

AUXILIARIES IN ACTION

A Publication of the Arkansas Hospital Auxiliary Association

September/October 2020

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2019-2020

AHAA President



Jan Gardner

Dear Friends,

It has been a hard battle fighting this Pandemic, but the fight is not over, so we do what volunteers do. We keep going. We stay active and steady.

I have worked this year with an AHAA board that I greatly admire. They are innovative, persevering, knowledgeable, concerned, team players. They have helped me lead our AHAA into Telecommunications and into the world of Electronics. All of our meetings since March have been held by teleconference and decisions have been made there and by emails and phone calls. We have changed bylaws to be voted on and made changes in the policies and procedures to handle future times like these.

We kept our organization viable for this state because it's important to the hospitals and the people of this state. AHAA provides leadership, information, educational programs, scholarships, recognition of people who deserve recognition not otherwise provided, and many other services that help Auxiliaries and others across the state.

Our Auxiliaries have proven time and again how strong they are. You as volunteers have been volunteering in your own ways. You've continued to knit or sew baby blankets, hats, stockings; you've made masks for hospital staff and the people in your communities; you've contacted each other to make sure you are well and doing ok; you've shopped for those who shouldn't or couldn't get out to do their own shopping; you've babysat and tutored grandchildren or maybe even other children; you've fed others in need; you've shown encouragement to people staffing our

(Continued on next page)

hospitals. So many different areas were covered because you're Volunteers and you care.

I was thrilled and honored to work with such a strong group of people this year. I'm proud to be an Auxilian and a member of this noble organization. There is still work to do. Kathy and the AHAA Board will continue to do the work during the next year. Support her and the AHAA Board as well as you've done this year.

COVID-19 will be controlled or cured at some point. People before us have overcome things like the Plague, Malaria, the Flu, Polio, and other devastating diseases. We the people of this Century will do the same with the Coronavirus.

So, stay safe, be strong, and don't quit Volunteering. Right now the world needs Kindness, so keep planting the seeds of Kindness.

Love you all,
Jan

The following proposed amendment is to be voted on by the delegates.

On page 31, Section 2: add Immediate AHAA Past President before AHA President
The section will read: Only elected officers, as listed in Section 1 above, as well as **the Immediate Past AHAA President**, AHA President and the Arkansas Society of Directors of Volunteer Services (ASDVS) President shall have a vote on motions made at AHAA board meetings.

At the May 28 Teleconference Meeting the following changes were made to the Policies and Procedures.

Insert new section on page 39 after Volunteer Hours and before Annual Dues:

Telephonic and Emergency Meetings

Telephonic Meetings: Meetings of the Board may be conducted by means of telephone conference or using other communications equipment whereby all persons participating in the meeting can hear and speak to each other.

Emergency Provisions for Telephonic Meetings: In the event of an emergency, as determined by a vote of the Board, that prevents holding a regularly scheduled Board meeting or annual meeting of the Delegates in any year, the transaction of other essential business will be conducted by mail or electronic transmission in accordance with applicable law.

Guidelines for Telephonic Meetings:

Ample time be given in advance of a teleconference meeting is to be held.

Member should seek recognition from the chair before beginning to speak and identify themselves before speaking.

Motions to be voted on by a roll call vote. The President or Secretary will call each voting member by name and ascertain their vote. The roll call vote will determine the outcome of the vote and will not be recorded in the minutes, only whether the motion passed or not.

The minutes should be approved as the Board minutes are usually approved.
 Action Without a Meeting: Binding action may be taken without a meeting upon the written consent of all Board Members then holding office. The written consents will be included in the minutes filed with the records and have the same effect as a unanimous vote. The written consent may be delivered to the President by electronic communication, and the signature of the Board member may be affixed to the consent by any reasonable means, including without limitation facsimile signature or electronic image.

On page 40 under Expense Allowance 2 a.:

Reimburse covered automobile travel at thirty-five cents (\$.35) per mile for the driver of the car with no attachment to AHA or any other entity reimbursements **if the reimbursement is fifty (50) miles or more one way. Special circumstances will be reviewed by the Executive Committee.**

ARKANSAS HOSPITAL AUXILIARY ASSOCIATION **STATE NOMINATION FORM**

(Please type or print)

For the Office of: President Elect ☒ X

Nominee's Name: Carol Evans	
Mailing Address: 2004 Surrey Lane	Harrison, AR 72601
E-Mail Address (required): larryandcarol1@windstream.com	
Phone Number(s): 870-416-9689	

