2005 MADVS FALL EDUCATIONAL CONFERENCE

Tan-Tar-A
November 2-4, 2005
MADVS: “Leadership: Making the Connection”
All MADVS events will be in Room 60 unless otherwise specified.

Wednesday, November 2, 2005
8:00 – 9:15 Registration Open
9:30 – 11:00 MADVS Board Meeting (Officers and chairs attend) – Room 64
11:00 – 12:00 Set up Silent Auction, 50/50 Raffle and Sponsor Displays
12:00 – 1:30 Lunch (on your own) at Black Bear Restaurant
Visit Sponsor Displays/Silent Auction
1:30 – 4:00 Afternoon session: Sponsors and Speakers Make the Connection
Welcome/Overview
Introduction of Sponsors.
Speaker – Brent Brazell – “Leading Multiple Personalities”
4:00 – 4:15 Break and Silent Auction
4:15 – 5:15 MADVS General Meeting (All members welcome)
6:30 – ? TNT Dinner/Installation of 2006 Officers (location TBA)

Thursday, November 3, 2005
8:45 – 10:15 MHA General Session
10:15 – 11:00 Break, Silent Auction and Sponsor Displays
11:00 – 12:15 Speaker, Shar McBee – “To Lead is to Serve” – Part 1
12:15 – 1:45 MHA Awards Luncheon
2:00 – 3:30 Speaker, Shar McBee – “To Lead is to Serve” – Part 2
3:30 – 4:00 Break, Silent Auction and Sponsor Displays
4:00 – 5:00 Speaker, Bruce Hartley, “Volunteerism: To Brazil and Back”
5:00 Sponsor Displays come down, Silent Auction & 50/50 Raffle Ends

Friday, November 4, 2005
8:30 – 9:00 Set up Resource Corners
9:00 – 9:30 Silent Auction “Pay & Take” & 50/50 Raffle winners announced
View Resource Centers
9:30 – 10:30 2005 Board Appreciation and CAVS Graduation Ceremony
10:30 – 10:45 Break, View Resource Centers
10:45 – 11:45 Speaker, Catherine Jones – “Creating Commonality – Leadership Skills to Bridge the Generation Gap”
11:45 Closing Remarks
12:00 – 1:30 2006 Board Planning Meeting/Luncheon at Black Bear Restaurant

Kathy Hoff, CAVS, VP of Education
Minneapolis was a great place to have our 2005 ASDVS meeting….I had forgotten what a beautiful Midwest city Minneapolis is….but then it was 1976 when I was last there during the bicentennial celebration! It is always great to see fellow MADVS members and catch up with news from around Missouri as well as meet other volunteer directors from throughout the nation.

Highlights for me….besides the great restaurants and good company were: The Networking Table Topic session sharing common concerns, ideas and best practices. I chose the table for “Hospitals with 100 Beds or Less” where we discussed volunteer hours, recruiting and orientation. The “neatest thing” at this table was becoming acquainted with the moderator who was Beverly Epps. Beverly is our 2006 ASDVS President Elect!

The concurrent session, Leadership and the Art of Negotiation, was presented by Julie Fryckman, who also was the opening session speaker. I learned negotiation is not about conflict…gather your facts and “evidence”, be clear and concise with your facts, anticipate and address possible questions, and turn weaknesses into strengths.

Leading Leaders was presented by Joslyn Park, a Volunteer Director from the Mayo Clinic in Phoenix, Arizona. She was an excellent presenter and enjoyable to listen to. One tip for all of us when the JCAHO survey team comes to your facility and asks a volunteer, “What is their role in mission of the organization?” Answer is: “I show up!” I also “learned” that the Gift Shop is really an “oasis of happiness” for volunteering, but then I think that could be applied to all volunteer opportunities at Ellis Fischel!

Risk Management Issues in the Volunteer Department was very interesting, but there was not enough time to answer all the questions! Hot questions asked had to do with, of course, background checks. Also discussed were security issues, workmen’s comp, and patient safety.

There was even time to take in the “Mall of America”….no way could you see every store in the 4 hours we were there…dinner at Bubba Gumps was fun.

Lastly, congratulations to Jean Anton for a job well done, having served on the ASDVS 2005 Conference Planning Committee…it was a great conference! Congratulations also to Bruce Hartley, who will be serving on the Nominating Committee on the ASDVS Board for 2006. Looking forward to seeing everyone at MHA in November.

Emily Smith, CAVS, Secretary
Stuff from Steph. (our Prez.)

Continuing education is so important to a DVS and attending conferences is one of our best ways of keeping up with the latest trends in our field and the national conference in Minneapolis in September did not disappoint those of us who attended this year. The conference was everything it promised to be! Missouri had a great attendance (as usual!) and we gathered one night to celebrate our friendship at the ‘The Melting Pot’ (a fondue) restaurant. It was an honor to be asked to present a Best Practice presentation on our newsletter to the Leaders Group. That makes 2 years in a row that Missouri has had a best practice to present!! All in all it was a wonderful conference and we all left with new ideas and a reenergized spirit.

The fall conference is now upon us and the opportunity for education and growth is being presented in a big way this year. There is something for everyone! You don’t want to miss the general sessions, the MAHA group has changed their education this year to include their gift shop seminar and we at MADVS have secured several fantastic speakers including the internationally known Shar McBee author of “To Lead is to Serve.” You will want to hear her presentation!

The conference is going to be jam packed with all kinds of excitement and activity you don’t want to miss out on. It’s not too late to come if you haven’t signed up! See you at TanTarA...

