



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

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

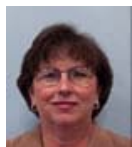
www.madvs.org

President

Beverly Taulbee, CAVS

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

A Message to Members



It's hot in the Midwest! All we have to do is step outside to know summer is upon us. But I'm not talking about the weather. I'm talking about all the great things MADVS volunteer managers are doing. Sometimes it is difficult to see the big picture when the day today "stuff" is in our face. I hope you will take the time to stop what you're doing for just a few minutes, and really think about the opportunities and experiences you are providing. The wonderful programs you coordinate within your facilities and those that reach out into the communities are all successful because of you!

We've got some great educational and networking opportunities coming up this fall that will rekindle our enthusiasm and energy.. I know budgets are tight, not only for \$ but also our time. You owe it to yourself to make the time to attend if at all possible. You really will not want to miss them. You can read more about the MADVS and AHVRP conferences by logging onto our website at:

www.MADVS.org or you can go to www.AHVRP.org

I'm collecting items for the "All Things Ruby" silent auction basket that MADVS is donating to the AHVRP Annual Conference in Anaheim, CA. The theme is in recognition of the MADVS 40th anniversary. We've got some great items for the basket already. Some of you brought items to the Spring Conference for the basket, which I've included. Last year we donated a handbags & wallets basket, which was a huge hit and set the bar high for MADVS again this year. We need your donations to reach the bar set in '07. Items the color of ruby/red should be given to me or someone else that is attending the annual conference. You can check with me or your Region Rep to find someone in your area that will be attending.

To avoid the hassle at the airport, I will be shipping the basket and items I've received to California to the Silent Auction Co-Chair by the deadline of August 13th. **Try to get your items to me before the Aug. 13th, if you possibly can.**

Have a great summer and I hope to see all of you at one or both of the upcoming conference!

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Reminder

- ✓ The summer Board meeting is at 10:30 am, Wednesday, August 13th, in the MHA Office Jefferson City.
- ✓ Send agenda items to Beverly Taulbee, CAVS MADVS President



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

Promotions/Website Report

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

online at www.madvs.org

Kay Perry

Volunteer Coordinator
Columbia Regional Hospital
Legislative/Advocacy Report



Federal Advocacy Team Visits D.C.

This week, 32 hospital executives and board members traveled to Washington, D.C., with staff from the Missouri Hospital Association to meet with Missouri's congressional delegation. The event was part of MHA's Federal Advocacy Team program and focused on legislators with predominantly rural districts. Team members asked their legislators to support H.R. 4105, the Medicare Recovery Audit Contractor Program Moratorium Act, and encourage the Centers for Medicare & Medicaid Services to work with providers to address problems and improve oversight, consistency and transparency before extending the program nationwide.



REGION NEWS



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

Region 1

"MADVS Region 1 sends out a big thank you to everyone who lent assistance with the Spring Conference at the Hyatt in Kansas City in May. What a great learning opportunity for everyone who attended! Forty two Volunteer Administrators attended conference and twenty nine enjoyed the dinner sponsored by Scholastic Books. After hosting a very successful spring conference, MADVS Region 1 is looking forward to a summer meeting at the home of Kathy Hoff on July 10, 2008. Along with enjoying Kathy's new home at Lake Tapawingo and some special snacks and refreshments prepared by her husband, "Chef Galen", we will be networking and continuing a discussion regarding Summer Volunteer programs. Paula Gangel, University of Kansas Volunteer Manager, Vice President of Education for MADVS, and Region 1 member is feverishly working on plans for Fall Conference at Tan Tar A in November. We look forward to seeing everyone at conference in November."

Region 2

Kylie Latham
 Siteman Cancer Center
 Email: klatham@im.wustl.edu
 Phone: 314/747-9095

No report

Region 3

Marge Sullivan
 Director, Volunteer Services
 Southeast Missouri Hospital

No report



Donna Abney
 Volunteer Services Coordinator
 Boone Hospital Center

Region 5

We met at Capital Region Medical Center where continued our work on the By-Laws. Valerie Weber provided us refreshments from their new coffee bar the *Capital Cup* and gave us a wonderful tour of their new gift shop. Thanks again, go out to Beth Morell joining us from MHA.

Don't worry we did get to the By-Laws.