Name of Auxiliary: North Arkansas Regional Medical Center Auxiliary
Name of Hospital: North Arkansas Regional Medical Center
Auxiliary Member (Total number of years): 12 years
Current District: Northwest

ELECTED OFFICES HELD IN AUXILIARY

Position	Local	District	State
(Show the year or years in each position)			
President:	2011-2013		
Vice President:	2009-2011		
President Elect:			
Secretary:			
Treasurer:	2014-2016	2017-2018	
Newsletter Editor:			
District Chair:		2018-2020	

APPOINTED OFFICES HELD IN AUXILIARY

Position	Local	District	State
Convention Chair:			
Legislative Chair:			
Committee Chair:	2008-2010		

ADDITIONAL LEADERSHIP POSITIONS HELD

(Please type or print in the space below)

I would like to introduce myself

My name is Carol Evans from Harrison and I belong to the North Arkansas Regional Medical Center Auxiliary and I'm running for the position of President Elect 2021 of AHAA. I'm currently The Northwest District Chair and have been in that position for two years. Prior to that I served in my Auxiliary as Treasurer, Vice President and President for a period of two years in each office. I was also Chairman of the ER Service Desk for about three years. While serving as President the CEO and myself set up a Volunteer Advisory Committee consisting of myself and at least seven other members. The purpose of this committee was to keep us up to date on what was transpiring in our Hospital and we could then take that information back to our auxiliary members but also help keep the general public up to date on the happenings at our Hospital. Prior to joining the Auxiliary I was Executive Officer of the Harrison District Board of Realtors for sixteen years. I managed anywhere from ninety nine to one hundred fifteen Realtors. I put together schooling and all meetings working with different committees. I feel strongly that leadership is not "I" but "We".

Thank you for your consideration.

Carol

ARKANSAS HOSPITAL AUXILIARY ASSOCIATION
STATE NOMINATION FORM

(Please type or print)

For the Office of: President Elect X
(Please check box)

Nominee's Name:	Dorothy Stringer
Mailing Address:	916 Ridgeway Hot Springs AR 71901
E-Mail Address (required):	dorothy.stringer@npmchs.com
Phone Number(s):	501-762-1338

Name of Auxiliary:	National Park Medical Center Auxiliary
Name of Hospital:	National Park Medical Center
Auxiliary Member (Total number of years):	5
Current District:	

ELECTED OFFICES HELD IN AUXILIARY

Position	Local	District	State
(Show the year or years in each position)			
President:	2016-2020		
Vice President:			
President Elect:			
Secretary:			
Treasurer:			
Newsletter Editor:	2015-2020		
District Chair:		2018-2020	

APPOINTED OFFICES HELD IN AUXILIARY

Position	Local	District	State
Convention Chair:			
Legislative Chair:	2017-2019		
Committee Chair:			

ADDITIONAL LEADERSHIP POSITIONS HELD

(Please type or print in the space below)

Gift Shop Manager 2016-2020
Scholarship Committee 2015-2020

EMAIL UPDATE FOR DOROTHY STRINGER: dorothis1001@aol.com

I believe we are given two lives; The one we are born in to and the one we choose. The first life we have is a traditional one: we grow up, have careers, marry, and have children. With our second life we have chosen to become volunteers. Sometimes the life of being a volunteer is hard and frustrating, but the rewards are great! As a hospital auxilian, if something needs done, we do it; if we need money for a project, we raise it; and if someone needs comforting, our hands and our hearts are extended. We accept multiple volunteer titles, (President, Gift Shop Manager, Newsletter Editor, Legislative Chair, District Chair) sometimes not knowing what the position entails but because it needs to be done. We volunteer for what we can give back, not for recognition or acknowledgement. I retired from Dillards as an Area Sales Manager due to an accident. I became a volunteer after several stays in National Park Medical Center. The volunteers were so kind and helpful. I felt like I should do something for the compassion and caring that I received. I look forward to working with such a dedicated group of people as we work toward our goals of excellence in growing our auxiliaries, doing more in-hospital programs, and expanding our community service projects. I have a favorite quote from Mother Teresa that I feel summons up what the AHAA does.

"We ourselves feel that what we are doing is just a drop in the ocean. But the ocean would be less because of that missing drop" Mother Teresa



PLEASE REMEMBER TO CHECK <https://www.arkhospitals.org/> UNDER "ADVOCACY" FOR VOTER VOICE ITEMS OF INTEREST TO YOU AND YOUR HOSPITAL. THERE MAY BE MANY ISSUES OF INTEREST AFTER THE NOVEMBER ELECTION WHICH ARKANSANS WILL NEED TO VIEW.



