



THINK NEWS

New England Association Directors Healthcare Volunteer Services

Volume 15, Number 2

Fall, 2003

•At the Fall NEADHVS Conference

Focus energies on top talents

“Leverage Your Top Values and Talents to Gain Personal and Professional Mastery” is the topic of Chrissy Carew of Nashua, NH, our speaker for the fall NEADHVS conference Friday, Nov. 7, at the Nashua Marriott. Registration (with continental breakfast) is from 8:15 to 9 a.m., with the program running 9 to 1 p.m. The luncheon, NEADHVS business meeting, ASDVS and AHA updates begin at 1 p.m.

Chrissy is an International Coach Federation (ICF) Master Certified Coach and a Coach University Certified Mentor Coach. She is the past vice president of the International Coach Federation (ICF), served three terms on the Board of Directors and four terms as the public relations chair. She has created, produced and hosted a coaching radio show and was featured in a weekly coaching segment on ABC affiliate WMUR TV News.

Chrissy formerly owned a public relations and event planning firm for over 10 years. Chrissy studied hotel and restaurant management at UMass Amherst. For more information, go to her website at www.coachcarew.com.

Chrissy and members of the Educa-

tion Committee have designed a workshop that will consist of active discussions, thought provoking questions, and interactive exercises that will both stimulate and challenge our members. You will gain insight into your own values, learn to focus energies on your top talents, and gain a renewed sense of confidence and vitality.

EDUCATION



Gloria Mancuso

Jack Barry of the American Hospital Association office in Burlington, MA, will update us on what is happening in health care, and Audrey Harris, ASDVS Executive Director, will bring greetings from our national society. The Education Committee has worked very hard in packing a lot of educational opportunities into this one day workshop. Plan on joining us!

Conference fee is \$85 for members and \$100 for non-members. Call Audrey Livingston, DVS, Middlesex Hospital, 28 Crescent St., Middletown, CT, 06457, 1-860-344-6735, for more information.

The Nashua Marriott, 220 Southwood Dr., is located off Route 3 (Everett Turnpike). Take Exit 8 and turn left at the light onto Southwood Corporate Park. Hotel reservations may be made by calling (800) 228-9290.

Gloria is Chief of Volunteer Services at the VA Medical Center, Providence, RI.



Coach and Trainer Chrissy Carew will be the featured speaker at the NEADHVS fall conference.

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Spring Conference on Cape Cod, May 25-27

Trade Show a success

By Marguerite Heithaus

Fund Development Chair

The Trade Show held on May 20 in Saybrook, CT, was quite successful for the exhibitors according to the post fair questionnaire responses I received. There were some comments that there were no buyers or decision makers, but in general the exhibitors felt it was worthwhile.

“Save the date” notices will be going out in November to prospective vendors for the 2004 spring conference fair. If anyone has the name of a particular vendor who might want to participate please notify me at margueriteh@greenhosp.org.

Marguerite is Director of Volunteer Services at Greenwich, CT, Hospital.

Interested in professional development?

By Lisa Coble

Professional Development Chair

I'm excited about working on the professional development committee. Anyone interested in working on PD should see me at the November conference in NH to do some brainstorming.

I'll be available at the hotel from Thursday, Nov. 6, after the CAVS exam through Friday afternoon, Nov. 7.

Folks should e-mail me at lcoble@lifespan.org if they would like to get together in NH to discuss professional development.

Lisa is Manager of Volunteer Services at Newport, RI, Hospital.

By Michelle Caruso, President, MADHVS

Massachusetts is proud to be hosting the NEADHVS spring conference May 25 to 27, 2004, at the Chatham Bars Inn in the heart of Cape Cod.

Established in 1914, Chatham Bars Inn rests atop a bluff overlooking the Atlantic. Guests can watch the waves break and take in panoramic views of Pleasant Bay and the open ocean from wicker chairs on the spacious veranda. The resort's 205 rooms and suites, set on 25 acres, combine the best of past and present in everything from fireplaces and exquisite hand-painted furniture to nightly turn-down service.

