

NCADVS

NORTHERN CALIFORNIA ASSOCIATION DIRECTORS OF VOLUNTEER SERVICES

Advocating Effective Volunteer Service Administration in the Healthcare Industry

www.NCADVS.org

Letter from the President

By Shannon Graham, CAVS, MM/PA, President

Welcome to the first NCADVS newsletter of 2008! It was nice to see so many of you at the CAHHS Convention in Sacramento. I don't know about you, but my head is still spinning from information overload, especially all the opportunities presented in the technology-focused programs! Our next newsletter will feature articles highlighting many of the topics covered, so if you were there, please consider writing an article about one of your favorites, and then email it to Aikane, our newsletter Editor, at Aikane.E.Lewis@kp.org.

I'm looking forward to an exciting year as President of NCADVS, as I have appreciated the privilege of working with an incredible group of people during my many years of membership and Board participation, most recently as President Elect/Education Chair. Our educational programs last year focused on designing and implementing strategic roadmaps, culminating in our Fall Education Conference held at Asilomar last October. At Asilomar, Clyde Taylor gave an informative workshop focused on "Performance

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Gap Analysis", which consists of "Knowing where you are...where you want to be ...and how you're going to get there."

Kate McNally, President-Elect/Education Chair, and her committee are working on an exciting year of education which you won't want to miss! Our May membership meeting will be held on Wednesday, May 7 at Alta Bates Summit Medical Center in Berkeley—please stay tuned for details. And... please mark your calendars to join us for our Fall Educational Conference in Asilomar on October 30-31, and the Annual Meeting and Election of Officers on Friday, December 5 at the Grand Hyatt in San Francisco.

I hope you will make every effort to join us at these meetings and that you will take the opportunity to share your expertise, challenges, and interests so NCADVS can best meet your needs.

CHA Annual Meeting and Orientation

By Rena Cota, Manager Volunteer Services, Kaiser Permanente, Hayward
2009 Chair - Designate pf the Directors' Coordinating Council

On January 23rd and 24th Shannon Graham, Grace D'Anca, and myself, attended the California Hospital Association (CHA) Speciality Centers and Committees annual meeting in Sacramento, and the Committee of Volunteers (COV) and the Directors Coordination Council (DCC) orientation.

For the first time in history, all the CHA centers, committees and task forces, came together under the same roof. We discussed the Chief Financial Officer Committee, the Human Resources Advisory Council, the Center for Behavioral Health, and the COV and the DCC.

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CHA Annual Meeting from page 1

The overall goal of the CAHHS Committee on Volunteer Services is to serve hospital volunteers and directors of volunteer services through a comprehensive structure that promotes volunteerism; offers opportunity for volunteer growth, communication and information to aid hospital and their patients; and assists in strengthening professional leadership.

The DCC and the COV orientation was held at the awesome California Museum for History, Women and the Arts (a must see in Sacramento). The DCC is comprised of the President, President Elect and Legislative Chair from each of the 3 state associations. The COV includes volunteers from

five different regions and 10 additional members at large as well as the Chair, Helen Quinn, and the past COV Chair, Deanne Terry. Helen and Deanne are incredibly dedicated to the leadership development of volunteers across the state.

2008 is the year for firsts! First, a joint meeting of all the CHA Centers, committees and task forces—and now a convention combining DVS and Volunteer leaders, gift shop, thrift shop and youth. I am excited about what the future holds for us by impacting both our hospitals across the state, as well as accomplishing the state-wide goals of CHA. I think we can all agree that “creating an optimal healthy society” is a vision we can all strive for.

Meet the Board!

NCADVS is welcoming a new board for the year. In 2008 you will see both new and familiar faces. Here is an opportunity to learn more about them, in their own words.

Shannon Graham, CAVS, MM/PA, Salinas Valley Memorial Healthcare System, *President*, - I have been a member of NCADVS for 12 years. I have served as Corresponding Secretary, Second Vice President/Membership, and President/Elect Education Chair, and am looking forward to the opportunity to serve as your NCADVS President this year, along with an outstanding team of 2008 board members.

I earned my Bachelor's of Science degree in Business Administration/Human Resource

“...my passion for some time now has been leadership development. I have applied tools I learned from my education and I enjoy blending that with my experiences and my strong intuitive strengths.”

Management from Cal Poly, S.L.O. in 1992, became certified as a CAVS in 2003, and completed my Master's of Management/Public Administration through University of Phoenix online in 2006. I have been working in the Volunteer Services Department at Salinas Valley Memorial Healthcare System for the past 14 years; currently with the title of Assistant Director of Volunteer, Health Career, and Spiritual Care Services. I particularly enjoy working with the wonderful people who volunteer as well as the variety of projects the department is able to support.

On a personal note, I have been married to my husband, Robert, a Correctional Officer, for 12 years and we have two wonderful children—Logan, 11 and Lauren, 6. We enjoy movies, museums, and camping, and have recently taken up golfing as a family.

