

AUXILIARIES IN ACTION



Well, here we are at the end of another Auxiliary year. Convention is only a few weeks away and we are working to bring you the best convention ever. We hope you are attending and will benefit from the learning sessions we have planned for you. It is a wonderful time for us to share and celebrate our successes. It is also an opportunity to make friendships that you will cherish for years.

I want to thank you for all of your hard work this past year. Your accomplishments are truly amazing. Your hearts are not only gold they are caring, loving and giving. You are dependable, loyal and dedicated to your auxiliary and hospital. You go above and beyond what is expected of you and you make a tremendous difference in people's lives. I am so proud of you and the AHAA and know you will continue to make a difference and follow your hearts of gold. Thank you for a wonderful year!

Suzanne Hackney,
President AHAA 2018-2019



VOLUNTEERS HAVE A HEART OF GOLD

AHAA BOARD

President

Suzanne Hackney
3917 New Pond Hill Dr.
Jonesboro, AR 72401
870-910-4902 / 870-243-4221 (cell)
srhackney@suddenlink.net

President-Elect

Jan Gardner
8108 Beechfield Dr.
North Little Rock, AR 72116
501-834-5363 / 501-765-2527 (cell)
gardjanar@sbcglobal.net

Vice President

Ginny Presgrove
3501 Bolt
Jonesboro, AR 72401
870-931-9637 / 870-974-2096 (cell)
mpresg4848@aol.com

Secretary

Judy Shaffer
25 Northpointe Drive
Mountain Home, AR 72653
870-405-1200
shafferjas@suddenlink.net

Treasurer

Ara Yanker
14108 Willow Beach Road
North Little Rock, AR 72117
501-955-0333 / 501-837-6255 (cell)
ara.yanker9@gmail.com

Newsletter Editor

Neta Sue Stamps
386 County Road 3082
Berryville, AR 72616
870-423-5678 / 870-480-3667 (cell)
netastamps@windstream.net

Immediate Past President

Darlene Tuohy
17 Tanyard Dr.
Bella Vista, AR 72715
479-531-6558
dgtuohy43@gmail.com



METROPOLITAN

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NORTHEAST

Arkansas Methodist Medical Center

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St. Bernards Medical Center

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SOUTHWEST

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MOUNTAIN HOME

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BAPTIST HEALTH NORTH LITTLE ROCK
NORTH LITTLE ROCK



News from the AHA Patient and Family Advisory Committee

PFAC MEMBER PERSPECTIVES

By: Lynn Smith, PFAC member/hospital volunteer

Arkansas Hospital Association Patient and Family Advisory Committee had its first meeting on 1/22/2019. It is my honor to serve (and represent volunteers) on the committee.

The purpose of AHA PFAC is to advance Patient and Family Engagement (PFE) at the hospital level by forming a state organized committee that will help develop, edit and approve the PFE work that will be provided to Arkansas Hospitals.

PFE helps ensure that hospitals:

- Consider the needs, perspectives, interest, values, and beliefs of all patients and families, including those from disparate populations in the community.
- Address potential barriers to effective engagement, including implicit biases, cultural or language differences, communication barriers, limited health literacy.

- Implement actions that reflect what matters most to all patients at each level of hospital care (i.e., direct care/point of contact, hospital policy and procedure, governance, and public and community policy).

PFE can contribute to better outcomes-these include:

- Reduction in hospital-acquired infections and conditions
- Reductions in preventable readmissions
- Improve patient experiences and higher Hospital Consumer Assessment Healthcare Providers and Systems (HCAHPS) scores.
- Improve patient outcome and reduced length of hospital stay.
- Reductions in heal and health care disparities.
- Improved efficiency.

*“As hospitals and health systems commit to collecting data and employing new strategies to improve safety, **they need to incorporate patient and family engagement**, as it can transform and organizations culture in important and profound ways. **Patients bring much needed voice and perspective to quality improvement effort and can help identify additional methods to reduce harm.**”* (Charisse Coulombe VP, Health Research & Education Trust)

Please let me know if your health care system currently has PFAC in place. If so, what programs have been implemented? Are your volunteers involved in PFAC?

lynn.ahaa@gmail.com



METROPOLITAN

BAPTIST HEALTH MEDICAL CENTER –NLR

Becky Blackard

We have had a busy few months. At the beginning of the year we were attempting to manage without a leader. When our leader Linda Scott retired at the end of last year we were not sure what the plan was going to be to fill her positions. In April, Becky Blackard stepped into Linda’s position. So we hit the ground running.

