

October 25, 2005

Dear TADVS Member:

Welcome to the fall edition of Net-Works, a quarterly publication of Texas Association, Directors of Volunteer Services. If you have information that you would like to share with the TADVS membership, please forward it to Cassie Collins at [cassie.collins@childrens.com](mailto:cassie.collins@childrens.com).

--Cassie Collins, DVS, Children's Medical Center Dallas

**This Edition:**

- The President's Perspective
- ASDVS Update
- 2005 TADVS Conference
- Wanted: Information for the Resource Room and Items for the Silent Auction
- Apply for the 2005 TADVS Education Scholarship
- District News
- Dates to Remember

**The President's Perspective**

The leaves are changing colors, the weather is cool and the holidays are in the near future. Fall is here, which means the TADVS conference is getting closer. Sally Wilson, Judi Shirey and Regina Carnley are working diligently on the 2005 conference, "Rising Above Ordinary - Innovation, Certification, Collaboration and Education." The conference will be held in Dallas at the Hilton Dallas Park Cities and will feature the CAVS exam. The exam will be updated for next September's ASDVS conference. Please make plans to attend.

Twenty-six Texans attended the American Society of Directors of Volunteers Services (ASDVS) conference in Atlanta. The ASDVS conference, "Innovation Meets Tradition," included some good presentations, including: working with young volunteers, legal issues, five-star customer service programs, professional growth and other topics of interest. In addition, Virginia Kappler and I attended the Affiliated Group Leaders' meeting where the ASDVS and THA leadership provided information on grass roots advocacy and ASDVS' direction for the future, which included the CAVS exam's review and update and the member survey results.

Many of you all know that our very own Pam Lemp ran for President-Elect of ASDVS. Well, I must say with great pride SHE WON IT!!!! Congratulations Pam! You deserve the honor!

Texas is in process to be the pilot state for dual membership. This issue came up three years ago for members whose hospital will only pay one association membership per year. In the near future, the DVS will pay for both ASDVS and TADVS with one amount, so both groups get the benefit of the membership. More information will be available soon!

Lastly, TADVS signed a Service Agreement last year with the Texas Hospital Association (THA) paying THA \$3,000.00 per year for services. TADVS never fully realized the potential services from THA. The board voted in August to support an affiliation agreement with no cost attached and a continued connection with THA upon the expiration of the current service agreement. THA will provide inquirers with the TADVS website for updated contact information. TADVS members may still receive the THA newsletters.

--Randy Elms, Manager, Baylor University Medical Center

## **ASDVS Update Addendum, Volume I**

Legal, Risk Management and JCAHO Issues for Healthcare Organizations The book you have been waiting for is finally here! The new Addendum, Volume I includes:

Revisions: All legal chapters have been reviewed by Stephanie Dodge Gournis, a partner in the law firm of Gardner, Carton & Douglas LLP, Chicago, Illinois. Tax Issues for Exempt Organizations has been updated by Paula Cozzi Goedert from the law firm of Jenner & Block, Chicago, Illinois. Mary McCormack has revised the "F.A.I.R. Volunteer Screening Techniques" and "Americans with Disabilities Act and Volunteerism." As a quality check, chapters 1, 3, 4, 5, 7 and 13 were reviewed by Bev Degenhardt, Jonna Wagar and Kay Weir; but, no changes were indicated for these chapters.

Disaster Planning: Your medical center has probably addressed the issue of disaster planning; but, have they included volunteers on the premises or those who arrive just after the disaster? If you need to create a plan or just check details, example plans are available to review, thanks to Camille Tumulo (New York), Pam Lemp (Texas) and Kay Weir (Kansas).

EMTALA: Are your Emergency Department volunteers aware of this law? Could they make a mistake if they don't know about their role? Susan Kozo has outlined this information for volunteer programs.

HIPAA: Confidentiality has always been an issue in hospitals; but, the new HIPAA laws have applied fines, jail time and a new emphasis to "keeping all information" private unless for treatment, payment or operations. Margie Harris outlines the details of the Privacy Rule (April 14, 2003) and the new Security Rule (April 21, 2005), and she explains how the new HIPAA standards apply to volunteer departments.

