

**ISDVS Semi-Annual Meeting Minutes
October 5, 2008
Coeur d'Alene, Idaho – Kootenai Health**

**Tracie Jensen, President
Presiding**

In attendance:

Last Name	First Name	Committee	Hospital
Albers	Sharon		St Luke's Meridian
Alejandro	Geri	Membership	Cassia Regional Medical Center
Borup	Sandi	The Book	Idaho Elks Rehabilitation Hospital
Clark	Sharon	By-Laws	Veteran Affairs Medical Center
Courser	Kim	Education	Bonner General
Dockins	Debi	By-Laws	Gritman Medical Center
Hobart	Debbie	Education	St Luke's Wood River
Irish	Lynda		St Joseph Regional Medical Center
Jensen	Tracie	Membership	Franklin County Medical Center
Nielsen	Sarah	Membership	Kootenai Health
Patterson	Kim	By-Laws	St Luke's Magic Valley
Potter	Karen	Membership	Gritman Medical Center
Reckmeyer	Cathy	The Book	Saint Alphonsus Regional Medical Center
Swenson	Rita	Membership	Eastern Idaho Regional Medical Center
Van Deren	Judy	Membership	Bear Lake Memorial
Zerwas	Renee	Education	St Luke's Boise

I. Call to Order President Tracie Jensen called the meeting to order.

II. Vote to approve officers
 Up for vote:
 Tracie Jensen, President
 Renee Zerwas, Vice President
 Sharon Clark, Treasurer
 Sarah Nielsen, Secretary
 Motion to approve by Judy Van Deren, Debbie Hobard 2nd, Approved.

Debi Dockins is the ISDVS Parliamentarian. Debi announced that the Idaho Committee on Volunteers would like to add a second DVS to their committee and keep the past chair for another year term. The committee feels as though they need to expand in order to do more things.

III. Approval of minutes
 Motion to approve by Debbie Hobart, Debi Dockins 2nd, Approved.

IV. Treasurer's Report Renee Zerwas

We started the year out with \$2,484.36 and paid out \$404 (which includes our meeting for Sun Valley, affiliation dues and president's dues). Twenty six people paid \$25 dues this year. We received conference reimbursement for \$735. The ending balance in our account is \$3,465.36. Dues are payable today, bills will go out as well.

V. What's going on at various hospitals:

- A. Tracie: Franklin County's Harvest Boutique is coming up. This is a crafts and food sale. Instead of having outside people come, they are focusing on internal so they can keep the revenue. Their Auxiliary President just put in to be nominated for Auxiliary Vice President so she can be back on the board.
- B. Sarah: Kootenai Health has a lot of construction going on. Also applied to become a recognized Safe Kids coalition and were approved. Oversight for the coalition falls under Sarah's job description.
- C. Debbie: St Luke's Wood River does not have any new construction right now but their foundation has raised over \$2 million dollars. Plans are to build a new Women's Imaging Center adjacent to the Wood River OB/GYN Center in a suite that was never completed. In total this will be an \$8 million project and open spring 2009. Money from their winter ball event will go towards that project. They also changed volunteer hours to better meet hospital and volunteer needs. Were working 3 shifts per day, now 2 shifts per day (9-1 & 1-5).
- D. Judy: Bear Lake is working on a 2-year goal to include an imaging center as part of their hospital. They also just completed a successful community health fair, 100 volunteers involved – a lot for their small community. They did 300 blood draws and 150 children attended with their families. All in a community of about 2,500 people! The event was so successful because they included activities for children. Operation Diabetes was present, as was the Idaho Dairy Council and a local dentist. There were fun stations (obstacle course, face painting, fish pond, ping pong ball drop, fitness events, and bike safety from sheriff's office), bone density, glaucoma, and massage. The hospital also held free blood draws for employees and volunteers during the month of October. Last year they held an Auxiliary retreat, very productive – set goals of wanting to increase Auxiliary membership & increase volunteer presence within hospital – in the end they exceeded those goals. Will hold another retreat this year, overnight at a hotel. Questions: what attracted you to the Auxiliary, tell a story about the time you felt most committed or proud of this organization, name three hopes and aspirations you have for our group, name one reason for optimism for how these dreams can come true, we are best when ..., Paid for by the hospital, not auxiliary fundraising. A

volunteer from their hospital is the LOVE award recipient, sad thing is that she passed away before being able to accept it. Foundation holds a “We’re Grateful” dinner for donors, she suggested also inviting volunteers to thank them for their time – made a huge difference in volunteer morale.