We installed our new officers back in May. We have Marilyn Powers as our President of the Auxiliary. Frances Arnold as our Vice President, Missy Williamson as our Recording Secretary, Bonnie Bennage as our Corresponding Secretary, Ara Yanker as our Treasurer, Carolyn Wenger as our Historian and Judy Davis as our Parliamentarian. Becky encouraged us to soar like eagles as we start a new year.



We had our Uniform Sale in June. We partnered with Kim Holt from Scrubs & Sew On. Kim had scrubs, shoes and other items for staff and guests to purchase. They were even able to monogram clothing that same day. The hospital staff so appreciated the opportunity to purchase right here at the hospital and able to payroll deduct their items. We had a great turn out for the sale.

Right: Jane Farmer, Bonnie Bennege and Missy Williamson



We hosted 17 Volunteens during the month of July. We so enjoyed their presence during this month. The Volunteens stepped in and filled in where we had some vacancies. They assisted us at Admissions, Radiology waiting areas, Gift Shop and assisted us in organizing our storage area.



Rachiel
Sevannah
Tori
Brittney
Jordan
Luke
Chloe
Ollie

We wanted to inspire the Volunteens by introducing the teens to different professions within our hospital. We hosted a Facilities Manager, Chaplain, Dentist, Dental Hygienist, Nursing Educator, Nursing Manager, Hospital Administrative Resident, Pharmacy Director, Patient Care Tech, Dietitians and last but not least the Executive Chef came by. They each shared their story about how they were able to get to where they are working today. Hopefully, we inspired a few to be interested in Healthcare. The teens worked 960 hours.

In August, we have been busy filling in for Auxiliary staff that are out on vacation. We have all enjoyed time with family and friends. We are so excited to have our Golf Cart available to offer patients and family assistance as they are entering or exiting the hospital.



Mel Scott and Om Desai, Volunteen



Auxilian Ron Plate

On average we are assisting 80 folks a day. Our Auxiliary Golf Cart is available four days a week.

We have a Masquerade Jewelry and Accessories sale scheduled for September. We are looking forward to seeing everyone at the Convention in October.

CHI ST. VINCENT LITTLE ROCK / SHERWOOD

Barbara Bender

In the heat of the summer the auxiliary did not slow down. Along with our ongoing volunteer activities the auxiliary offered a variety of services for our employees and community

Sponsored by the Auxiliary, employees and volunteers together packed 10,000 meals to be distributed to those in need. With music, laughter, and lots of organization, teams of employees and volunteers worked in one-hour shifts fostering both concern for their fellow man and a sense of community within our hospital.



Employees and contractors enjoyed shopping for all types of shoes at the Shoe Roads Production Sale sponsored by the auxiliary. One woman was overheard saying, "This is the only place I can get shoes that allow me to work comfortably."



As a financial contributor to the Arkansas Neurosciences Institute (ANI) the Auxiliary Board was given a tour, on behalf of all volunteers, of this state-of-the-art facility on the St. Vincent North campus. ANI is a comprehensive program incorporating all aspects of neurosurgery and treatment for the spectrum of neurological disorders.

CHI ST. VINCENT MORRILTON

Tammy Smith

We have no items to report for the Newsletter for July and August, 2019.



NORTH CENTRAL DISTRICT

BAPTIST HEALTH MEDICAL CENTER – HEBER SPRINGS

Jane Morgan

Patricia and Scott Howard are the leads for the Holiday Potluck Meals which are intended to provide a meal for hospital employees who work on holidays. In some instance their family members join them as well as any other EMS personnel who might happen to be at the hospital. The lunches are held in the private dining room and average about 50 people. The last pot luck was on July 4th

STONE COUNTY MEDICAL CENTER – MOUNTAIN VIEW

Frances Bullard

The North Central District Presidents' meeting was held at SCMC in Mountain View on July 19, and Ms. Toi McMullin from WRHS provided gifts and brunch. Our gift shop manager, Ms. Linda Ristenbatt, our gift shop manager, shared various procedures to make gift shops more appealing and productive. The presidents appreciate the sharing of ideas that allow us to help others have a better life. After all, that's why we volunteer.