North Central District

Baxter Regional Medical Center - Mountain Home

Ruth Chrenko

Earl Liston

Northeast District

Arkansas Methodist Medical Center - Paragould

Lottie Brown

Mary Smith Johnson

Bertie Pagel

Northwest District

Mercy Hospital Berryville

James Cline

Mack Moore

Opal Faye Shoumake

Southeast District

Delta Memorial Hospital - Dumas

Jesse Gladden West



Received from President Jan:

I received a letter of thanks from a recipient of a College of Nursing Scholarship. I feel our membership need to hear some of what our money does for others.

Hello Arkansas Hospital Auxiliary Association Scholarship donor. My name is Bria Mays and I am a second year Physician Assistant Student. It is truly an honor to be selected for this scholarship. Since we are not able to meet personally, I wanted to include this picture with my written letter to help make it more personal. Thank you again for this financial blessing.



August 14th, 2020

Arkansas Hospital Auxiliary

Hello. My name is Bria Mays and I am a second year Physician Assistant student. It is truly an honor to be a student in the UAMS PA Program and a recipient of the Arkansas Hospital Auxiliary Association Scholarship. When I received my award notification, I was very elated, honored, and thankful to be a recipient. This scholarship will truly serve as a financial blessing. Therefore, I would like to say thank you for viewing my application and selecting me as a recipient.

I have successfully completed my didactic phase of PA School and I am now enjoying clinical rotations. It has been such an amazing feeling to apply the medical knowledge that I have obtained and also to be able and learn daily from first hand experiences. My goal while on rotations is to take every opportunity to learn from various medical providers and continue to work and grow into a great PA so that I am culturally competent and able to provide my patients with great quality care. I currently serve as a mentor for the new class of PA students and also provide my time to help mentor students who are interested in the PA profession. Another one of my goals

is to help create ideas with faculty and students so that we are able to serve our community and bring awareness to the great aspects of a PA. I have a passion for serving the community and have definitely missed the opportunities since things have changed due to the pandemic. I am eagerly looking forward to being able to volunteer again and especially serving those in the underserved communities. I am also looking forward to working and mentoring minority students to help increase the diversity in the PA program.

In addition to working towards becoming a great PA, I also have personal activities I enjoy during my free time. Some of these activities include enjoying the beautiful nature of Arkansas, shopping, spa days, traveling, spending quality time with family and friends, and being a dog mom to my Shih-Tzu, Toby.

As I advance in my career as a PA, I am looking forward to obtaining additional certifications. I have always had a passion for teaching. Therefore, I am looking forward to becoming involved with an academic institution as an adjunct faculty member so I can help grow and teach future PAs. I also look forward to networking with other medical providers and serving in underserved countries on medical mission trips.

I really look forward to personally meeting you in the future and expressing my gratitude. I can not say thank you enough. It is truly an honor. I will continue striving to make you proud to have chosen me as a recipient of your scholarship and serving the community. If there is ever an opportunity to help volunteer with the organization, please let me know. May you and your family remain safe during these unprecedented times.

Thank you again!

Burcia Mays, PA-S



METROPOLITAN

ARKANSAS CHILDREN'S HOSPITAL

ARKANSAS STATE HOSPITAL

BAPTIST HEALTH – LITTLE ROCK

BAPTIST HEALTH MEDICAL CENTER - NORTH LITTLE ROCK

Becky Blackard

What a year this has been! For the safety of our volunteers/auxiliary members on March 13, 2020 Baptist Health administration furloughed our Volunteers/Auxiliary Members here at BHMC-NLR. On April 3, 2020, BHMC-NLR administration placed our Volunteer Coordinator/Gift Shop Manager Becky Blackard on furlough. It has been quite an adjustment for all of us. Becky and the volunteers kept in touch via email and phone. Becky would send the weekly Huddles out to the Volunteers/Auxiliary members. Prayer requests, concerns and Baptist Health updates were passed along to the members. We have such a great group of volunteers and they care so much about each other and their families.

On July 27, 2020 Auxiliary/Volunteer Coordinator Becky Blackard was invited to return to work at BHMC-NLR. She was asked to re-open the BHMC-NLR Gift Shop. The Gift Shop is open Monday - Friday 9 AM - 2 PM, and that has been her primary responsibility.



The staff was so excited to have the Gift Shop opened and the sales have been great.



Becky is still keeping in touch with the volunteers/auxiliary members via email and phone.

We are so grateful for the opportunity to serve here at BHMC-NLR. We are so looking forward to the return of all the Volunteers/Auxiliary Members.

