

**Kansas Association for Healthcare Volunteer Resource Professionals
Annual Breakfast, Educational Program, and Business Meeting
November 16, 2012 – 7:30 a.m.
KHA Convention – Overland Park Sheraton – Courtyard Room 6**

Welcome and Call to Order – Introductions

KAHVRP co-chairs Allyson Leland, Lawrence Memorial, and Beverly Rice, Stormont-Vail, called the meeting to order and welcomed these members: Marsha Haskett and Gayle Rose, Salina Regional; Karen Hockett, Susan B Allen; Jody Lancaster, Ransom Memorial; Terri Mayo, William Newton; Michelle McClanahan, Memorial Health; Jo Murphy, Hays Medical; Kristi Nichols, Newman Regional; and Carol Stricker, Wesley Medical. Members unable to attend were Tina Goodwin, Goodland Regional; Susan Lynch, Pratt Regional; and Cyndi Martin, Via Christi.

Guests were David Rowlee, PhD, Senior Vice President of Integrated Health Strategies and program presenter; Lauren Cobb, Lawrence Memorial; and Jan Fenwick, KHA Communications Coordinator.

Educational Program

With participants' plates filled, Allyson introduced the speaker, David Rowlee and recalled their meeting during the AHVRP National Conference. David's PowerPoint and handouts centered on survey research (a) Exploring Volunteering in Healthcare and (b) Achieving Volunteer Engagement in Healthcare—reviews of what drives hospital volunteers and what keeps them with us, respectively. David's research on the many objectives that motivate hospital volunteers and combinations thereof and factors favorably influencing their hospital engagement offered important, non-traditional insights into the topic of how to maintain resources needed.

David later sent to members the website link of a similar presentation that had been delivered as an international webcast. That link is <http://www.integratedhealthcarestrategies.com/knowledgecenter.aspx> (From there, click on "Webinars", then "View Webinar", then "View Recording" for the 50 minute-presentation. David's contact information is 816 221-8481 (phone), 816 795.0301 (Fax), and 700 W. 47th Street, Suite 400, KC, MO 64112. He expressed interest in conducting a broad statewide survey of statewide hospital volunteers. As lures, David left members with (a) the handouts, (b) the website line, and (c) the stat that a dollar invested in volunteer engagement could result in \$6.84 in value to our organizations. Beverly and Stormont-Vail volunteers participated in the Integrated Healthcare Strategies engagement survey in 2011.

Secretary's Report of November 17, 2011 Meeting and Treasurer's Report of 2012 Activity

With Beverly presiding, the minutes (Gayle – Secretary) of the 2011 Breakfast, Educational Session, and Annual Meeting were approved by unanimous consent as written.

The Treasurer's Report for 2012 (Jody – Treasurer) was also approved by unanimous consent as written. The Secretary's Minutes and Treasurer's Reports had been sent to members prior to the meeting by email for review.

Membership Report for 2012

Jody reported fourteen members, down from nineteen members last year with the retirement from hospital volunteer leadership of Susan Adams, Gina Mortimer, and Becki Carl Stutz. Jody noted that 2013 membership renewal forms were included with the pre-meeting materials emailed to members and urged their return before the end of the year to Allyson.

KAHVRP Annual Meeting 2012

Continued – page 2

Election of KAHVRP Officers and Board for 2013

Names of these officers were presented to serve for 2013:

President	Jody Lancaster
Vice President	Kristi Nichols
Treasurer	Allyson Leland
Secretary	Karen Hockett
Members at Large	Terri Mayo
	Jo Murphy
	Beverly Rice

On motion by Gayle and second by Carol, the slate of officers was approved. Photos were taken of our 2013 leaders and appreciation was extended to them.

Treasurer's Proposed Budget for 2013

On motion by Jo and second by Kristi, the Proposed Budget for 2013 was approved by members as presented prior to the meeting.

UNFINISHED BUSINESS:

Report of Summer Educational Conference

Allyson reported that eleven members attended the summer webinar presentation on "*Volunteers: The secret agent for HCAHPS improvement*" in Salina June 15. The tape of that webinar is available for loan from Allyson. The day also allowed time for discussion of "Hot Topics" with much of it centering on gift shop development.

NEW BUSINESS:

Brief Reports from the 2012 AHVRP National Conference in Dallas

Beverly reported continuing information on paperless volunteer information records. Stormont-Vail is currently selecting software for that purpose and will provide further information on request. She also noted an increased patient focus for volunteer services.

Carol noted a continuing emphasis on diversity among volunteers.

Jody found presentations on student volunteers of great interest.

Allyson discovered David (the morning's presenter!) and emphasis on paperless volunteer records of interest/potential.

Educational Needs and Planning

Allyson will server as liaison to David Rowlee and provide further information about statewide surveys to include cost.

Gayle invited members to Salina for a 2013 Summer Educational Conference. June in Salina has attracted good attendance in recent summers.

Gayle asked members to add their cell phone numbers to membership information.

Beverly noted www.beaucoup.com as a great source of nice and inexpensive favors for volunteer events and occasions.

Adjournment

Beverly and Allyson were thanked for their leadership during the year and for their meeting table favors. They adjourned the meeting at 10:40 a.m.

Gayle Rose, Secretary