Stone County DHS scheduled a Community Fair at the county fairgrounds on August 2 for parents and students to collect numerous school supplies, clothing items, and various other needs for the new school year. Our group collected socks and underwear during this fiscal year for school age students from Kindergarten through Middle School. Our ladies separated all items by size and placed in Ziploc bags labeled with appropriate sizes, etc. for distribution. Our group held a drawing for a helmet, and the winner was very appreciative. Pictured below: Ms. Ginger Bigalke, Ms. Elsie Grozis and Ms. Suzie Mellon agreed to distribute all the goodies donated by all volunteers.



We will check with DHS about next year's fair, and we plan to repeat this activity. The parents and students were very thankful for all items from the various organizations.

SCMC needs a new floor sweeper; therefore, our Auxiliary provided \$4,425.67 to cover the purchase. This allows our staff to continue their duties of providing clean and sanitary conditions for all areas.

Another raffle called "Get 'Er Done" will be held in September. Our local merchants provided these items which support our Auxiliary's hospital purchases and scholarships. Collective Goods will return in October just in time for the purchase of Christmas gifts, etc.

Also, our provision of food for three local Veteran organizations meetings continues. We have been doing this for five years and plan to continue it indefinitely. The Stone County Honor Guard has been added to our list. The VETS and their families sacrificed for each one of us, and providing food for them is a small token compared to what they have done for us. We can never thank them enough! They are deeply loved and appreciated!

UNITY HEALTH HARRIS MEDICAL CENTER – NEWPORT

Margaret Goodman

Unity Health Harris Hospital Auxiliary entertained the Jackson County Senior Center members on August 22, 2019. Each attendee made a dog out of a dish towel and played several fun games.



NORTHEAST DISTRICT

FOREST CITY MEDICAL CENTER

Faye Caldwell

At the Blood Drive on July 16th the Red Cross team registered 18 total donors, with 12 pints of blood donated. Seven of those donors were first-time donors

NEA BAPTIST MEDICAL CENTER – JONESBORO

Patsy Whitney

During our August meeting we gave outgoing president Amye Peacock a gift from the volunteers for serving as our president. Money was sent to Cumberland Valley Animal Shelter as a memorial to Amye's mother.



Above: State AHAA Vice President Ginny Presgrove and Amye Peacock, outgoing president.

We will be having another scrub sale on October 23rd and 24th.
We will have another jewelry sale on November 6-7.

SOUTH MISSISSIPPI COUNTY REGIONAL MEDICAL CENTER - OSCEOLA

Sonja Burnett

On Sunday, July 28, 2019, the Osceola Hospital Auxiliary hosted a reception for their Annual Scholarship recipients. Seven (7) students received a \$1,000 scholarship for their education. Wanda Spamm is currently enrolled at the University of Missouri in St Louis working on a Doctorate of Nursing Practice. She currently works at GRMC in Blytheville.

Mariah Robinson is in her senior year at ASU and will receive her BSN Dec. 2019. She is currently working at SMC Regional Hospital in Osceola.

Cynthia Robinson will receive her Nurse Practitioner Degree in Dec. 2019 from Maryville University. She is currently working at SMC Regional Hospital.

Hannah Beth Hearyman will receive her BSN in May 2020 from Walden University. She loves her nursing job at GRMC with the OBGYN Dept.

Caitlyn Hill is currently enrolled in the BSN dept. at ASU. She will graduate in 2020.

Ashley Gross is currently working on a Masters Nurse Practitioner from Walden University Nov. 2020. She is currently working at GRMC in Blytheville.

Chastity Campbell is currently working on the Family Nurse Practitioner degree with Walden University. She works with the outpatient Surgery Dept. at GRMC in Blytheville

Lovonda Carter, President of the Auxiliary introduced each recipient and awarded the \$1,000 scholarship to further their education endeavors.

Pictured: Wanda Spann, Hannah Beth Hearyman, Auxiliary President Caitlyn Lovonda Carter, Caitlyn Hill, Chastity Campbell, and Ashley Gross



Below: SMC Medical Hospital Auxiliary at the Scholarship Reception: Pud Thomas, Betty Thompson, Sonja Burnett, Lessie Nance, Treva reese, Adele Black, Ann Wallace, Lovonda Carter, Paulette Booker, Shirley Stovall



On Saturday, August 10 from 10-1:00 the South Mississippi County Regional Hospital had the "Safety Saturday" for back-to-school students. It was located at the front of SMC Hospital parking lot.