CHI ST. VINCENT INFIRMARY / SHERWOOD

CHI ST. VINCENT MORRILTON

Tammy Smith

We don't have any items to report for the newsletter for May, June, July or August, our Auxiliary are still off due to the COVID.

SALINE MEMORIAL HOSPITAL

UAMS MEDICAL CENTER

W. P. ROCKEFELLER CANCER INSTITUTE

Happy Fall
Y'all!

NORTH CENTRAL

BAPTIST HEALTH MEDICAL CENTER – HEBER SPRINGS

BAXTER REGIONAL MEDICAL CENTER – MOUNTAIN HOME

Jim Whalen

Our BRMC Auxiliary Corp remains strong after undergoing the throes of the cessation of activities followed by an extended dwell period and finally now a return to service. Throughout this episode our Volunteer Staff office was staffed to maintain active communications throughout our membership and to be responsive to our hospital's requirements.

Initial recall to service was the staffing of our shuttle drivers, staffing of the reception desk, hospital Gift shop and our two remote Thrift stores. Shuttle Drivers below are Bob Williams and Ron Pacheco.



At the Gift Shop: Barbara Alman and Wendy Sears-Reedy



Recall has continued on an ongoing basis to meet the requirements of our hospital as both Outpatient and Inpatient activities have increased.

During the resumption of our monthly Auxiliary Board meetings on June 10 the President of our Foundation expressed his appreciation of the impact our members have on meeting the needs of the organization.

Hospital Gift Shop and Thrift Stores are in full operation with prominent signage informing our public the need for full compliance with strict guidelines limiting number of shoppers and required face masks for all. Complimentary face masks are available for any shoppers that are in need. Joan Young below is at a Thrift Store.



Our Volunteers have exhibited exceptional patience and endurance throughout this entire episode and are eager for a return to normalcy.

OZARK HEALTH INC. – CLINTON

Betty Spencer

Ozark Health Inc. Auxiliary is like every other auxiliary in the state limited at what we can do at this time. We did have our meeting in August and awarded the annual hourly pins and years to our auxiliary members: Five Year Pin Marion Smith; Fifteen Year Pin Peggy Rose; 500 Hours Barbara Session , Cathy Collings , Marion Smith; 1000 Hours Debra Collings; 2000 Hours Carol Davis , Peggy Rose and 4000 Hours Dortha Borecky
We also took our annual picture of the group

Auxiliary had their first Anita's Bouquet Sale in August and did very good for our size hospital.

We have a committee meeting in September to discuss the possibility of gift baskets to auction off before Thanksgiving. We have Collective Goods scheduled for early October.

We are staffing our gift shop but that is the only area at this time that we can support the hospital. We are all ready for this COVID19 THING to pass.

STONE COUNTY MEDICAL CENTER – MOUNTAIN VIEW

Frances Bullard

We just haven't been able to complete any activities of any kind. We are so very anxious to get back to work.

Hopefully, we will be able to submit a short article for November and December, but can't promise that.

GOD IS IN CONTROL, and HE IS GOOD ALL THE TIME! We have had plenty of time to count our blessings; and they are many! You are definitely appreciated!!

From District Chair Jean Adams:

There will be a change in the President position at Stone County Medical Center. She will assume office in January, 2021.

Rachelle Stewart

11871 Highway 263

Fox, AR 72051

870-363-4220/870-213-7255

lrachelle@yahoo.com

UNITY HEALTH – HARRIS MEDICAL CENTER

UNITY HEALTH – WHITE COUNTY MEDICAL CENTER

WHITE RIVER MEDICAL CENTER



NORTHEAST

ARKANSAS METHODIST MEDICAL CENTER

Shirl Kersey

Not much going on here at AMMC Auxiliary in Paragould. Our volunteer service at the hospital is still suspended. We don't know as yet when we will go back.

3 of our Auxilians have passed away: Lottie Brown Mary Smith Johnson and Bertie Pagel.

Hope all is well with y'all.

FOREST CITY MEDICAL CENTER

HELENA REGIONAL MEDICAL CENTER

NEA BAPTIST MEMORIAL HOSPITAL

Kathy Miller

Auxiliary participated in Cancer Survivor Parade on June 7th on campus of NEA Baptist in honor of National Cancer Survivor Day. Survivors were in their cars and community members stood along the parade route with signs and balloons, etc. to celebrate the day.

The Auxiliary welcomed our new CEO, Sam Lynd and said goodbye to former CEO, Brad Parsons.

One of our Auxilians, Evelyn Glisson, made Masks without the metal nose piece for the MRI/radiation Department for use by their patients.