JCAHO: The Joint Commission on Accreditation of Healthcare Organizations (JCAHO) has made a lot of changes in the expectations of volunteers in the last year. Some standards have just shifted from one area to another, but many new areas are "explicitly" indicated for volunteers, especially if they are working "in the same capacity as staff who provide care, treatment, and services." Mary McCormack and the 2004 JCAHO Update Committee have reviewed JCAHO standards and recorded the "explicit" standards for volunteers and outlined those areas where there is an "implied" standard for volunteers. With the new tracer methodology and unannounced surveys, volunteer programs must continually be aware of changes in JCAHO.

Be an informed DVS regarding legal and JCAHO issues! Consider purchasing the Legal, Risk Management and JCAHO Issues for Healthcare Organizations and the Addendum, Volume I together for a reduced price.

--Margie Oldehoeft, CAVS, Addendum Committee Chair

Committee: Bev Degenhardt, Margie Harris, Susan Kozo, Pam Lemp, Mary McCormack, Camille Tululo, Jonna Wagar and Kay Weir. Special Thanks to St. Luke's Hospital and Kay Weir for the printing of both the Addendum and the original legal book for ASDVS.

## **2005 TADVS Conference**

Mark your calendars for the 2005 TADVS Conference, Sunday, Feb. 20 through Wednesday, Feb. 23. Plans are still being finalized; however, it will be a stimulating four days with thought-provoking presenters. You even will hear from some of TADVS' very smart and creative members on a best-practices panel!

The location is the Dallas/Park Cities Hilton, 5954 Luther Lane in Dallas. This boutique-style hotel is located in the heart of Preston Center within walking distance of great shopping.

Save the date. Details will follow soon!

--Sally Wilson, DVS, Baylor Medical Center at Irving

**Wanted: Information for the Resource Room and Items for the Silent Auction Once again, the TADVS Conference will feature a Resource Room and a Silent Auction.**

Please begin now collecting items to share with your peers in the Resource Room. Items of interest include: marketing brochures, policies and procedures manuals, competencies, recognition ideas, etc. With your help, this will be a truly great "Resource Room". The room will be divided into two parts: 1) things to look at; and, 2) things to take with you. Plan to bring items for either or both. If you bring "give-away items," please bring several.

The Silent Auction has proven to be a really fun and profitable fund-raiser. Start looking now for a special item that will bring in a lot of interested bidders. More information on this will be with the registration packets.

--Regina Carnley, DVS, Texoma Medical Center, Denison

**Apply for the 2005 TADVS Education Conference Scholarship!**

The 2005 TADVS Education Conference will be February 20-23 in Dallas. Scholarship applications for the conference are available at [www.tadvs.org](http://www.tadvs.org). The deadline for submitting applications is November 1, 2004. Scholarship recipients will be notified by December 1, 2004. The Past Presidents' Council will choose the scholarship recipients. For more information, contact Diana Ikerd, DVS, Valley Baptist Medical Center, at 956-389-1193 or [diana.ikerd@valleybaptist.net](mailto:diana.ikerd@valleybaptist.net).

**District News**

**District 5A:** MDVS Fall Retreat a Success If you noticed a little more good karma in the atmosphere on Monday, Sept. 27, it was probably due to the refreshing activities and presentations emanating from the Springhill Retreat Center in Richardson. That was the location of the 2nd Annual MDVS Fall Retreat, where hospital volunteer managers take a day to step outside their usual hectic jobs and focus on renewal. This year's event was highlighted by speaker Sharon Bailey, M.A., from Words & Wisdom Consulting. Sharon's presentation, "Is There LIFE Outside the Volunteer Management?," focused on the need for self-care in our profession, renewing our "human being" and letting go of our "human doing" tendencies.