- E. Rita: started with a thank you to Debi and Karen from Gritman and their “Walk a While” program. Respect is one of their values and the Walk a While program fits into that. Launched the program in their hospital, rolled out in phases. First phase – 15 or more years of service (employees or volunteers), it went very well. Rita is excited that she learned about the program through this committee. Nice to have the research already done. Rita will be speaking on Tuesday about looking forward and new programs. They have two neonatologists and launched a very successful cuddler program. Also have a comfort care program. Has handouts including position descriptions & training if anyone is interested. Just started American Cancer Society Resource Center in their Cancer Center – ACS recruits the volunteers, they go through ACS training and also the hospitals volunteer orientation (Debi, Renee, Kathy & Lynda all have the programs in their hospitals). This created lots of discussion as the program works well in some hospitals and not so well in others. Made a great step this summer with including the Auxiliary and volunteers into one group. Had a picnic and the auxiliary invited all the volunteers.
- i. Debi Dockins gave an overview of the “Walk a While” program – started with the “Walk a Mile in my Shoes” book. Started after realizing that their external service was great, but the organization needed to focus on internal relations. Putting a nurse in the kitchen for an hour gives them a much different perspective. Survey filled out after the fact, “why did you choose this department, what did you learn, tell us something you are thankful for at Gritman.” Was paid time, each department manager wrote up a description to entice people to their areas. Had high attendance the first year. Currently in the 2nd year of the program, enthusiasm not as strong this year. Won Avatar award last year because of the program.
- F. Kim Patterson said that Lorraine Devey sends her thanks to the committee, her heart is with us. St Luke’s Magic Valley has a new hospital coming in two years. They currently have satellite campuses all over the city and are looking forward to coming back together. They just broke ground on a new physician center. Volunteers are growing in numbers, need to market toward baby boomers. Biggest success is patient advocate program started in Emergency Department last year, scores have gone up as a result. As of November, program expanding to Cancer Center. Kim’s goal is to grow Lorraine’s programs.
- G. Kim Courser: New to her position at Bonner General. At her first meeting with the board, they practically erased her from the by-laws. She is facing

resistance from the volunteers as they only want her to be a liaison, not director. She also runs the hospital gift shop as it is not run by volunteers. Their hospital bought the gift shop from the volunteers 6 or 7 years ago. Programs have a total of 47 adult volunteers, 4-5 juniors.

- H. Geri: Joint Commission just visited their facility. None of her files were reviewed as the reviewers got caught up in the tracer process. She is going to investigate what qualifies her to be over the clergy program. They are in the planning stages of Patient Advocate program, working with the Emergency Department. Needs the department managers on board before rolling out program (managers would be responsible for the staff as Volunteer Services Department does not have the time). As their hospital, Cassia Regional Medical Center, is part of Intermountain Healthcare, they need to focus on service. Shifting the name of their Auxiliary Board to “A Council” where they are advising instead of a board where they are making all the decisions. Have integrated volunteers with Auxiliary. Council will focus less on fundraising and more on service and how to help the hospital.
- I. Karen reported that Gritman has 200 college age volunteers. Junior volunteer program has a waiting list – they get requests from the community for volunteers. Launched a “heroes among us” program – anyone can nominate someone – patients, employees, etc. Win prizes based on points. Want to make it part of Gritman’s history.
- J. Debi reported that she went to the AHVRP meeting in California with Sharon. She has also purchased a chaplaincy book on how to run a program and is working on Nightingale program. Wants to start a state wide youth retreat to encourage networking opportunities. Gritman held their first annual capital campaign – want to raise \$3.5 million dollars to open a community wellness center (bought an existing building from the city for \$1). The 7th annual community Pink Tea is being held on October 21. Money raised at the tea pays for mammograms for people that can’t afford them. Their hospital also has a new CNO.
- K. Sandi reported that Idaho Elks Rehabilitation Hospital is currently doing \$1 million renovation/expansion on their 1st floor due to growth in the center for healing and hyperbaric center. Worked with SLRS’s to raise \$50,000 for pediatric rehab patients – new play equipment. Getting ready for holiday bazaar and bake sale.
- L. Sharon Albers said that everything is going really well at St Lukes’s Meridian.
- M. Lynda reported that the Emergency Department needed more real estate so they moved the gift shop so they moved to the 2nd floor and gained an