Pictured below: Great River Medical Center ER Nursing Manager Jimmy Howard and Diane Davis, SMC ER Nurse Manager



The Osceola Police Department was there giving out safety information and doing finger printing. In addition, coloring books and workbooks were available for children and parents on Internet Safety. Representatives from the Police Dept. included Police Chief Ollie Collins, Denise Carter and Frisco Whitfield, Jailer.

The Osceola Fire Department drove up in a Fire Truck which the children were able to explore and also meet the Firemen. The Pafford Ambulance was also present and the SMC Nursing staff was available for checking blood pressures.



Chloe Witenton, Great River Medical Center ER Nursing Manager Jimmy Howard and Diane Davis, SMC ER Nurse Manager

Osceola Hospital Auxiliary was available to meet and greet the children.



Front row: Lessie Nance, Adele Black, Sharon Ragan, Ann Wallace & Betty Thompson.

Back row: Frisco Whitfield, Jailer Osceola Police Dept., Ollie Collins - Osceola Police Chief, and Denise Carter - Police Officer

All the children registered for a giveaway of a boy and girl back pack filled with school supplies. Hot dogs and drinks were provided. In addition, face painting was set up.

ST. BERNARDS - JONESBORO

Dean Rossa

The construction of the new Tower at St Bernards Hospital continues with a move-in date of December 13. The Tower will be the new entrance to the hospital and will house surgical and ICU services.

St Bernards Auxiliary members served cakes to hospital employees on May 17.

Shelia Schisler, Chair of the Auxiliary's Junior Volunteers program and Tiffany Horton, Manager of SB Employee Engagement, chose 16 students from 80+ applicants for the summer 2019 Junior Volunteer program. Pictured below are the Junior Volunteers





Picture left: Shelia Schisler.

The program began July 12 and ended August 2. St Bernards Auxiliary members assisted on Fridays.



NORTHWEST DISTRICT

MERCY HOSPITAL BERRYVILLE

Jean Vance

Mercy Hospital Berryville held a fundraiser from our thrift store on its parking lot in July however; our sales for August had to be rescheduled for September due to rain.

The Diabetic support group met August 13 and we had 8 attend in addition to our educator Donna Medlin.

We also had a collective goods sale in our day room at the hospital.

On August 25 a booth was entered at the Carroll County Fair in the educational department and we were awarded Grand Champion!

Pictured are (left) Parliamentarian Mary Jo Vallie and Thrift Store Manager Juanita Baker.



On Sunday September 15th, the auxiliary will participate in the 50th anniversary of the opening of the hospital by providing pies for refreshments.

On Sept 12th we will have an outdoor sale at our current thrift store, weather permitting, and on September 20th we will host a blood drive

We look forward to attending the State AHHA meeting October 2-4.

MERCY NWA – ROGERS

Shirley Long

On July 23rd the knit and stitch group had a work day at Mercy Rogers to facilitate Homeless Plastic Mat making. The project is to help homeless persons in NWA. It takes many hours, many hands and many plastic bags to make one mat. District Secretary Neta Stamps and Mercy Hospital Berryville Treasurer Shelba Miller stepped in to assist and learn the process with us. Denise McGlone, Auxiliary Treasure is the leader for the project.

Shelba Miller (sunglasses) at table with Denise and a host of wonderful volunteers together for a great cause.



Left: Denise McGlone, hard at work

Right: Finished Mat



Pictured are Auxiliary Board members with guest at the renewal luncheon. We were honored to have Carol Evans, District Chair, Eric Pianalto, Mercy Rogers President, and Michelle Bass, Mercy Rogers Vice President for Performance Improvement and Service. Not pictured is Holli Oliver, DVS. She was taking the picture. Luncheon was held at Capriccio Restaurant in Rogers.



NORTH ARKANSAS REGIONAL MEDICAL CENTER

Robby Scucchi

The NARMC Auxiliary is dedicated to providing an excellent patient experience at the hospital, and when the volunteers saw a need for additional wheelchairs, they decided to purchase chairs with enhanced features. The Auxiliary recently purchased 12 new wheelchairs for patients at the hospital to add to the existing fleet of 20. The new wheelchairs feature user-friendly design that makes them safer and easier for both patients and attendants.