Most accommodations have patios or balconies, many with sweeping ocean views.

Chatham Bars Inn presents all the elements expected of a grand seaside

resort, including elegant cuisine in the ocean-view main dining room, cozy fire-side charm in the casual tavern and classic leisure attractions ranging from a private sandy beach to an outdoor heated pool, tennis courts, spa amenities, nearby golf and a fitness center.

It is a wonderful venue that will allow us to feed both our minds and our souls. To view the Inn, please go to www.chathambarsinn.com. Room rates have been established at \$175 and \$195/night.

Watch *Think News* for more information. Mark your calendar (and your budget) now so you don't miss out on this exciting conference.

Website reaches milestone!

By Jennifer Fitzpatrick, Webmaster

A milestone was reached this year with our ability to “broadcast” to members from the NEADHVS website to announce such things as *ThinkNews* being on our site, and “save the date” announcements.

Rita Maynard has done a spectacular job at managing the membership e-addresses, and has learned Excel in order to make this broadcasting possible. Many thanks to you, Rita!

It's been a challenge to keep fresh news on the site. I really need folks to send information to me to help make our webpages useful for our membership.

Jennifer is Manager of Volunteer Services at Mercy Hospital, Portland, ME.

Have you recently been visited by JCAHO? Tell us about your experiences. Do you have a new program you'd like to highlight? Send a short story and I'll include it for others to read. Do you know of a job opening that should be posted? Do you have some state news you'd like to share? Is there something that you'd like to see on a regular basis?

You can e-mail me (what else?) at [<fitzj@mercyme.com>](mailto:fitzj@mercyme.com).

There is usually a couple of days turnaround to post articles, but if you've got something to share, send an e-mail and I'll get things posted.



Technology is not enough

THANK YOU ALL FOR THE OPPORTUNITY TO SERVE NEW ENGLAND.

I am so proud to be your president...proud of our membership, proud of our educational programs and proud of our solidarity in the midst of national healthcare challenges.

As September's brilliant full moon heralds summer's end and the junior volunteers return to school, we all start another cycle. But, unlike last September, our country is at war. We have a color-coded alert system initiated last March which keeps us all "on guard" against invisible menaces everyday. As a society, we are becoming more isolated, more cynical and less civil to each other. Never has there been more information or higher technology available. Yet, we want more. And that, my dear colleagues, is where I think we shine.

With each article I read, or expert that I hear, our work is affirmed. They are telling us technology is not enough. People are looking for humanity. We bring the community into our facilities literally and figuratively every day of the week. Volunteers are the heart of our organizations. They add integrity to the technology.

Each day, their very presence celebrates life and our values and mission as healthcare providers. Volunteers have been a constant in healthcare since the first hospital opened its doors. They enable us to start new programs, offer new services and be sure the existing ones run smoothly. They are often the first and last person our customers see. And we are the facilitators for this wonderful resource.

So, as we start the next cycle in our year, I hope you all will take a look in the mirror at the amazing person there and reflect for just a minute on the amazing work you have the opportunity to do every single day. Does anyone have a better profession that we do?

Annie is Director of Volunteer Services at Parkview Adventist Medical Center, Brunswick, ME.

Save the Date!

The NEADHVS Spring Conference will be held May 25–27, on Cape Cod.

The conference will be held at the 90 year old Chatham Bars Inn.



Education Committee

2002-2003

Gloria Mancuso

Chair, Rhode Island

Annie O'Rourke

Maine

Lynne DeVivo

New Hampshire

Barbara Quinn

Connecticut

Linda Gaetano

Massachusetts

Marguerite Heithaus

Connecticut

Michelle Caruso

Massachusetts

Thomas Edward

Massachusetts

Jennifer Fitzpatrick

Maine

Audrey Livingston

Connecticut

Eileen Pelletier

Connecticut

Denise Roncarati

Rhode Island

Donna Silva-Fitchett

Massachusetts

ASDVS Workforce advocacy project coming to fruition

Following the diligence and hard work of our ASDVS Workforce Advocacy Committee and the response from a number of colleagues across the country, 52 best practice workforce advocacy programs have been selected to go on to ASDVS for publication.

