

MINUTES
ORANGE COUNTY COUNCIL OF HOSPITAL VOLUNTEERS (OCCHV)
GENERAL MEETING, MONDAY, June 20, 2011
PHOENIX CLUB, 1340 S. SANDERSON AVE., ANAHEIM, CALIFORNIA
HOST HOSPITAL: UC IRVINE DOUGLAS, ORANGE, CALIFORNIA

CALL TO ORDER: The meeting was called to order at 9:45 AM by President Donna Shockley. A quorum was present. President Shockley welcomed all attendees and thanked host hospital UC Irvine Douglas volunteers for their welcoming and registration efforts. President Shockley also identified and thanked first time attendees to the meeting.

PROGRAM: OCCHV Vice President Rita Hertlein created and had printed a terrific program of the day's events under the heading: "Volunteers Have the Magic Touch." Copy to minute's file.

PLEDGE OF ALLEGIANCE: President Donna Shockley led us in the Pledge of Allegiance.

SECRETARY: The minutes of the March 21, 2011 General Meeting at Saddleback Hospital was distributed prior to the meeting and was not read in the interest of time. There was a change required on Page 2 where the "Clothes Closet" program minutes had the UCI Douglas's and Loma Linda Hospital's roles reversed. The change was made to the filed minutes. Secretary Campbell then conducted the roll call. There were 13 hospitals, 119 registered and 116 attending.

TREASURER: Treasurer Kathie Mullins had presented the current OCCHV Financials at the preceding President's Council Meeting and they are filed for reference following approval.

PROGRAM: PHOENIX RISING.....TIMES ARE A CHANGIN' – GET PREPARED

JOAN CARDELLINO,CAVS, Director of Volunteer Services of CAHHS was our opening speaker and emphatically confirmed that times indeed are changing and volunteers must adapt to this reality. A "shocker" statistic she provided was the shrinkage in the number of California hospitals from over 600 in the 1990s to the present 460 hospitals. Of these 460 hospitals, 432 have volunteer organizations. Cardellino made the point that volunteers are crucial to California hospitals' future survival and described the general problems faced by volunteer organizations, especially in smaller hospitals. Clearly there is a need to enroll the next generation of volunteers at all levels and get them deeply and meaningfully involved in our organizations.

Cardellino then presented a slide show with many pointed side comments as she described the CAHHS website: www.calhospital.org/ . This is an excellent idea and information source for all volunteers to use for the benefit of their organizations, especially with health care reform here now and here to stay. This reform requires huge changes in the way hospitals treat patients and operate their business plan. Forget "We've always done it this way....." We need to be flexible and creative in all our operations.

Cardellino then briefly showed us the American Hospital Association national website: www.aha.org/ .This website provides an overview of the healthcare issues nationwide and is another good resource for volunteer organizations. Set these two websites up in your browser Favorites list!

Thank you Joan Cardellino for an excellent presentation and getting our engines revved up.

HOST HOSPITAL UCI DOUGLAS IRVINE: Michelle Sinclair, DVS, described the highlights of the UCI Douglas volunteer program and the UCI Douglas leading role in USA stem cell research. UCI Douglas has over doubled its volunteer program and has over 600 members.

PROGRAM: DVS PANEL DISCUSSION.....STAY ENTHUSIASTIC AND IN STEP

Victoria Heidelman, DVS of St. Joseph Hospital, acted as MC, introducer, referee, and commentator for a talented panel of OCCHV DVSs.

Toni Chitty, DVS of St. Jude Medical Center, described the factors effecting volunteer retention at St. Jude and emphasized their selection program for new volunteers with emphasis on weeding out job seekers. Toni distributed a handout showing the opening letter sent out to prospective new volunteers.

Tamara Koch, DVS of Saddleback Hospital, covered their hospital's patient care programs using volunteers in conjunction with the hospital staff. Of course, it is necessary to factor in HIPPA and labor laws with the volunteer contributions emphasizing assisting the staff in creative programs to "pamper" patients. Recent new programs involving cookies (edible of course) and patient hair washing have been big hits. The goal is to have patient and their families spread "word of mouth" about the great care received at Saddleback.

Minta Jack, DVS of Western Medical Center/Santa Ana, described their successful collegiate and high school Candy Striper volunteer programs. They use a unique selection process starting with their website that sorts out the most desirable volunteers for their programs. Best of all, this selection process is done by their peers freeing up the office load on the DVS's office. Bottom line – "Leaders love being leaders" irrespective of age.

PROGRAM: TO SUPER STARS.....ORANGE COUNTY'S BEST

David Wynn, St. Joseph Hospital, described their "No One Dies Alone" program. A very inspiring program involving 75 dedicated volunteers on 24/7 response to calls from the hospital staff when needed. Interested OCCHV Auxiliaries/Guilds can contact David for additional information at his email address: dkwynn@pacbell.net . He will be glad to provide the inside details on how to set up a similar program.

Hazelle Dorus, Hoag Memorial Hospital Newport Beach, with help from Karen Reynolds standing in for Ralph Hillman, described the compassionate care program volunteers in Hoag's Cancer Center participate in with the hospital staff. Hazelle provided a handout showing their broad based professional program. Hazelle will be happy to provide more details to interested volunteers. Contact her by email at: Hazelle Dorus (hdorus@aol.com) .

Carol Manino, Saddleback Memorial Medical Center, presented their unique volunteer program – "An Evening at the Oscars." What a party! Staff supported and attendees. Invitational, red carpet entry, "formal" dress, cocktails (virgin), reception with tasty hors d'oeuvres served, ALL volunteers' names listed, Awards presentation. A night to remember.....

Sandy Pearson and Bob Glassman, Western Medical Center Santa Ana, described in condensed form their area leading Student Volunteer Program. Highlights: Juniors raise money for their own scholarships; bi-monthly board meetings with student selected speakers/programs including doctors and other health care professionals; "SUPER TRAINER" program by students for students by experienced student trainers with at minimum 150 hours of service; recognition program with a certificate of service signed by the President of the United States! For more details contact Sandy Pearson at email: Sandy Pearson (krp39@msn.com) .

LUNCHEON WAS SERVED: Choice of entrees Chicken Bavarian or Sauerbraten was served with a delicious dessert and coffee or tea.

OPPORTUNITY DRAWING: Dena Sabeau, St. Joseph Hospital, conducted her fun and rewarding opportunity drawing for 12 gift shop baskets donated by our Orange County hospitals.

President Donna Shockley then held a "Mystery Drawing" for first time attendees. It is a mystery who won.

Attendees were asked to fill in and hand in a meeting evaluation sheet upon leaving the meeting.

The meeting was adjourned shortly after 1:00 PM.

Respectfully submitted,

A handwritten signature in black ink that reads "Douglas Campbell". The signature is written in a cursive style with a large, stylized 'D' and 'C'.

Douglas Campbell
Secretary