The new Staxi® wheelchairs have a stackable design, much like grocery carts, so they take up less space when not in use. The wheelchairs also have better ergonomic balance than traditional wheelchairs, which makes less likely to tip. Combined with a fail-safe braking system, the Staxi® wheelchairs allow the patient to feel safer and more secure. Additionally, the wheelchairs are more maneuverable and require less effort to push, so they are also more user-friendly for the attendants pushing them.



At a total cost of \$19,232, the wheelchairs were purchased out of the NARMC Auxiliary General Fund. The funds were raised from sales at the gift shop, thrift store and other events throughout the year, such as basket and craft sales.

“Every member of our Auxiliary contributed to this investment in the new wheelchairs,” said Sam Kekaha, president of the NARMC Auxiliary. “I’m proud of our collective efforts to raise the funds that support our local hospital and give back to the community.”

SILOAM SPRINGS REGIONAL HOSPITAL

Louise Brown

We had a great Ice Cream Social in July and it was very well attended! Homemade ice cream is always good!! A big shout out to Sharon Harrison for putting it all together and all the gals that made the ice cream and to Annis Cripps for letting us use her barn.

The NWA Auxiliary District Meeting will be held this fall in Siloam Springs. We will be hosting it October 29, on the campus of John Brown University



SOUTHEAST DISTRICT

MCGEHEE HOSPITAL

Jane Lucky

Keeping our landscaping looking its best is paramount. This is one service to our hospital that a volunteer can do. First impressions are lasting and our courtyard bed on the other side of hospital can be viewed by patients from their rooms. Something is in bloom every season. It is called "Healing with Nature."



DeWitt Hospital and Nursing Home

Mary N. Jacobs West

With the help of a local restaurant "The Bull Pen" and our local Nation-Wide Insurance Office, we have been playing Bingo once a month this summer. Donations are given to the Auxiliary. We are raising money and having a blast.

We have been able to purchase new recliners, over the bed tables, and lobby furniture for the DeWitt Hospital from past fund raisers and donations from our area "Acres of Help" organization.

The Auxiliary helped to create a "Comfort Closet" for the High School and Middle School. We learned of the need for hygiene items. The school nurses and counselors will distribute the items as needed.

The county fair is the week of September 9th. The auxiliary will set up a booth in the conjunction with the hospital booth. Our booth will have membership information in hopes of attracting new members.

Our annual Linen Sale is October 8th and 9th in the DeWitt Hospital outpatient area. We are working on online sales, but we don't have information to share currently.

Also, the DeWitt Auxiliary is sponsoring a style show on October 15th. This event will include a breast cancer awareness program.

It is going to be a busy fall, but we are ready. If you need information on anything above, please contact me at mwest@arkansascountybank.com. If I don't have the answers, I'll get them for you.

We have several members planning on attending the State Convention.
Happy Fall Y'all!



SOUTHWEST DISTRICT

CHI ST. VINCENT – HOT SPRINGS

Lynn Smith

CHI St. Vincent in Hot Springs received the **Sentinel-Record Reader's Choice Awards 2019** winner for **BEST HOSPITAL**. A nice banner and framed certificate are hung right outside the Gift Shop. Congrats!

4th Annual Hats off to Women Celebration was held at the Coronado Community Center in Hot Springs Village. Our auxiliary had a booth with sales of almost \$1000. Several ladies from the event have already come to shop at our Gift Shop-new customers are a good thing! During the champagne brunch several of our auxiliary members modeled Gift Shop clothes and accessories. We also used this as recruitment opportunity.

Our 2 day **Shoe Roads Productions** event resulted in \$15,000 sales. Auxiliary gets 20% of sales. If you haven't used them we highly recommend you book them. They have wonderful brands our nurses like to wear for support and comfort along with Birkenstock and UGGS. The vendor comes in sets up and does all the work. They are awesome to work with.
www.shoeroad.com (314)640-0902

Belk Charity Sale advertised as "supporting your local community". For a \$5 donation (which the auxiliary keeps) you receive a \$5 coupon to use during Charity Sale on an advertised date.

Our Gift Shop window is looking a lot like fall. New fall clothes and accessories are arriving weekly from Susan's recent trip to market. Razorback t-shirts and sweat shirts are also available in all sizes. We also have a new line of jewelry that is very popular and selling fast. The **My Saint My Hero** jewelry includes beautiful rings, necklaces, and bracelets. They are handmade with love in the small town of Medjugorje, Bosnia.