The programs will be reviewed by the American Hospital Association's ASDVS and WorkforceAdvocacy staff and the final work will be published as part three of the "In Our Hands...How Hospital Leaders can Build a Thriving Workforce" series.

Never before has it been more obvious that the work we do engages individuals into healthcare careers. We must continue to tout our efforts as necessary and vital to any solution to building and sustaining a viable workforce in all of our institutions.

Whether it's job shadow opportunities, traditional student volunteer programs, sophisticated job skills training

initiatives or customized school-to-career programs, we must keep our leaders informed of the role we play in this very challenging dilemma.

In addition to this publication, ASDVS will be posting the committee's PowerPoint presentation to its website.

Members are encouraged to use this tool to present to their individual stakeholders. Whether the presentation is used at a department head or senior management meeting or presented to a number of professional groups at your state hospital association, we have a powerful story to tell as well as the documented tools to help get the job done.

Listed below are the committee members who have been involved with this project.

I encourage you to call any one of us to ask questions, obtain support or offer suggestions on how we can continue to move this work forward.

ASDVS WORKFORCE ADVOCACY



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Lynelle Abel, Chair

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Board of Directors 2003–2004

Annie O'Rourke
Maine
President

Toby Karl
Connecticut
Immediate Past President

Gloria Mancuso
Rhode Island
Education / President Elect

Linda Gaetano
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Rita Maynard
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Eileen Pelletier
Massachusetts
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Judy Kennedy
Massachusetts
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Marguerite Heithaus
Connecticut

Rita Maynard
Massachusetts
Fund Development

Lisa Coble
Rhode Island
Professional Development

Polly Coleman
Massachusetts
Bylaws

Millie Stewart
Maine
Newsletter

Jennifer Fitzpatrick
Maine
Website

Joe Dooley
Massachusetts
ASDVS Liaison

Linda Sarrasin
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Legislative Affairs

Kelley Boothby
Connecticut President

Sandy Cranford
Maine President

Michelle Caruso
Massachusetts President

Susan Tremblay
New Hampshire/Vermont
President

Gloria Mancuso
Rhode Island President

MEMBERSHIP



Rita Maynard
CAVS

Membership Statistics

It is always a pleasure to say hello to all members and report on our current membership statistics.

Membership has remained quite constant since last year at this time, as you can see:

	9/02	9/03
CT	22	24
MA	55	54
ME	24	20
NH	17	15
RI	8	10
VT	8	9
Totals	134	132

In addition, there are 17 honorary members. I look forward to meeting new members as well as first-time attendees at the Fall Conference. I encourage you to attend this very timely educational opportunity.

For more information or an application, visit the website or contact Rita Maynard at 508-427-3024 or rita_maynard@cchcs.org.

*Rita is Director of Volunteer Services
at Caritas Good Samaritan Medical
Center, Brockton, MA.*

ASDVS Certification Exam

Thursday, November 6, Nashua, New Hampshire
FMI: Gloria Mancuso, Education Chair, (401) 457-3002

The ASDVS certification exam is part of our fall conference in Nashua.

ASDVS sets high standards for healthcare volunteer administrators. A certification program has been developed to recognize professionals for their unique skills and knowledge in the field. Qualified candidates who pass the examination receive the designation Certified Administrator of Volunteer Services (CAVS). The ASDVS web site, www.asdvs.org, has more information. Handbooks are also available through the site.

Below TOP: Kelley Boothby of Hartford Hospital and Sam Roberts of Massachusetts General Hospital at the Extraordinary Program luncheon. **BOTTOM:** At the luncheon, Betty Acheson, left, of the VA Center in Vermont and Michelle Caruso of Jordan Hospital in Massachusetts.



On the MS Dixie II boat cruise were, left to right, Charlie Albero, his wife Betty Acheson of the VA Center in Vermont, and Gloria Jorel of the VA Center in Connecticut.