The hospital is graciously giving the Auxiliary members the opportunity to eat in the cafeteria while off duty during the Pandemic. Thank you to Administration for their generosity.

Our monthly meetings are held via phone call-in.

The gift shop is open Monday thru Friday from 9-1, our regular hours since August 17th. Prior to that we were only working 10-2 since May 26th.

SOUTH MISSISSIPPI COUNTY REGIONAL MEDICAL CENTER – OSCEOLA

ST. BERNARDS MEDICAL CENTER - JONESBORO

Dean Rossa

Over the summer St Bernards created a dedicated COVID-19 unit that is separate from the rest of the medical center, added in-house rapid testing, and put clear safety guidelines in place to protect patients, visitors, physicians, staff members and volunteers.

Because of recent high infection rates in NE Arkansas, volunteer stations remain mostly inactive.

Election of officers for the New Year was done by mail. The following was the slate of new officers.

President - Diana Zachary; Vice-President - Pam Chaffin; Secretary - Diana Ruesewald
Historian - Mary Hagaman; Corresponding Secretary - Sue Westenreider and
Parliamentarian - Betty Reeves



NORTHWEST

EUREKA SPRINGS HOSPITAL

MERCY HOSPITAL BERRYVILLE

Emma Jean Vance

Mercy Hospital Berryville Auxiliary Board continues to have virtual monthly meetings.

A subcommittee has worked together and has presented a plan to our Hospital Administration on guidelines to reopen our Thrift Store. This plan has been approved pending a decrease in active COVID related cases in our county.

The need for school clothing was provided from the Thrift Store for a student.

Our auxiliary has also provided masks for the Berryville School District and plan to make and donate more. Below MHBA President Jean Vance presents masks to Mindy Hicks at Bright Futures Berryville School.



By email vote, the Auxiliary Board voted to donate a van to Mercy Hospital Northwest Arkansas. The van was purchased for the Geriatric Program however is no longer in use.

The auxiliary members will receive flu shots at a Drive Through clinic at our hospital the last week of September.

We will miss seeing everyone at our State Convention this year and pray for everyone's health and safety. We have had 4 members pass away recently.

A Fundraiser of a Bakeless Bake Sale is being planned at this time.

MERCY HOSPITAL NORTHWEST AR – ROGERS

NORTH ARKANSAS REGIONAL MEDICAL CENTER – HARRISON

Robby Succhi

During the September Zoom meeting of the NARMC Auxiliary, Jerry Jones, President of NARMC Auxiliary, awarded Service Hours Pins to Susan Duran (100 hours) and Julie Lockett (13,000 hours). For the Auxiliary fiscal year, which began April 1, the Auxiliary has logged 5,753.5 hours of service to the hospital and Hospice of the Hills. The Auxiliary has a total of 157 volunteers.

Susan Duran



Julie Lockett



NORTHWEST MEDICAL CENTER – BENTONVILLE

NORTHWEST MEDICAL CENTER- SPRINGDALE

SILOAM SPRINGS REGIONAL HOSPITAL

WASHINGTON REGIONAL MEDICAL CENTER



SOUTHEAST

AHLEY COUNTY MEDICAL CENTER – CROSSETT

CHICOT MEMORIAL MEDICAL CENTER

DELTA MEMORIAL HOSPITAL

Shirley Sandlin

Fourteen auxiliaries came together on Thursday, July 16 at the Dumas Community Center in Dumas to install new officers for the 2020-2021 year. Installing the officers was Pastor Timothy Jones, President of the Delta Memorial Hospital. Pictured (from left) Shirley Sandlin, President, Lorra Kelley, Vice President, Clarice Poole, Secretary, Jeri Brewer, Treasurer, Juanita Moreland, Assistant Treasurer, Evelyn Murphy, Reporter and Pastor Timothy Jones, President of Hospital Board. (Christina Rainey, Legislative Chair, not pictured.)



DEWIT HOSPITAL AND NURSING HOME

DREW MEMORIAL HOSPITAL

JEFFERSON REGIONAL MEDICAL CENTER

MCGEHEE HOSPITAL



SOUTHWEST

BAPTIST HEALTH MEDICAL CENTER – ARKADELPHIA

BAPTIST HEALTH MEDICAL CENTER – HOT SPRINGS COUNTY

CHI ST. VINCENT HOT SPRINGS

Lynn Smith

We are SO excited to announce that both our Gift Shop and Scrub Shop have reopened for a few hours each day. The staff is even more excited. They have missed us and we have certainly missed them.

Congratulations!

Our DVS, Susan Rima, was awarded Service Hero Award for the month of August. She has been a hero to our auxiliary volunteers for almost 22 years. Thank you Susan, we love and appreciate you so much!