Stephanie Spradling, CAVS, MADVS President

TONGUE FU! TIPS from Gwen Fujie
(speaker at ASDVS National Convention)

1. When people complain, don’t explain, take the AAAA train.   
   Agree ("You’re right.") Apologize ("I’m sorry.") Act ("And I can …")
   Appreciate ("Thanks for …")
2. Don’t know what to say? Don’t deny or defend. Ask, “What do you mean?”
3. In a disagreement? Replace the word “but” with the word “and” so you’re connecting what’s being said rather than canceling it.
4. Something gone wrong? Focus on the future with “next time” instead of punishing the past with “should.” Be a coach, not a critic, so mistakes become lessons, not failures.
5. Are people arguing? Find solutions, not fault. Put your hand up and say, “Let’s not do this, instead let’s …”
7. Circumstances not to your liking? “We can’t always choose or control what happens to us. We choose how to respond to it.” - Victor Frankl
SILENT AUCTION AT TAN-TAR-A
The Silent Auction Committee needs your help. Please don’t forget to bring your donations to help make this a strong money maker for MADVS. The committee welcomes donations from your gift shops or your community that could be used in other parts of our state (ie: restaurants, etc).

E-mail Mary Cunningham, if you have questions, at cunnmb@stlo.mercy.net.

2005 MADVS BOARD of Directors

THANK YOU to the 2005 MADVS Board of Directors for a wonderful year!

President Stephanie Spradling, CAVS. stephanie.spradling@coxhealth.com
President-Elect/Newsletter Bruce Hartley, CAVS, director_bruc@yahoo.com
Vice-President/Education Kathy Hoff, CAVS. kathy.hoff@tmcmed.org
Education Committee: Bruce Hartley, CAVS
Secretary Janell Patton, CAVS, janell.patton@coxhealth.com
Treasurer/Membership/Finance Cindy Fishman, CAVS, cj7668@bjc.org
Finance Committee: Jean Anton, CAVS, janton@shrinenet.org
Members-at-Large/Membership Committee:
  Region 1 Beverly Taulbee, CAVS, btaulbee@saint-lukes.org
  Region 2 Barb Fradkin, CAVS, fradbj@stlo.mercy.net
  Region 3 Aileen Campbell, Voldir@pchmo.org
  Region 4 Carol Steward, CAVS, carol.steward@ozarksmedicalcenter.com
  Region 5 Amy Davis, adavis@brhc.org
* Nominating Committee Chair Jeri Grimes, CAVS, jlgrimes@carondelet.com
* Nominating Committee: Janell Patton, CAVS
  Bev Taulbee, CAVS
  Jean Rathgeb, CAVS, jrathgeb@bjc.org
  Rita Laws, CAVS, rlaws@carondelet.com
* Professional Development Kay Steward, CAVS Stewardd@health.missouri.edu
Hospitality/Historian Rose Mays, rmays@mail.crmc.org
Promotions/Web Debra Dickinson, CAVS, deb.dickinson@hcamidwest.com
Legislative Jeri Grimes, CAVS
Policy & Procedures/By-Laws Tina Norris, tnorris@bjc.org
Thank you to the Nominating Committee for creating this slate of officers for election...

President
Bruce Hartley, CAVS, director_bruce@yahoo.com

President-Elect/Newsletter
Kathy Hoff, CAVS. Kathy.hoff@tmcmed.org

Vice-President/Education
Beverly Taulbee, CAVS, btaulbee@saint-lukes.org

Secretary
Barb Fradkin, CAVS, fradbj@stlo.mercy.net

Treasurer/Membership/Finance
Cindy Fishman, CAVS, cjt7668@bjc.org

Members-at-Large/Membership Committee:
Region 1
Jean Cannon, Jcannon@libertyhospital.org
Region 2
Barb Hutchison, CAVS, barb_hutchinson@ssmhc.com
Region 3
n/a
Region 4
Paula Moore, CAVS, pmoore@stj.com
Region 5
Donna Abney, dabney@bjc.org

Nominating Committee:
Judy Constable, judyconstable@brhonline.org
Ruth Ann Menneke, ramenne@audrainmedicalcenter.com
Emily Smith, CAVS, SmithES@health.missouri.edu
Carol Steward, CAVS, carol.steward@ozarksmedicalcenter.com

The following appointed committee chairs/members have agreed to serve on the board...

Education Committee:
Kathy Hoff, CAVS
Amy Davis, adavis@brhc.org
Mary Kay Hoelsher, Mary_Kay_Hoelsher@smchc.com

Finance Committee:
Jean Anton, CAVS, janton@shrinenet.org
Jean Rathgeb, CAVS, Jrathgeb@bjc.org
Debra Dickinson, CAVS, deb.dickinson@hcmidwest.com

Nominating Committee Chair
Stephanie Spradling, CAVS, stephanie.spradling@coxhealth.com

Professional Development
Kay Steward, CAVS, Stewardd@health.missouri.edu

Hospitality/Historian
Linda McIntosh, ldmcintosh@freemanhealth.com

Public Relations/Web
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Legislative
Jeri Grimes, CAVS, Jlgrimes@carondelet.com

Policy & Procedures/By-Laws
Mary Kay Hoelsher, Mary_Kay_Hoelsher@smchc.com
As you can see, the MADVS delegation had a blast at the ASDVS National Convention this year in MN. Hope you can join us next year at the ASDVS National Convention in Philadelphia, PA, Sept. 20-23, 2006.