Opposite page, far column, from top: “Frank Sinatra” who in real life is Frank Cimorelli of the VA Health Care System in Northern Arizona, receives congratulations from Kelley Boothby (also a native Mainer) after his great performance. Patricia Poulin of the University of Washington Medical Center in Seattle, left, was elected president-elect of ASDVS. Pat is a graduate of the University of Maine and visits her family in Augusta, ME, every summer. (So, Maine claims her!) With her at right is Karen Stay of Swedish Medical Center in Seattle, who received the new ASDVS extraordinary member award at the annual meeting. Dancing on the dinner cruise were Jeanne Barrett of Southern New Hampshire Medical Center and her husband Gary.

Maine native is ASDVS president-elect

RENO, NV—Although attendance was down a bit at the ASDVS conference (much of it caused by cuts in travel budgets—especially in New England), the nearly 500 who did attend were very pleased with the outcomes. The acres of meeting space at the Reno Hilton made a huge difference in the layout of the conference, the food was very good and the slots were doing their job in taking our money.

One huge improvement was the location of the trade show, the silent auction and the resource room—altogether in one massive hall, where a bag lunch was also served. And there were plenty of tables for seating and networking. Many thanks go to all the New England states that sent items for the auction. Almost \$7,000 was raised for ASDVS, more than double the proceeds of last year.

Early morning hot air balloon races, golf tournament, a dinner cruise on Lake Tahoe, a leadership reception, and an evening with “Frank Sinatra” all added to the conference festivities. Space should be similar at the Atlanta Hilton next year when the conference is Sept. 9 to 13.

Alma Reidel of Arizona was installed as new president of ASDVS, and Patricia Poulin of Washington State is the president-elect. Pat, known to many in New England, is an Augusta, ME, native and a graduate of the University of Maine.



Also on board were, left to right, Michelle Caruso of Massachusetts, Millie Stewart of Maine, and Jean Barrett of New Hampshire.

From the Affiliated Group leaders meeting, Michelle Caruso provides this information:

AHA is raising the profiles of ASDVS and volunteer services departments by compiling best practices that were displayed at the AHA meeting of CEOs, mentioning volunteers in the bi-weekly newsletter that goes to all CEOs, periodically highlighting ASDVS accomplishments in the AHA News that goes out electronically every day to hospital CEOs, recognizing the Workforce Advocacy strategies of volunteer groups at AHA Board meetings, and continuing to try to get combined billing for memberships for those who can only cut one check.

The website, www.hospitalconnect.com, is a search engine that will have links to AHA, ASDVS, and any other state or regional websites, including NEADHVS. It is hoped that revenue can be generated by selling advertising on the site.

Dues and fees for ASDVS are subject to an increase, as costs have gone up 40 percent in 12 years, but the dues have not been increased. ASDVS staff is at 1.5 FTEs, with .5 being for Executive Director Audrey Harris, who is shared with the AHA Committee on Volunteers.

Soon, the Partners in Community Health (PICH) publication will be electronic instead of paper. The membership directory is already on line, and the conference manual was on a CD, which saved a huge amount of money in printing fees, and ASDVS Board meetings have been reduced by one to lower expenses.

ASDVS plans a membership survey which will include a salary survey, and the CAVS exam is being updated. The JCAHO White Paper (being revised), the CAVS Review Guide and "Tools of the Trade" are available on the website.



• On a national level

New England leaders

Judy Kennedy of Cape Cod Hospital in Massachusetts has been elected to the nominating committee of ASDVS.

Joe Dooley of the VA Center in Bedford, MA, serves on the ASDVS Board, and **Karla Roth** of Concord Hospital in New Hampshire is the past president on the Board.

Millie Stewart of Mid Coast Hospital in Maine has concluded a one-year term on the ASDVS Education Committee.

Scholarships available for fall conference

NEADHVS scholarships for the Nov. 7 fall conference in Nashua, NH, are available to members who could not otherwise attend.

The scholarships are a way of supporting members who cannot attend conferences because of financial situations at their institutions such as travel budget cuts.

To qualify, an applicant must be a NEADHVS member, employed in the field of volunteer management, use the funds only for the fall conference registration fee, and state the reason for the request.