In addition to Sharon's workshop, those who attended the recent ASDVS conference in Atlanta recounted the outstanding sessions of that meeting, which included several prospective speakers for our own Educational Conference in February.

The day ended with a wonderful hour of yoga, full of helpful hints for avoiding physical stress in the workplace and exercises to help us remain focused and energetic in our work. All this, coupled with a beautiful day in an idyllic setting - who could ask for more?!

--Lou Anne Smith, DVS, Doctors Hospital

### **District 6A/B & 8A**

- Gay Nell Cherry, DHR, Rolling Plains Memorial Hospital in Sweetwater, reports she is in need of volunteers to work the new Emergency Room Information Desk.
- Rolanda Fulham, DVS, Hendrick Health System in Abilene, reports that the Gift Shop Christmas Sale was record breaking. In addition, she recruited former heart patients to open a new volunteer service in the Heart Center Waiting Room for Cath Lab. Her hospital also has a new CEO-Tim Lancaster who is formerly of Brownwood.
- Cheridan Lyons, Director of Patient Relations at Shannon Medical Center in San Angelo, reports their awards presentation and installation of new officers was Oct. 13.
- Donna Hair, DVS, Brownwood Regional Medical Center, reports that the hospital has a new CEO, Matt Maxfield. In addition, the hospital has completed construction on a new Surgical Waiting Area, which added much needed space. Renovations continue to be on-going with new wallpaper and room repair throughout the hospital.

--Donna Hair, DVS, Brownwood Regional Medical Center

### **America the Beautiful**

Metroplex Health System Volunteers and their director, Dot Hausmann, hosted the District 7 A&B meeting on Sept. 22 in Killeen. America the Beautiful was the meeting's theme in Killeen, which is home to Fort Hood, the largest military installation in the free world supporting over 40,000 soldiers and their families.

Fourteen Seton Medical Center volunteers traveled with me to Killeen. It was the first district meeting on the 2004 meeting schedule for new TAHA president Mary Gayle Stromberger, who is one of Seton Medical Center's volunteers and a past president of Seton's Auxiliary.

In her President's Address, Mary Gayle suggested a name change this year for TAHA. She told us that, in her opinion, the word auxiliary was no longer adequate nor inclusive of all healthcare volunteers, since many volunteers are not members of an auxiliary. TAHA was founded in 1944 and was originally called WATHA, The Womens Auxiliary to the Texas Hospital Association, which later changed to TAHA in 1947. After 57 years, Mary Gayle said, "It's time for a new name." Her suggestion is that TAHA be renamed TAHV, the Texas Association for Healthcare Volunteers.

At the same time, Seton volunteers are considering a name change. The Seton Medical Center Auxiliary was organized in 1950. New names like VIP's (Volunteers in Partnership), Friends of Seton or just Seton Medical Center Volunteers have been discussed. For the 1,000+ volunteers in Setons' network, many of whom are not Auxiliary members, it makes sense. The new name would be inclusive of chaplain services volunteers, clinic volunteers, teens, college students and those who volunteer at home making afghans and sewing for the Neonatal Unit.

I would love to hear from those of you who have "reinvented" yourselves. What are your volunteer groups called?

Special thanks to Dot and the Metroplex Health System for a very patriotic and educational district meeting. We will remember the Metroplex theme, "Celebrating our past, looking toward the future," as we move towards a name change for our volunteer organization.

--Virginia Kappler, DVS, Seton Medical Center, Austin

### **Dates to Remember**

- **November 15:** Metroplex (DFW) DVS Meeting, "Utilizing Volunteers in Customer Service," noon to 2 p.m., Baylor University Medical Center at Dallas

- **January 17:** Metroplex (DFW) DVS Meeting, "Volunteer Recognition," noon to 2 p.m.; Lewisville Medical Center
- **March 16:** Metroplex (DFW) DVS Meeting, "American Humanics's Program at the University of North Texas," Texas Scottish Rite Hospital, noon to 2 p.m.

For more information on upcoming "Dates to Remember", visit [www.tadvs.org](http://www.tadvs.org).

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