

Update



For members and friends of North Carolina Society of Directors of Volunteer Services

July 2007

Message from Susan Hester

The Time Is...Now. The Place Is ...Right.

The drive to and from work often provides me with quiet time... I rarely listen to the radio in the mornings anymore. The tires spin on the highway grinding out the miles to my destination while the highway sounds accompany my thoughts. Do you ever reflect about being in the right place at the right time? What place(s) do you seek? What role(s) do you fill? What goals do you have?

Bright lights, lots of chatter, eye-catching displays, curious buyers, eager sales reps... where am I? I'm at the Merchandise Market, in my role as a leader of a team of managers for two hospital gift shops. The goals are for this semiannual experience to result in excitement and satisfaction for our 275,000 customers over the next 12 months, and for the financial goals of the departments to be met effectively. Right place, fulfilling a role that is satisfying and of value.

Comfy recliner, second cup of coffee, newspaper in my lap, the dogs asleep in their favorite spots, my attention focused upon one of my favorite local ministers delivering his Sunday message on TV...where am I? Right place...at home in my role as a regular person-mom-worker-bee-friend in need of rest and spiritual nurturing, after agreeing with myself that this day of rest and reflection would be a "home" day. The goals are to take the incredible message that I have just heard and do something with it, to focus upon doing rather than being, and achieving rather than having some sense of entitlement, and being patient rather than insistent.

Old and new friends, learning, shared experience, challenging concepts, humor and laughter, testing the waters, achieving important goals, listening, sharing, breaking bread with others...where am I? Right place...at NCSDVS Educational Management Conference, at board meetings, in e-mail land, on the phone, in committee meetings...with my professional peers. My roles are friend, learner, teacher, leader, supporter, professional. The goals are to communicate, lead, support, mentor, learn, teach, relax, challenge others and myself.

It is a fact that there are many right places and right times for every one of us. NCSDVS is such a right place...it is an organization of bright, energetic and spirited individuals. NCSDVS offers a place for each of us to learn, to teach, to lead, to mentor and to challenge ourselves with new skills and opportunities. While we do have a special peace in our own place (our programs and hospitals), it is enriching to step out of the box and to get involved with the membership of NCSDVS. Look at the next few years and plan to be involved. Each of us has unique gifts... we need to recognize and accept them, and when possible, share those gifts with others. Put in your professional development plan that you have a goal to be on a committee, to serve on the board, to lead a workshop, to mentor a newcomer to the profession, to be certified. And then do it.

This year we will work together to develop a baseline for benchmarking Volunteer Services management metrics in our state. We will offer connection and educational opportunities through district meetings, in person or via conference calls, and through the exciting conference that is being planned for March 2008. Certification is within reach for all members within 2 years of joining NCSDVS. The bylaws and policies/procedures will be reviewed and updates. The website is one of our links to one another as is our newsletter. And the membership... you... is the reason it all happens and that it all works so well. Thanks for the time that you all give to our individual and collective development. You put us in the right place, at the right time.

Susan Hester, CHVM ~ NCSDVS President

Nominations Committee

The Nominations Committee will meet on August 10 to make plans for the nomination and election process. The committee this year will be made up of Katherine Barrier, CMC-NorthEast; Sylvia Beamer, Randolph Hospital; Marcia Farroch, Presbyterian Healthcare; and Marie Johnson, Wake Med - Raleigh. It will be chaired by past president Melinda Scott, Rex Healthcare.

Begin thinking of whom you would like to represent our organization or even consider nominating yourself to serve on the Board. I do encourage you to serve on your Board. It is an excellent opportunity to shape the future direction of NCS DVS and to learn more about your professional organization. Personally, serving on the board has given me the rich experience of getting to know many great people from across the state of North Carolina. The friendships I have made will last a lifetime. As the commercial says – the professional and emotional support I have received “is priceless”.

*Melinda Scott, CHVM ~
Past President, Nominations Chair*

NCS DVS Dues Request Go Online!

