.

All in all we can be proud of our committee members who served and helped to make this the BEST conference ever!

The Community Blood Center of Kansas City wins MAHVRP Volunteer Program Award in 2010

Each year at the Missouri Hospital Association Convention and Trade Show, an exceptional volunteer program is recognized. The call for nominations comes through the Midwest Association of Healthcare Volunteer Resource Professionals (MAHVRP) organization and entries are judged by professional healthcare volunteer managers from around the United States. This year, twelve nominations were submitted.

This year, the award winning program is called **Drivers for Life** and was created and overseen by Pam Keenan, the Volunteer Manager at the Community Blood Center of Kansas City,

MO. This program began with only one volunteer in May of 2009 and currently consists of 30 active volunteers who pick up donated blood at multiple donor locations and transport it to the laboratories of the Community Blood Center of Kansas City for testing. These volunteer drivers ensure that the donated blood is safely picked up and delivered meeting strict time requirements. In the first year alone, this volunteer program reduced transportation costs by an estimated \$258,000. And volunteers preformed 2,465 hours of service...a value to the Community Blood Center of Kansas City of nearly

\$50,000. This volunteer program operates in both Kansas and Missouri serving 70 counties and 70 hospitals.

Everyday hundreds of patients in area hospitals depend on the Community Blood Center to provide blood for their life-saving medical treatments. These volunteer drivers touch the lives of literally hundreds of patients and their families. And the program supports blood **donors** by ensuring their gift of life will reach patients in need. **The Drivers for Life Volunteer Program** truly helps save lives. Congratulations for Pam Keenan and her organization!

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.

Continued from page 2...Jill Mechler report:

the MAHVRP and AHVRP website. Specifically suggested members check out the "AHVRP Conference Justification Toolkit" resources.

July/August/September - Communicated to MAHVRP members about the Scholarship Fund and upcoming opportunities for professional development including AHVRP Conference, website, AHVRP webinars, and the importance of professional development (via the MAHVRP website member discussion board.)

July - Communicated to MAHVRP membership about CAVS Exam at AHVRP Conference.

Spring: Produced article on professional development and scholarship fund in Spring MAHVRP Newsletter.

I made the suggestion in 2010 for the Board to consider whether Scholarship Funds could also be made available for use for AHVRP webinars. The AHVRP webinar series (Education on Wheels, Principles Course) provides great education and resources. If travel expenses are an issue, using funds for a webinar may be a nice option. The decision was made by the Board not to make this change in 2010, but to consider the idea for 2011.

An event was hosted at St. Louis Children's Hospital on September 30 for the pediatric hospitals coming to St. Louis for the AHVRP Conference. Lynn Hardy and Jill Mechler worked together and coordinated efforts with AHVRP planning committee. 30 fellow AHVRP conference attendees representing pediatric hospitals from across the country had the unique opportunity to network with their pediatric peers on a variety of topics including volunteer management, leadership and retention.

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Lynn and Jill also partnered together in 2010 to create a pediatric listserve which now includes 50 volunteer professionals representing CHCA hospitals. This has resulted in an outstanding networking resource for our pediatric hospitals who are now linked across the country.

Thank you to the MAHVRP Board for the opportunity to serve in 2010 and to contribute to the professional development of our members.

Respectfully submitted,

Jill Mechler

10/30/10



"A conference to remember!" "The bar has been raised on conferences...!"
...these were the comments from attendees of the
AHVRP Annual Educational Conference held in St. Louis in 2010!

*Look for information coming soon on the AHVRP website, www.ahvrp.org,
regarding next year's conference in St. Petersburg, Florida!*

	www.mahvrp.org
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