Paula Moore, CAVS
 Volunteer & Prestige Services Mgr.
 St. Johns Regional Medical Center

Region 4

Region IV's next meeting is Friday, August 1st at Maggie Mae's in Miller Missouri - hope to see you all there! Let's meet at 11 a.m. - if you need directions please call me at 417-625-2265 or e-mail me at pmoore@stj.com

Paula Gangel, Education Chairman

You are going to want to be at Tan-Tar-A! Look what we have got going on for the MHA Conference

Volunteer Directors: Missouri Association of Directors of Volunteer Services — MADVS

(Program sponsors include Alter's Gem Jewelry; Books Are Fun, HCI Jewelry, Masquerade Jewelry, Scholastic Books Inc., Scrubs & Beyond.)

Wednesday, Nov. 5

8 a.m.	Parasol II	Registration/Sponsor & Silent Auction Set Up
9 a.m.	Room 74	MADVS Board Meeting — Officers and chairs should attend.
10:15 a.m.	Parasol II	Welcome & Introduction of Sponsors
10:30 a.m.	Parasol II	“MADVS Award for Excellence Nominee”
11:15 a.m.	Parasol II	“National Conference Session Reports ... A Tornado of Information — Bringing the AHVRP Conference from Anaheim Home” — Kay Steward, CAVS, manager, guest relations, volunteer and auxiliary services, University Hospital and Clinics, Columbia, Mo., and Debbie Gibson, volunteer services manager, Saint Francis Medical Center, Cape Girardeau, Mo.
Noon	Parasol II	Lunch/Sponsor Presentations
1 p.m.	Parasol II	“Networking: Answers are as Close as the Click of Your Heels” — Valerie Weber, MHSA, Manager, Senior and Volunteer Services, Capital Region Medical Center, Jefferson City, Mo.
2:15 p.m.		Break
2:30 p.m.	Parasol II	“MADVS Award for Excellence Nominee”
3:15 p.m.	Parasol II	“National Conference Session Reports ... A Tornado of Information — Bringing the AHVRP Conference from Anaheim Home” — Barb Fradkin, CAVS, manager, volunteer services, St. John's Mercy Medical Center, St. Louis, Mo., and Lynn Hardy, CAVS, program manager, Children's Mercy Hospitals and Clinics, Kansas City, Mo.
4: 30 p.m.		Welcome Reception – Exhibit Hall
7:00 p.m.		Dinner & Entertainment (MHA) – ticket required

Gangel Con't

Thursday, Nov. 6

8 a.m.	Parasol II	Silent Auction & Sponsor Booths Open
8:45 a.m.	Salons B/C	MHA Opening General Session — “A Morning of Entrepreneurial Spirit, Social Responsibility and Radical Business Philosophy” — Ben Cohen and Jerry Greenfield
10:15 a.m.	Exhibit Hall	Mid-Morning Refresher/Grand Prize Drawings
11 a.m.	Parasol II	“CAVS Exam Prep Class” — Jeri Grimes, CAVS, director, volunteer services, St. Joseph Medical Center, Kansas City, Mo., and Paula Gangel, CAVS, volunteer services, University of Kansas Hospital, Kansas City, Kan.
12:15 p.m.	Salon B	MHA Awards Luncheon — ticket required — presentation of MADVS Award for Excellence
2:15 p.m.	Parasol II	“CAVS Mock Test” — Janel Patton, CAVS, director of community relations and volunteer services, Cox Monett Hospital Inc., Monett, Mo., and Paula Moore, CAVS, volunteer and prestige services manager, St. John’s Regional Medical Center, Joplin, Mo.
3:30 p.m.	Parasol II	Silent Auction/Sponsors
5 p.m.	Parasol II	Silent Auction — “Pay and Take” Displays Closed and Removed
7 p.m.	TBA	MADVS Membership Dinner

Friday, Nov. 9

9 a.m.	Salon A	MHA General Session — “Policy, Predictions and Election Year Politics” — Amy Walter
10:30 a.m.	Room 64	MADVS General Membership Meeting and Installation of Officers
Noon	Black Bear Lodge Restaurant	Lunch — New Board Member Meeting

Gangel, Con't.

Did you know what the annual median base salary was for Volunteer Services?