Deadline for submission is 14 days prior to the conference registration deadline. The scholarship application may be printed off the website and mailed or faxed to Linda Gaetano, NEADHVS treasurer, DVS, Lowell General Hospital, 295 Varnum Ave., Lowell, MA 01854.

Once a scholarship is awarded, the treasurer will transfer funds from the scholarship account to the conference account.

A raffle to benefit the scholarship fund will be held at the fall conference.

“What do they see when they see you coming?”

ASDVS in Reno offered some new speakers this time around, and one was Stephen M. Gower of Toccoa, GA, whose sessions were generally packed. He was different (which was a plus) from any previous speaker and put his heart and soul into every “performance.”

He describes “What do they see when they see you coming?” as the “Power of Perception Over Reality” and offered his audience these 10 points:

1. Examine the language factor. We do not all speak the same language, even if we all speak English.
2. Consider the pace perspective. We all have different starting points. We do not all run at the same pace.
3. Respect the power of “thatch.” Others perceive you from underneath their own Thatch Hut. Their thatch equals the accumulation, the residue, of all that they have previously experienced. How they perceive you has more to do with them than with you.
4. Remember their capacity to “persimmonize.” Something you consider insignificant may seem very significant to ‘thatch-based’ insecure partners.
5. Ponder the points of perception. Value the following: Personality. Persistence. Performance. Presentation. Preoccupation. Peaks. Punishment and Praise.
6. Evaluate your behavior. Is your inappropriate behavior aggravating the situation?
7. Isolate the ‘frustration-precipitator’. Ask ‘What is my inappropriate behavior? Why is my behavior inappropriate? How can I modify?’
8. Refuse to underestimate the power of What? Why? How? What do they see? Why do they see it like that? How might I modify my behavior?
9. Utilize a ratio-log to benchmark behavioral modification. Monitor your thoughts, the behavior extending from those thoughts, and your intensity.
10. Never underestimate the power assumption holds over you. Do not assume that they know what you know, what you wish they knew or how you feel.”

At the Reno conference, Karla Roth, right, past president of ASDVS, received a certificate of appreciation for her work on the “Volunteer Summit,” from Audrey Harris, left, executive director of ASDVS.



High Impact Services— those that make a difference in patient care

Declining resources, finding interests of “new age” volunteers and helping patient units deal with the nursing shortage, are adverse trends in health care today, says Margie Harris of Florida, a well-known presenter to New Englanders. Margie presented her “High Impact Services that Really Make a Difference” workshop at Reno, attended probably by almost everyone who was there.

But these trends, she believes, can be turned into opportunities for volunteers and Volunteer Services Departments.

Her “Impact” approach to new service development includes identifying high impact criteria, meeting with key customers to generate service ideas, pulling together your own team with some out-of-the-box brainstorming, assembling a feasibility task force to reach a decision, creating the pilot service and tooting your own horn to trigger the “Wow!”

In trying to identify high impact criteria, she suggests asking the question, “What one thing would you do for your patients that would really make a difference?” Any service that “increases patient satisfaction” would be eligible here, she said. Margie said it is also important to meet with key customers to get the ideas flowing, such as nurse managers, supervisors, and directors. Then, it’s time to pull together a team, brainstorm, and select a service to pursue, keeping

in mind “what might constitute a *Win/Win*... for the organization, the key customers, the volunteers and your own department.”

Margie feels that assembling a “feasibility task force” is essential to the success of a new service pilot program, especially if the “right people” are involved. The work of this task force should include a “force field analysis” which she describes as a “useful technique for looking at those forces working for and those working against the implementation of a new service. It helps you weigh the importance of these factors and decide whether the pilot is worth implementing.”

Here, “the idea is for the positives to outweigh the barriers. As barriers are eliminated, the pilot decision moves toward the ‘go,’” she explained.

In creating the pilot, it is key to have an action plan, she said, and once the plan is accomplished, “keep the excitement level high by celebrating small wins along the way.” Now, it’s time to first “monitor, monitor, monitor,” then after the output measurements are in, “toot your own horn and trigger the *Wow!!*”

Margie explained how this process worked successfully in her hospital in Florida with such services as meal mates, transportation van and a student nurse to staff nurse program.