I would like to thank Baptist Health Auxiliary for the “**Positive Thoughts**” they have in baskets around their hospital.



On November 11, 2019 I was at Baptist Breast Center for a mammogram. I drew a bright pink positive thought that read **“You were given this life because you are strong enough to live it”**. In the months to come I remembered that thought many times and held on to it and my faith in God. The next day I was diagnosed with breast cancer. I started chemo in December. In February (between my fourth and fifth chemo treatments) my husband had a stroke and died three weeks later. I had surgery in April followed by 20 radiation treatments in June/July. Thankfully there was no cancer in the lump removed or my lymph nodes..so I am cancer free!

I did reach out to thank Jenny Nash, Baptist Health Auxiliary president, for their Positive Thoughts Project. I can only imagine how many others have also been encouraged by this action.

DALLAS COUNTY MEDICAL CENTER – FORDYCE

HOWARD MEMORIAL HOSPITAL – NASHVILLE

Betty Finigan

Good morning from Nashville

The ladies are still unable to volunteer at the hospital. Mesha is keeping store open full time now.

We had a meeting in the city park under the pavilion on August 6th. We had 8 of our members able to attend.





We took care of the business of officially install officers. Becky Finigan-President, Sharon Winthrop - Vice President, Nell Crisp -Secretary, Pam Wynn- Scrapbook.



Most of all we enjoyed the fellowship since we had not seen each other in a while.

MAGNOLIA REGIONAL MEDICAL CENTER

MEDICAL CENTER OF SOUTH ARKANSAS –EL DORADO

NATIONAL PARK MEDICAL CENTER – HOT SPRINGS

Dorothy Stringer

Here at National Park Medical Center we are keeping up with our projects and programs as much as we can with COVID-19 still around.

We approved 8 fall scholarships for people going into the medical field.

We had a hardship case in the Labor and delivery for which we provided everything that a newborn would need, including a car seat.

We are providing funds for the quarterly organizations that the NPMC Auxiliary sponsors. We also received requests from other organizations that the COVID-19 has affected. We voted to send special funds to help these groups also. This made 8 organizations we funded this quarter.

Upcoming Events are:

September 15- Housekeeping appreciation week

October- Food and Nutrition week

We purchased appreciation gift for both departments in the forms of cards and candy.

October is Breast Cancer Awareness month.

We have purchased handouts and baskets for patients and visitors. These will be stationed throughout the hospital, with the bulk going to our Breast Center.

Normally the Webb Center has a health fair in October and we sponsor a booth with goodies and handouts. This year they are not having a health fair, so we are combining the Webb Center with our hospital funds and spending the total amount for the hospital.

OUACHITA COUNTY MEDICAL CENTER

Daphne Bennett

No doubt, news from your auxiliary is about the same as here in Camden! Really our news is that we want to once again begin serving our hospital and contributing what we can in physical and monetary ways.

Our hospital personnel ask us when we see them, "When are you going to be back in the gift shop?? We miss you all!!" One said, "I walk by the gift shop window and see the little dress I planned to buy for my daughter for Easter--it's still there!" We miss being there, also.

Our Careline is still active, working from home, and keeping in touch with those who depend on us for this service.

Let's continue to pray for things to be back to some kind of normalcy before too long.



VALLEY

BAPTIST HEALTH – FORT SMITH

BAPTIST HEALTH – VAN BUREN

MENA REGIONAL HEALTH SYSTEM

Sharon Jewell

We are excited that our gift shop has reopened, even though we have started out with limited operations.