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

• Department	Median annual base salary		Median annual total cash compensation	
	2005	2004	2005	2004
• Volunteer services	56,100	54,000	57,200	55,700



Kathy Hoff, CAVS, Professional Development Chairman

The Joint Commission 2008 Volunteer Accountability Tool

As part of the accreditation process, The Joint Commission (formerly known as JCAHO) will be conducting unannounced visits. In order to maintain a constant state of “readiness,” I have created a document for your review, with appropriate responses are listed with each question. If you would like a copy of this tool, please contact me. Remember, if you don’t know the answer, you may say, “I don’t know, but I can ask my supervisor and find out.”

Remember, if a Joint Commission surveyor asks you a question, answer only that question...then zip it!



Learning to Kayak

By Kathy Hoff, CAVS

There are “life lessons” in everything we do. Working in a hospital helps us to keep things in perspective. Being with children all day makes us aware of living in the moment and experiencing joy. Watching geese fly teaches us about leadership and teamwork.

My most recent lesson was while learning to kayak. While lake kayaking is much easier than river kayaking, it’s enough excitement for me.

The first time out, I stayed close to shore just in case I tipped over and had to swim. Second trip out, I paddled even further and was quite a distance from the shore. My lesson came when ski boats started speeding past me. I learned to just ride the waves, and felt pretty good about being able to do that. What I didn’t understand is that when waves hit the shores of a small lake, they bounce back out. So now I was battling waves from both sides colliding into each other with me in the middle.

Isn’t life like that, too? You might work all day and the minute you get home, the kids want something, everybody is hungry, and you’re still thinking about how to solve a problem at work? Or the weekend comes, and it’s your grandchild’s birthday, a nephew’s graduation party, the yard needs mowed, church, the weekly grocery store trip, and the water heater goes out! It’s coming at you from all sides.

Out in the kayak, my favorite Bible verse came to mind, “Be still, and know that I am God.” So that’s what I did; I lifted the paddles out of the water and rode it out. Everything was fine.

Third trip out, I circled the entire lake. That ‘s when I was blessed by seeing raccoons, beavers, mommy and baby ducks and a blue heron catching a fish. It was exhilarating! This experience taught me that *sometimes* we have to just ride things out, and *all the time* we need to listen to and trust God and see what he has in store for us.

CONSIDER BECOMING AN MADVS BOARD MEMBER!



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

On behalf of the Nominating Committee, I would like to thank everyone who has already responded for consideration at an Officer or as a Committee Chair/member for 2009

I am still in need of filling positions for both the Membership Committee and the Nominating Committee. Please contact Shanelle Posten, Kylie Latham, Jean Moorefield, Tina Pridgeon or myself as soon as possible. These two committees are most important, AND, these are **NOT** time consuming. These are wonderful positions for members who would like to be part of the Board, but have time constraints!

THINK ABOUT IT!!!!

Looking forward to hearing from our membership.



Linda McIntosh

Volunteer Program Supervisor
Freeman Health System Joplin
TREASURER/MEMBERSHIP REPORT

Welcome New MADVS MEMBERS

Edlyn Donovan
Supervisor Auxiliary/Volunteer Svcs.
and Gift Shop
Ellis Fischel Cancer Center
Columbia, MO

Becki Carl Stutz
Lawrence Memorial Hospital
Lawrence, KS



The Starfish

There was a young man walking down a deserted beach just before dawn. In the distance he saw a frail old man, he saw him picking up stranded starfish and throwing them back into the sea.

The young man gazed in wonder as the old man again and again threw the small starfish from the sand into the water. He asked, "Old man, why do you spend so much energy doing what seems to be a waste of time?"

The old man explained that the stranded starfish would die if left in the morning sun.

"But there must be thousands of beaches and millions of starfish!" exclaimed the young man. "How can you make any difference?"

The old man looked down at the small starfish in his hand as he threw it to the safety of the sea, he said, "I make a difference to this one." *Anonymous*

*Remember we all make a difference!
Hope to see you at the conferences, Valerie*

2008 MADVS Board & Committees

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

Calendar of Events

Aug. 13th, Board Meeting @ MHA

AHVRP Conference
Sept. 4th - 7th, Anaheim, CA

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

Newsletter Deadline:
Oct. 6th

Please submit newsletter articles and pictures to

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