Kate McNally, Good Samaritan Hospital, *President-Elect/ Education Chair*, - I am the Volunteer Supervisor at Good Samaritan Hospital, San Jose and have been in that position since July 2005.

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Meet the Board from page 2

I have a Post Graduate degree from American University in Human Resources Development and my passion for some time now has been leadership development. I have applied tools I learned from my education and I enjoy blending that with my experiences and my strong intuitive strengths.

I have been a member of NCADVS since 2003 and have served on the Board for the last two years, as the 2nd Vice President/ Membership Chair. I have worked in all types of organizations, non-profit, for-profit, private, public, religious, and even with some government agencies. I believe my experience of shared leadership, collaboration and planning for the future with the Board of NCADVS has been as vital as any I have seen. People are so willing to share resources, help each other, challenge and provide support. I hold a great deal of admiration for the men and women who are members of NCADVS.

Kathleen Dolci, Santa Clara Valley Medical Center, 1st Vice President/Mentors & Bylaws, - I have been with NCADVS for the past five and one -half years. Currently, I am the Manager of Volunteer Services at Santa Clara Valley Medical Center (SCVMC). Previously, I served on the NCADVS Board as Recording Secretary. I have been involved in volunteer management in a variety of settings for the past 15 years.

I "returned home" when I accepted the position at SCVMC because I grew up just down the street from the hospital and got my "polio vaccination" sugar cubes at the hospital. The hospital's volunteer program just celebrated its 70th anniversary. The volunteer program began in 1937 when a group of neighborhood women gathered to sew layettes for newborns from disadvantaged families.

I live in east San Jose with my husband, Bob, and our two cats and one dog. I love "critters." I am involved in my local community in a variety of ways from teaching religious education to sixth graders in my

"It is exciting to be on the cutting edge of change as NCADVS gets recognized for our innovations as a leader among our peers!"

local parish to getting involved in local community organizing activities. I am a political "junkie." Right now my focus is on the political primaries and up-coming Presidential Campaign.

Amy Choy-Kwan, Kaiser Permanente, Fremont, 2nd Vice President/ Membership, - I have been with Kaiser Permanente in Fremont for the past twenty-six years, and have had the opportunity to work in various departments. These include positions in the Medical Clinic, Marketing Department, Interpreting Services and now as manager of Volunteer Services for the past two years. I joined NCADVS immediately after becoming a manager and have found that its members are incredibly helpful, supportive and willing to share their programs and expertise. Being a member of this fine organization has provided me a great opportunity to meet awesome peers and learn from the best.

Marianna Kuhn, CAVS, O'Connor Hospital, Recording Secretary, - I have been in volunteer management for over fifteen years! Wow, how time flies when we are having fun! I began my career at Southwest Washington Medical Center in Vancouver Washington as Bereavement Coordinator for Hospice Southwest. I was eventually promoted to Director of Volunteer Services. In 2003, I moved to California to work for Kaiser Permanente in Fremont; and in 2005 I transferred to O'Connor Hospital.

I am the mother of three beautiful children and two delightful grandchildren, all who live in the Northwest. I am delighted to be a part of the dynamic Board of Directors as Recording Secretary. The board definitely keeps me busy as I try to accurately record standard business and all their

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wonderful creative brainstorm. It is exciting to be on the cutting edge of change as NCADVS gets recognized for our innovations as a leader among our peers!

Carol Costere, Dominican Hospital, Treasurer, - I serve as the Coordinator of Volunteer Services at Dominican Hospital and am happy with what I do. I feel fortunate to be able to be a part of something that I consider a vital part of the community. I have been employed at the hospital for 34 years, transferring to Volunteer Services in 1990. I have a husband, two children and a precious grandson. By the way, both kids and grandson were born at Dominican. I am delighted to have been asked to participate as a Board Member and look forward to an exciting year!

Grace D'Anca, California Pacific Medical Center, St. Luke's Campus, Legislative Chairperson, - I have been the Volunteer Services Manager at California Pacific Medical Center's St. Luke's Campus since 2000. Before that I worked as a Creative Arts Therapist at St. Luke's and other entities serving a variety of special needs people for many years. I am the NCADVS Legislative Chair this year and participate on the CAHHS Director's Coordinating Council as a part of that. I am

"I have been a Director of Volunteers for over 20 years where I work with people who inspire me every day."

involved in a lot of community volunteer groups in my San Francisco neighborhood. The highlight is a year-long mosaic tile installation project at a children's playground

Kathy Meyer, Marin General, Past President, - I started my career in education as a teacher. While raising my family I founded "Misty Mt. Creations" a design company. I entered the healthcare field through my retail background by managing a hospital gift shop in San Diego and later became the Director of Volunteers. My husband and I moved to Marin 13 years ago where I accepted the position of Director of Volunteers at Marin General. I have been a Director of Volunteers for over 20 years where I work with people who inspire me every day. I know how fortunate I am to have both a loving family and a rewarding career.