extra 400 square feet of space. The move has not affected sales at all. Their Emergency Department volunteer program has been hugely successful and is affecting patient satisfaction scores – they greet patients, get med lists, triage, etc. Helpful as admitting personnel is very busy. Lynda was also on the item writing committee for the new CAVS test. Their book cart has been very successful, building a 2nd one that will be left on the patient floors. Not a huge fundraiser but it's a good service.

- i. CAVS – Certified Administrator of Volunteer Services - is a 100 question exam for volunteer directors, need to have been a DVS for 2-years (at least 60% of position). Must be a member of AHVRP to take exam.

- N. Renee: In order to keep people in healthcare, they have quarterly meetings with junior volunteers and invite someone from a different area of healthcare to speak. This opens the door for other healthcare areas (not just doctors and nurses). Excited because Alexandra Manning is also a LOVE award recipient.
- O. Kathy: Their junior volunteers participated in a planning committee looking for ways to accommodate people wanting to come to the hospital to shadow a doctor, learn about specific departments, etc. Shared information from nationalservice.gov showing Idaho volunteer statistics. Also distributed LOVE Award & Junior Volunteer of the Year Selection Worksheets. Has a new gift shop system. Contracts with a business to run their gift shop and the business pays the manager on an incentive system.
- P. Sharon reported that she has two new collateral duties. She is in charge of the chaplain program and is now the Public Affairs Officer. There are three volunteer assignments that stand out in her mind: 1) Voting: American Legion Auxiliary & COAD visits patients to see if they need help registering to vote and helping homeless veterans register; 2) Long term care facility has had issues with patients becoming dehydrated: volunteers come around with a beverage cart; and 3) When patients come to the hospital and are isolated, or don't have family at home, what happens to their animals at home? Need a pet sitter program in place. The VA in Boise is growing like crazy and experiencing growing pains. They are building a new social work building, the regional office is moving onto their facility and they are digging on their front lawn to look at pipes. They have a new medical center director, new associate director and new chief of staff. All of the changes mean that the culture has changed considerably. They are also hoping to buy Mountain Cove School to help with space and parking issues. Have almost 800 employees now. In 2007, they had 500 volunteers, in 2008 have 350 – she's thinking the gas prices/shortage problem is one of the factors.

VI. Committee Reports

- The Membership Committee is going to send a letter to new DVSSs introducing our committee and assigning a mentor – mentors assigned both by location & by hospital size.
- The By-Laws committee will forward the By-Laws to me so I can send them out as an attachment with the minutes.
- The Education Committee reported that Sharon Clark will update new roster and email it, please make sure you keep your information current. Web resources: www.energizeinc.com, www.todaysvolunteer.org.
- The-Book Committee reported that they will list the names of all the hospitals and list all the book categories. Will have contest at April meeting – the first person to send in all 12 will receive a \$50 gift certificate to Boise Town Mall, first person to send in at least 8 will get \$25 gift certificate, first person to send in at least 5 will get a \$10 gift certificate. Everyone who sends anything in will go into a drawing for a \$15 gift certificate. Deadline April 1, 2009. Went up for a vote: motion passed.

VII. Time for fun and relaxation!

Renee gave a report on how to hula and still eat pineapple. She shared a poem by Ann West called “A Day in the Life of a Coordinator of Volunteers”. Copies of the poem were distributed. Don’t forget that November 1 is International Volunteer Manager’s Day.

Geri gave a report on “what to do when the volcano is spewing lava all over your luau.” Asked how many hospitals have EAP counselors, discussed centering yourself with Judy as a volunteer. Her message to the group is to really use your EAP counseling if you feel stressed out. It’s there for a reason ☺

Guest speaker Paula Taylor from Kootenai Health’s Rehabilitation Services Department spoke on ways to reduce stress in the workplace.

Meeting adjourned at 2:49 p.m.

See you in Boise!

Respectfully submitted,
Sarah Nielsen