CALENDAR

Nov. 6—ASDVS certification exam, Nashua Marriott, NH., 10 a.m., fee, register through ASDVS website www.todaysvolunteer.org.

Nov. 7—NEADHVS Fall Conference, Nashua Marriott, NH, registration begins at 8:15 a.m.

Nov. 7—NHVTAHVS Annual Meeting, Nashua Marriott, breakfast at 7:30 a.m.

Dec. 10—MADHVS meeting and holiday celebration, Caritas Norwood Hospital, contact Michelle Caruso, mscaruso1@aol.com.

March 26—MSDHVS, Mid Coast Hospital, Brunswick, contact Lynda Rohman, lrohman@emh.org.

May 25-27—2004 NEADHVS Spring Educational Conference, Chatham Bars Inn, on beautiful Cape Cod, Massachusetts.

April 2—MADHVS meeting, Cape Cod Hospital, contact Michelle Caruso, mscaruso1@aol.com.

June 10—MADHVS Annual Meeting, Lowell General Hospital, contact Michelle Caruso, mscaruso1@aol.com.

June—MSDHVS Annual Meeting, Samoset Resort, Rockport, contact Lynda Rohman, lrohman@emh.org.

Sept. 9-13—ASDVS Educational Conference, Atlanta, GA.



Editor

Millie Stewart

THINK NEWS

New England Association Directors Healthcare Volunteer Services
c/o Mid Coast Hospital, 123 Medical Center Drive, Brunswick, ME 04011

Contributors

Lynelle Abel, Lisa Coble, Michelle Caruso, Sandy Cranford, Jennifer Fitzpatrick, Marguerite Heithaus, Audrey Livingston, Gloria Mancuso, Rita Maynard, Annie O'Rourke

News from our States

Connecticut

Audrey Livingston
President, CADVSH



Well, it's hard to believe that summer is coming to an end and fall will have arrived by the time you read this newsletter. Connecticut, along with a lot of other New England states, had a wet summer, and as I'm writing this, Hurricane Isabel is threatening our coastline. It makes us realize how little control we have over some things, doesn't it?

Connecticut has had a busy year with excellent programs. Most recently, Lynn McPhelimy, author of "In the Checklist of Life," presented an exceptionally practical (and humorous) program entitled, "Don't Worry!"

It was truly a motivating and inspiring session. Lynn has a gift for addressing serious issues in a way that never overwhelms or intimidates the audience. She offered helpful suggestions and real-life examples of how to deal with those jobs we always put off. For example, visiting a lawyer's office to prepare wills or a healthcare proxy, organizing important papers that we should be able to put our hands on at a moment's notice, or just sorting through the day-to-day clutter we so easily get bogged down with. She provided simple advice on how to accomplish all kinds of things. But we have to do it!

Personally, I'm still trying to get my life in order. However, my assistant, Michele, went home after hearing the presentation and did everything Lynn talked about--within 24 hours no less!

She puts me to shame.

To give you an update on membership, our group totals 42. We've lost a long-standing member, though. Nancy Green, DVS at Backus Hospital, retired after an impressive 23 years of service. She plans on playing "lots of golf and chasing lots of men!" I'm quoting her so consider yourself warned. She may show up on any one of those New England courses now that she has free time!

Nancy was also a member of NEADHVS and appreciated everyone's support and the special camaraderie we share. We wish you all the best, Nancy.

As you know, Connecticut was honored to host NEADHVS's Spring Conference in May. We hope you were edified, educated, enlightened and entertained! It was our pleasure to serve you.

Connecticut's annual meeting was held on Oct. 10 and featured internationally known trainer and speaker, Steve McCurley. His topic, "The New Face of Volunteerism," addressed current issues facing volunteer administrators today. Change has been overwhelming over the last couple of years, both within and outside our institutions. Steve will help us meet the challenge to augment services and enhance relationships for not only our staff and patients, but with our ever-evolving volunteer workforce.