Marilyn Davenport

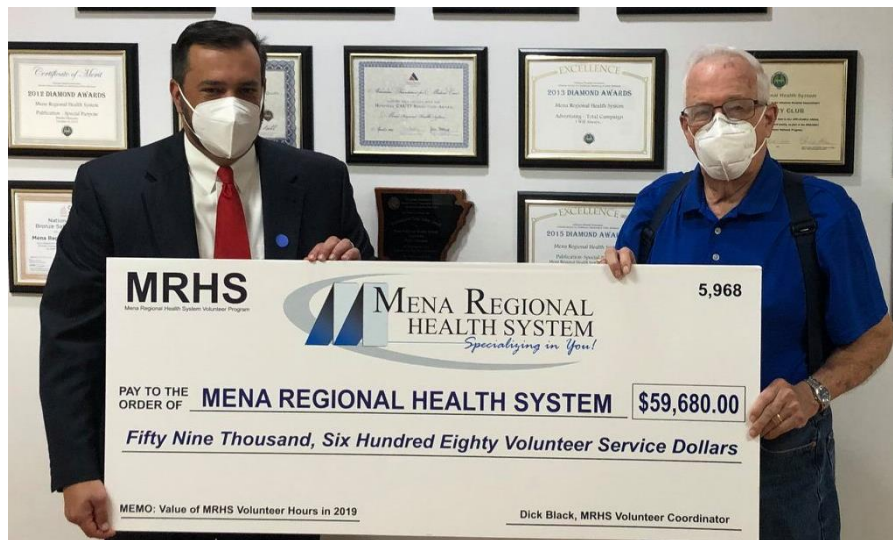


With the COVID-19 restrictions still in place we had a limited group meeting in August at the Episcopal Church instead of the hospital board room to discuss fall scholarships and installation of 2020/2021 officers. Pictured below: Martha Edwards– 1st Vice President; Linda Johnson– President; Ewanta Turner– Treasurer; Marilyn Davenport– 2nd Vice President. Secretary Sue Wigger was absent.





Due to COVID-19, Mena Regional Health System was unable to host this year's Volunteer Appreciation Luncheon, held annually in April. This yearly event provides an opportunity for MRHS volunteers to be recognized for their selfless dedication to our organization. Dr. Dick Black, Volunteer Coordinator recently presented a check to Jay Quebedeaux, CEO, which represented the donated hours our volunteers contributed in 2019. We have missed these individuals on our campus and look forward to their return! You are so appreciated!



Hats Off to this special lady! Paula Galvan was named Mena Regional Auxiliary Volunteer of the Year! We Appreciate you working in the gift shop, and always keeping a positive attitude. Thanks for all you do for our hospital and Auxiliary.





Congratulations to Jeremy Jones, Chaplain of the Year for Mena Regional Health System! We deeply appreciate the exceptional pastoral care Jeremy provides to our patients, their family members and hospital employees. His spiritual support and crisis intervention are such a blessing to our organization. We are so grateful for the dedicated service provided by all our compassionate chaplains!

One of the greatest gifts you can give to others is your time. We are so thankful for Amy and Barbara Thompson, Front Entrance Volunteers of the Year at Mena Regional Health System! Congratulations to this "Mother & Daughter Team" for being selected to receive this honor! We appreciate you both!



Amy and Barbara Thompson (mother and daughter)

.MERCY FORT SMITH

CHAMBERS MEMORIAL HOSPITAL – DANVILLE

JOHNSON REGIONAL MEDICAL CENTER - CLARKSVILLE

SAINT MARY'S REGIONAL MEDICAL CENTER – RUSSELLVILLE

Janet Thurber

Like so many auxiliaries, Saint Mary's volunteers haven't been able to volunteer or meet at the hospital since COVID-19 restrictions were put into place in March. While we patiently wait out the virus and for life to return to normal, we have been looking for ways to keep in touch with our volunteers and to stay involved.

For Doctor's Day in March, the volunteers would usually make individual bags of homemade Trail Mix for our Doctors to celebrate Doctors' Day. This year we purchased the ingredients and the hospital cafeteria staff made and packaged the Trail mix and placed it in the Doctors' Lounge for us. With all the additional demands on our doctors during the pandemic, this was our way of saying "Thanks for all you do – especially now."

In April we welcomed Robert "Bob" Honeycutt as Saint Mary's new CEO. Bob became CEO on April 27th. He joined Saint Mary's from Ennis Regional Medical Center in Ennis, Texas, and Parkview Regional Hospital in Mexia, Texas where he served as CEO since 2017.



The Auxiliary had to get creative to install our 2020/2021 officers. Wearing masks and social distancing, the new officers met in volunteer Evelyn Denton's front yard on Tuesday, July 14, for a brief installation ceremony.

Left picture: Past President Evelyn Denton performed the installation ceremony.

Right picture L to R Front: President Carol Shoptaw & Treasurer Sheila Gosnell; L to R Back: Treasurer Janet Thurber, Vice President Beth Hetzer.



Even though it's 100 degrees outside, volunteers are busily working on Christmas stockings and hats for the babies born at Saint Mary's in December. Volunteers have already knitted 112 Christmas hats. Now we just need a stocking to go with each hat. Thank goodness we made too many last year, so we don't have to make 112!

Right: Barbara Boeh shows off a completed Christmas stocking along with a stack of stockings she has cut out for volunteers to sew.