In an effort to be cost effective, each member should have received an email by July 1 regarding membership dues for 2007-2008. The dues form was attached. If you did not receive an email or the attachment, please refer to the NCS DVS website, go to the membership login, and then click on membership again to find the print version of the dues form.

Please note and alert your accounting department of the **correct treasurer's address** to send your dues payment. Let them know that with the many hospital groups/ systems in our state that your name needs to be on the check or stub.

In order to help in the preparation of your 2008/2009 budgets, be aware that dues will increase to \$55.00. This increase will help to ensure the organization's ability to keep up with rising cost of operations.

If you have any questions, please call our treasurer at (252) 482-8451 or e-mail Barbara Nixon at bnixon@uhseast.com.

Every member is important to the life of NCS DVS. We look forward to your continued support!

Barbara Nixon ~ Treasurer

2008 Conference Plans Underway!

Go ahead and mark your calendars!

**2008 NCS DVS Educational Conference
March 11-14, 2008
Pine Needles Lodge and Golf Club
Southern Pines, NC**

The 2008 NCS DVS Educational Conference is scheduled for the Pine Needles Lodge and Golf Club, home of the 2007 U.S. Women's Open. Room rates will be \$118. For additional information, visit their website at www.pineneedles-midpines.com.

Your Education Committee formally began meeting in July; however, plans were already underway for another great conference. If you have any ideas, comments or suggestions about the upcoming conference, please feel free to contact Glenda Lucas (glucas@pcmh.com) or Donna Archer (donna.archer@waynehealth.org).

Look for more information in the coming months!

*Glenda Lucas and Donna Archer~
Education Committee Co-Chairs*

Ad-Hoc Benchmarking Committee Formed

In response to one of the presentations at this year's conference, an ad-hoc committee has been formed. I am excited to act as chair to this year's Benchmarking Metrics Committee. Our goal is to provide NCS DVS members with meaningful, metric-based data and tools to measure members' individual program success and enable members to improve upon their programs at their respective hospitals.

A rough draft of the survey tool will be presented to the Board at the August meeting.

More information will be coming via email to the membership in August. If you have any questions, suggestions or feedback regarding the survey tool, please call me at 336-713-3516, or email me at swashaba@wfulbmc.edu.

*Susan Craddock Washabaugh, CHVM ~
Past President
Benchmarking Metrics Chair*

Forming Bonds that Last a Lifetime

As you all know, older volunteers like to have fun and laugh often. My volunteers surprised me one day when giving advice on ways to have a long, happy marriage – frequent, frisky, frolics! I am not kidding! That is exactly what was said. They concurred that a strong marriage has many components but intimacy was a crucial one.

Well, how does this relate to NCSVDVS? Intimacy. Intimacy of a different kind develops when peers spend time together. Friendships form and grow. Stories are shared – funny as well as frustrating. The commonality of managing volunteers creates bonds that few others understand. NCSVDVS provides quarterly district networking meetings and an annual educational conference that allow volunteer managers to spend time together. As we meet to share program tips, we also encourage, support and, yes, commiserate with each other, forming bonds that often last a lifetime.

If you like to be part of a strong support network, please get involved in your district networking meetings. If you have not been invited to a district meeting, nor are sure which district you are assigned, please give me a call. We would love to see you at the next meeting. Who knows, in addition to learning something new, you just might make a life long friend!

Ann Durusky ~
Corresponding Secretary
252.522.7006
adurusky@lenoir.org

P.S. Special thanks to the six networking group chairwomen who facilitate the regional networking meetings. They are Kristen Connor, District 1; Julie Ricker, District 2; Susan Morris, District 3; Marie Johnson, District 4; Beth Ivy, District 5; and Jan Hamblin, District 6.



District 6 enjoying lunch and networking!