Aikane Lewis, Kaiser Permanente, Oakland/Richmond, Webmaster/Communications, - I have been working in the Kaiser system since I was a college intern. Upon my graduation from the University of Hawaii in 2006, I joined the Volunteer Services team as the Student Volunteer Coordinator for the Oakland and Richmond Medical Centers. I love working with the high school volunteers and coordinating the Summer Youth Employment Program! I joined NCADVS last year and have found it to greatly benefit my professional development by learning from a group of genuine people.

What you need to know: State Updates

By Grace D'Anca, Legislative Chair

Here are some legislative updates from CHA NEWS that seem pertinent to our work with volunteers. If you would like to read more in depth, go to www.calhospital.org.

Emergency Fund for Nursing Students Receives \$3 Million – 1/11/08 The Foundation for California Community Colleges (FCCC) has designated \$3 million to Flo's Cookie Jar, a fund providing emergency grants to California nursing students

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who face financial crisis that could force them to drop out of school.

Flo's Cookie Jar, named after nurse pioneer Florence Nightingale, provides one-time grants of up to \$2,000 to nursing students who may need assistance with, for example, unexpected auto repairs or health care expenses in order to stay in school.

For more information please visit the website at www.floscookiejar.org. Contact: Dorel Harms (916) 552-7574.

Hospitals Now Required to Submit Charity Care Policies - 1/11/08 Beginning Jan. 1, hospitals are required to submit charity care and discount payment policies and procedures biannually to the Office of Statewide Health Planning and Development (OSHPD). Hospitals are required to submit this information, as well as the patient application form, online using OSHPD's System for Fair Price Hospital Reporting (SyFPHR).

CHA is developing a charity care implementation handbook to assist hospitals with creating a process for redeveloping business practices consistent with current, common interpretations of the Hospital Fair Pricing Policies, including the new OSHPD reporting regulations. The handbook will be available soon.

Budget Hearings Begin on Fiscal Emergency Proposals - 1/18/08 In declaring a "fiscal emergency" Jan. 10 when he released his \$101 billion state budget plan for fiscal year 2008-09, the governor proposed a number of health care-related cuts. Of key concern to hospitals are proposals to reduce Medi-Cal rates, which will require statutory approval by the Legislature by March 1 in order to take effect by July 1, 2008.

The Senate Budget Committee is expected to meet as a full committee to hear the issues, although that has not been confirmed. CHA will attend the budget hearings and provide testimony to oppose the Medi-Cal rate reductions to hospitals and other providers.

Health Care Reform Bill ABx1 1 - 1/25/08 CHA testified in support of ABx1 1 (Núñez, D-Los Angeles), the health care reform bill sponsored by Gov. Schwarzenegger, during a marathon 12-hour Senate Health Committee hearing this week. Martin Gallegos, CHA senior vice president/chief legislative advocate, told the committee that a key component of the proposal involves increasing Medi-Cal payments to a level that will ensure California's most vulnerable patients continue to have access to the hospital care they need, when they need it.

The Senate Health Committee, decided to postpone a vote until the committee can review the LAO report more. The committee is to reconvene Jan. 28 to take action on the bill.

ABx1 1 has already passed out of the Assembly, and must pass the full Senate before being sent to the governor for action. The financing element of the proposal will be contained in a ballot initiative.

To read more in
depth information on
the legislative
updates go to the
website:

www.calhospital.org

News from the Education Committee

By Kate McNally, President Elect/ Education Chair

This year the goal of the Education Team is to twofold: first is to the educational events, and second to share information as it arises.

We have listened to your feedback on the surveys and comments from those who attended the retreat last October. It was loud and clear that you would prefer fewer meetings and meetings that are more substantial in nature.

Please mark your calendars. We will be communicating the Annual Retreat facilitator as soon as we confirm with the speaker. I am looking forward to an exciting year together!

The following people join me in making up the 2008 Education Committee:

Angela Chereen, Volunteer Manager Stanford Medical Center, Palo Alto

Cynthia Hrepich, Volunteer Coordinator, Mercy San Juan Medical Center, Carmichael

Sal Tompkins, Manager Volunteer Services, Sutter Tracy Community Hospital, Tracy

Kate McNally, Supervisor, Volunteer Services, Good Samaritan Hospital, San Jose

2008 Calendar

Date	Time	Event	Location	Facilitator
May 7, 2008 Wednesday	9:00 am - 4:00 pm	Workshop/ Membership Meeting	Alta Bates Hospital, Berkeley	Clyde Taylor
October 30/31, 2008 Thursday/Friday	10/30 1:00 pm - 10/31 2:00 pm	Annual Retreat	Asilomar Pacific Grove	TBD
December 5, 2008 Friday	11:30 am - 2:00 pm	Annual Meeting	Hyatt Regency, San Francisco	Shannon Graham

Contact Us:

President: Shannon Graham
Email: sgraham@svmh.com

Layout & Editor: Aikane Lewis
Email: aikane.e.lewis@kp.org

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