Friendships made while volunteering don't stop even while on a temporary vacation from the hospital. Even during the pandemic, volunteers meet to catch up and share lunch while social distancing at the Lake Dardanelle State Park. The ladies pictured below volunteer on the same day at the hospital and wanted to keep in touch so they began meeting at the park for a brown bag lunch. Another lunch is planned on September 16 with an invitation extended to any volunteer who would like to attend. Below:

Katherine Kinsey

Pat Housdan

Kathy Palmer



President - Photographer Carol Shoptaw is not pictured.

When it became apparent our volunteers wouldn't be returning to volunteering at the hospital any time soon, we decided to start publishing a newsletter again. A new section in the newsletter features a picture provided by a volunteer and a short description of what the volunteer has been doing during the pandemic. Volunteers shared they have been traveling Arkansas discovering out-of-the-way places they didn't know existed; working lots of puzzles; acting as lifeguard for grandnieces; reading; and working on Auxiliary projects, etc. just to name a few activities. You know, you can't keep an active volunteer idle for long.

We're still waiting to see when we can return to the hospital so future plans are uncertain. Until then we will continue to reach out to our volunteers, so they know they are not forgotten, and help Saint Mary's where we can.



SHVL 2020 IMPACT AWARD WINNER

Since we were not able to meet in person this year, SHVL would like to recognize our 2020 Impact Award Winner.

Please join us in congratulating UNC Health Care for their "Carolina Conexiones" program!

What is the SHVL Impact Award?

The Impact Award recognizes one program/organization of SHVL for efforts which have:

- made a positive significant impact to the healthcare organization and/or the state or local communities which are served by the organization,
- upheld high standards for volunteer/retail management engagement and effectiveness through a professionally managed volunteer/retail management program; contributed to the increase of patient satisfaction scores and/or employee satisfaction, and/or

- multiplied community resources available through the healthcare organization.

What is Carolina Conexiones? Carolina Conexiones is a bilingual patient navigation program in NC Children's Hospital that facilitates wayfinding and non-medical communication for Spanish-speaking families. Carolina Conexiones started in the Children's Specialty Clinic to increase patient satisfaction and flow by decreasing language barriers for Spanish-speaking families, and is expanding to serve additional areas in the Children's Hospital.

UNC Health Care's mission is to "improve the health and wellbeing of North Carolinians and others whom we serve. We accomplish this by providing leadership and excellence in the interrelated areas of patient care, education, and research."

Carolina Conexiones contributes to this mission by serving Spanish-speaking families who seek care at UNC Children's Hospital; preparing future health care professionals to work in multicultural, multilingual health care settings; and contributing to a growing body of research on how to bridge gaps in care for Spanish-speaking pediatric patients.

Patient satisfaction is the most important metric and central to programmatic decisions. Prior to Carolina Conexiones, few Spanish-speaking families participated in satisfaction surveys. Volunteer navigators educate families about satisfaction surveys and encourage their participation. The program also developed a paper survey to better measure satisfaction.

Since the first year of the program (2015), the number of Spanish-speaking families completing Press-Ganey surveys has quadrupled.

Carolina Conexiones has consistently collected data since the program's inception in 2015. Data collected

Include:

- number of families served;
- number of phone calls made in Spanish;
- patient satisfaction scores;
- no-show rates for English and Spanish-speaking families;
- numbers of patients successfully enrolled in the hospital's electronic medical record.

With the assistance of Carolina Conexiones patient navigators, the percentage of Spanish-speaking families using the hospital's electronic medical record has increased dramatically from 3 percent to 27 percent.

UNC Health Care embraces Carolina Care, a UNCH brand of customer service. All patients at UNCH receive Carolina Care and service that is multidisciplinary in nature and involves all

staff members and volunteers across the organization. The six key behavioral characteristics used by volunteers include rounding, words and ways that work, blameless apology, no passing zone, moment of caring, and patient-engaged handoff.

Carolina Conexiones is an excellent example of this multidisciplinary approach to patient care and satisfaction.



Dear Auxiliaries,

Perhaps it is due to the Pandemic (and hopefully not due to complete noninterest) that very few auxiliaries have sent information for our newsletter; therefore – to fill space, to give you something to ponder and perhaps put a smile on your face – I present the following.

A great attitude is like a perfect cup of coffee – don't start your day without it.

Unknown

For me, a lovely day is any day I wake up.

Bernie Siegel

A good day is a good day. A bad day is a good story.

Glennon Melton

No matter how you feel, get up, dress up and show up.

Regina Brett

- From the past – some ideas from 25 Ways To Cope With STRESS –

Pop some popcorn without putting the lid on.

Write a short story using alphabet soup.

Make up a new language and ask people for directions.

BONUS: Replace the filling of a Twinkie with ketchup and place it back in the wrapper.