At the conclusion of that program, my term came to an end; Kelley Boothby became Connecticut's new president. She will do a terrific job and my colleagues and I look forward to working with her.

Thank you for the opportunity to be part of the New England Board. I consider it an honor to have served with such outstanding and committed professionals.

Maine

Sandy Cranford
President, MSDHVS



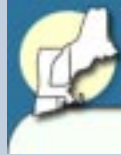
As the new president of MSDHVS, it is my privilege to share with you what is going on in Maine. The first thing that we get to do after a new slate of officers is elected is to have a board meeting – outdoors – at Millie Stewart's camp right on the ocean. The lobster is often delivered by boat, fresh off the ocean floor. And many of you know of the famous scones and sweet rolls baked by Millie.

The new officers are Lynda Rohman, president-elect and education chair; Roberta Sullivan, treasurer; Barbara Oliver, secretary; Joyce Paradis and Paul Arbour, members-at-large; and our immediate past president Connie Bright.

We have 29 members and six lifetime members. Our newest member is Elizabeth Bennoch from Stephens Memorial Hospital in Norway.

The fall meeting of MSDHVS was hosted by Jan Hannaford, DVS at Franklin Memorial Hospital in Farmington. Our subject was "Highlights in Preparation for Certified Administrator of Volunteer Services." A panel of our own members presented information designed to help those who wish to take the test. The same information is valuable education for members who do not plan to go for certification at this time. Mainers are grateful to NEADHVS for bringing the certification test to New England as many travel budgets have suffered cuts.

Some of you will remember that during our spring conference in Old Saybrook, the Maine contingent was



2004 NEADHVS Spring Educational Conference

May 25-27

*Chatham Bars Inn
Cape Cod, Massachusetts*

quite worried about impending new legislation which threatened to close some of our smaller hospitals, and overburden the survivors. Governor Baldacci's Dirigo health plan, now in effect, is an ambitious attempt to bring health coverage to all Maine citizens and rein in rising costs. The plan sets a 3% limit on hospital margins, and a 3.5% limit on hospital expense increases, as measured by "cost per adjusted discharge."

We are told that the country is watching Maine's "experiment." With all of the hospitals working together toward these changes, budgets have indeed tightened. But Mainers will not stand for losing our rural hospitals, which are important to all of us, urban and rural, large and small. Time will tell how successful this plan will be.



Massachusetts

Michelle Caruso
President, MADHVS

MADHVS is welcoming the change of seasons and kicked off the education meetings in mid-October. The MADHVS Board has been working diligently to address the needs of *all* its members and to that end, meetings are now held across the state, giving all our members the ability to attend at least one or two meetings each year. Therefore, our road trip kicked off on Oct. 17 at Baystate Medical Center in Springfield.

The program, "Legal Aspects of

Volunteerism," was presented by Jo-Ann Davis, JD, Director of Employee Relations, Baystate Medical Center. In this age of decreased funding and increased demand for services, this workshop addressed the Fair Labor Standards Act and where to draw the line when staff positions are reduced or eliminated, and Volunteer Services is asked to step in and fill the need. This is an issue that is pressing in many facilities.

MADHVS will continue its journey across the state to Caritas Norwood Hospital on Wednesday, Dec. 10. At this workshop, our own Kris Danna DeGraw from Brigham and Women, will administer the Myers-Briggs Test. While many of us have taken the Myers Briggs in the past, as we age and experience new situations, our new found knowledge and maturity can alter the traits we exhibited in our younger years. It will be interesting to see where our fellow MADHVS members lie on the Myers-Briggs. Understanding and accepting our differences will enhance our ability to work as a team and collaborate and cooperate more effectively.

This collaboration will be put to the test as Massachusetts plans for the NEADHVS spring conference in May, 2004. The December meeting also brings our annual holiday celebration and a chance to enjoy our MADHVS friends and reflect in the spirit of the season.