Health Care Management Quiz

1. ***Are you responsible for volunteer services in your health care facility?***
2. ***Have you been a Full Member of NCSVDVS for two consecutive years as of November 1, 2006?***
3. ***Have you completed one NCSVDVS Basics Workshop?***
4. ***Have you attended at least two NCSVDVS annual Management/Education Conferences within the last five years?***
5. ***Are you eligible for personal membership in the American Hospital Association?***

If you can answer, “yes” to all five questions and are not yet certified, the NCSVDVS Certification Committee challenges you to reach for the milestone this year. NCSVDVS Certification is a benchmark for excellence in the field of health care volunteer management. The certification process gives you the opportunity to:

- *Review what you are doing in a focused and guided manner*
- *Assess how you can improve your program*
- *Document your program and processes*
- *Meet the growing JCAHO and other mandatory requirements*

Candidates must submit an application and required materials to the Certification Chair by November 1. Certified members maintain their status by renewing specific requirements every five years.

To learn more about the process or to request an application, please contact Nancy Roach at nroach@capefearvalley.com or call 910-609-6747. Application and materials will be sent by US Postal Service or e-mail.

The Certification Committee members are happy to help you, please contact any member if you need assistance, would like to discuss applying, or if you would like to learn more about certification. The 2006-2007 Certification committee includes the following NCSVDVS Certified Past Presidents: Marcia Farroch, Teresa Garner, Susan Hester, Bethany Kelly, Ann Marie Lingenfelter, Etsil Mason, Cindy Strother and Susan Washabaugh.

Nancy Roach, CHVM ~ Certification Chair

Let's Dance!

Jonathon Korfhage, in a speech about the basic need of human beings to feel a sense of belonging, said, ***“So, we join. But joining is only an invitation to the dance; it doesn't even get you in the door. Belonging is the dance! Belonging takes work and commitment. You must passionately believe in the group's values and feel the joy and satisfaction of actively participating and belonging.”***

When I joined this organization 16 years ago, I immediately felt included in the “dance” of NCSDVS. I was the first DVS at my hospital and the volunteers, who had been here for 20+ years, were not particularly excited about my arrival. Margaret Morgan helped me set up my first Volunteer program, Betty Hutton loaned her expertise with college students, Betty Greer shared by-laws and policies, and Susan Hester held my hand through some very awkward “dances” those first couple of years. Many others encouraged and steered and celebrated as I learned my way around the frenetic dance floor called volunteer services.

As your President Elect, one of my key responsibilities is membership development and one of my key goals this year is to cultivate that important sense of belonging. To do that effectively, I'll need your help. Let's all take the time to reach out to new DVS's who have joined and offer assistance and encouragement. We're off to a great start with those listed below. Let's make networking and district meetings a priority and carpool with each other as often as possible. Also, please encourage those you know who have not joined NCSDVS to do so and let me know of those who need an extra nudge. There are actually a lot of hospitals across the state whose DVS's are not benefiting from our alliance and vice versa. We need them...

If you need more information, please refer to the website regarding membership. An application is on-line for your convenience. Please feel free to contact me at: 252-399-8770 or libby.baskervill@wilmed.org. And, let's dance!

Libby Baskervill ~ President Elect/Membership Chair

New Members February 2007 – July 2007

We would like to welcome and introduce to you to our newest members of NCSDVS:

Carol Douglas
Harris Hospital WestCare Health System
Sylva, NC
caroldouglas@westcare.org

Nancy Rogers
Scotland HealthCare Systems
Laurinburg, NC
nancy.rogers@scotlandhealth.org

Jason Denius
Pitt County Memorial Hospital
Greenville, NC
jason.denius@pcmh.com

Julie Gray
Carolinas Medical Center-Charlotte
Charlotte, NC
julie.gray@carolinashealthcare.org

Paula O'Briant
Rex Healthcare
Raleigh, NC
paula.o'briant@rexhealth.com

Deana Williams
Levine Children's Hospital
Charlotte, NC
deana.williams@carolinas.org

Where can I go for information?

As Public Relations Chair, I'll be working on a quarterly newsletter to the membership. If you have information you would like to see in the newsletter, please contact me. Also, you have received group emails from me with questions from the membership. I'll gladly send your questions to the group, just write up your request and email me, kbarrier@northeastmedical.org, then I'll send out to the membership, requesting the responses come back to you. Lastly, visit our website www.ncsdvs.org for more information.

The time is right...to stay informed and.... to dance!

Katherine Barrier ~ Public Relations Chair