Spring will bring us to our annual trek to Cape Cod, this year at Cape Cod Hospital in Hyannis on Friday, April 2. Many members take this Friday meeting and turn it into a weekend "spring break" on the Cape. This year's topic will be "Communicate, Communicate, Communicate," presented by Pam Barber of Franklin Medical Center. Communica-

tion is key to success with volunteers, staff, and internal and external customers. How we greet patients and each other, how we value the importance of each job and customer, how we help, ask questions, and listen to volunteers and staff will be critical to the success of our mission. This workshop will be about customer service, first impressions, and how to effectively communicate within our hospitals.

June brings our annual meeting and a trip to Lowell on June 10. The topic will be "Cultural Diversity within Hospitals." As our culture changes and we feel the impact of globalization, it is important that we continue to address the needs of everyone and promote cultural diversity with our institutions. The election of officers and any by-law changes are voted at the annual meeting.

The year will end in the Berkshires on Friday, Oct. 15. Many of us will enjoy the foliage along Route 2 as we venture to Franklin Medical Center in Greenfield for "Chicken Soup for Volunteer Directors." This will be a light-hearted look at our profession with a dash of humor, horror and/or humanity. Stories will be shared from volunteer directors about situations that may have been humorous, sensitive, or challenging. After sharing, the group will work on how to resolve some of the problem situations. This workshop will be interactive, fun, and also beneficial. For example, what to do when volunteers can no longer stay in their assigned department after years of service due to forgetfulness or not being able to adapt to new tasks or skills. These situations happen to all of us, so we will have fun while problem solving.

Thanks to the education committee, our year is planned for us and we can now turn our attention to the spring conference. MA will be hosting NEADHVS

spring conference at the Chatham Bars Inn in Chatham, MA, right in the heart of Cape Cod. We hope you all will join us.

This and that ...

Many Massachusetts hospitals are participating in the "We Care" Initiative. Sponsored by the Massachusetts Hospital Association, the mission of *We Care* is to build a greater understanding for the current crisis in the Massachusetts healthcare system and to foster a serious dialogue about its future. *We Care* hopes to promote a groundswell of support for this concept which will motivate policy makers and legislators to make the difficult decisions needed to promote a strong and viable healthcare system in the state of Massachusetts.

Health Adventures continues on in many Massachusetts facilities. Polly Coleman of Caritas Norwood spearheads this program for at-risk middle school students. Currently, *Health Adventures* is active at Cape Cod Hospital, Leahy Clinic and Caritas Norwood, just to name a few. If you are interested in more information, please contact Polly at <pcoleman@cchcs.org>.

At the June Annual Meeting, the new MADHVS logo was rolled out. Jackets and shirts were presented to the Board members and are now available for sale to all MADHVS members.

Congratulations to Kris Danna DeGraw, DVS at Brigham and Women, on the birth of her new daughter.

It looks to be a very busy year in Massachusetts. An ambitious agenda has been put forth by the education committee and we look forward to new opportunities for professional development and time to share with our colleagues from across the state.



Rhode Island

Gloria Mancuso
President, RIAHVA

RIAHVA members participated in a School-to-Career Fair at the Crowne Plaza, Warwick, RI. There were over 400 educators in attendance. We were able to provide many of the educators information regarding volunteer opportunities available at our hospitals.

Our annual meeting was held at Westerly Hospital, preceded by a stress management workshop. Several RI hospitals participated in the 4th Annual School-to-Career Teacher Internship Program. Teachers from the state spend one week at a hospital exploring the various careers available to their students. They must incorporate this learning experience into their lesson plan for their students. The intent of this program is to ensure that the health care industry in Rhode Island will have an adequate supply of qualified health care professionals to meet the future needs of Rhode Island.

Our first meeting will be in October and we are planning a panel of members who have taken the certification exam to discuss the preparation for the exam. Several of our members have expressed an interest in sitting for the exam in November. In December, a representative from the Volunteer Center of Rhode Island will speak on its new DVS mentor program.

Several members have expressed an interest in mentoring, and we look forward to additional information.

Currently, our membership remains at 13 and our attendance at meetings is usually six to eight members. 2004 is an election year for RIAHVA and we will be establishing a nominating committee to present our next slate of officers for June 2004-June 2006.