OUCHITA COUNTY MEDICAL CENTER – CAMDEN

Daphne Bennett

As a part of our Community Outreach Program, we donated snacks for backpacks to be distributed to needy elementary students in the community. Our schools have pointed out the need for such items, as some students do not have adequate food during the weekends.

We awarded two \$2,000 scholarships for the fall semester to registered nurses who are pursuing the Bachelor of Science in Nursing.

We have added four new volunteers during July and August--how welcome they are!! Also, we had two male students--one a college and one a high school student--volunteer during the past summer.

We enjoyed a successful scrub sale in July--our commission was \$ 4,163.11. This is an excellent fundraiser for us, and we appreciate those hospital employees who participate.



VALLEY DISTRICT

MENA REGIONAL HEALTH SYSTEM

Sharon Jewell

Auxiliary members Kathy Boone and Kathy Rook served popcorn to MRHS employees July 25. Employees enjoyed the popcorn.



Below: Kathy Boone and Kathy Rook and the popcorn machine.



Razorback Sale Fundraiser was held Thursday August 1st – Saturday August 3rd. A huge selection of Razorback shirts, infant items, jewelry, auto accessories, home décor items, doormats and much more was available.



This is one of our larger fundraisers for the hospital auxiliary, which help raise funds for scholarships and to also help assist in the purchasing of items for various departments within the hospital.

These ladies from our Auxiliary treated the MRHS employees to refreshing coke and root beer floats on a hot afternoon August 22! We are so grateful for the many kind things our volunteers do for our hospital, employees and community.

Pictured from left: Linda Johnson, Sharon Jewell, Marilyn Davenport and Kathy Boone.



Several of our auxiliary members have been working with the youth this summer in vacation bible school and other local community activities.

We are currently taking scholarship application for fall semester

The auxiliary hosted a uniform sale August 29 and August 30.

Up Coming Events:

September 14th Health Fair

October 2-4th AHA Convention

October 28th Hosting Valley District fall Meeting

NATIONAL PARK MEDICAL CENTER – HOT SPRINGS

Dorothy Stringer

We are getting ready for the holidays. Most of our Christmas shipments are in the stockroom, ready to put out.

National Park Medical Center has 5 new volunteers. We are looking forward to having more people to help out.

The NPMC Auxiliary now has a bulletin board in the “Volunteer Hallway” We plan to put all our upcoming events on it and pictures of what the auxiliary has done in the past. Most of the hospital employees have no idea as to what the auxiliary has done for the hospital or the amount of money we used in these programs and projects.

Our volunteers are looking forward to the Little Rock Convention and seeing old friends and making new ones. The rooms are reserved and people are ready to go.

The purchase of 12 new wheelchairs with anti-theft bars and leg locks has been popular with the hospital. We still have all our wheelchairs and all of them have both legs on them.

ST. MARY’S REGIONAL MEDICAL CENTER - RUSSELLVILLE

Janet Thurber

Saint Mary’s volunteers braved the heat and showed up at the July Auxiliary meeting to learn about stroke awareness. Karmen Goodner, RN, a Stroke Champion for Saint Mary’s AR SAVES program, discussed stroke awareness and the care available at Saint Mary’s. Saint Mary’s has received numerous awards and honors for its program and rapid door-to-treatment times.

Sargent Quinn Jones, Russellville Police Department, provided safety tips for seniors at the August Meeting. Sgt. Jones said seniors are the most likely to be victimized. He provided valuable information about how to prevent the theft of personal items and medications, as well as ways to prevent financial theft. After the August meeting, volunteers spent time cutting out Christmas stockings for Saint Mary’s December babies.



Sgt. Quinn Jones, Russellville Police Department, and Volunteer Barbara Boeh

Volunteers are looking forward to our Volunteer Roundup and Potluck in September. The roundup is our annual volunteer recruitment event, so we're hoping to recruit several new volunteers again this year.

In October we will attend the State Convention and the Valley District's Fall Meeting. In November we attend our annual Mandatory Training and gather blankets and water to donate to the Russ Buss.



Vice President Jane Hradek cuts out a Christmas stocking for a December baby.



Volunteers Diana Stensland and Dale Boeh get ready to cut out Christmas stockings.

Articles for November / December newsletter should be submitted by October 31. Please report what you did in September and October and what you have planned for November and December. Pictures are most welcome! If possible please send jpeg format and actual size - not reduced size and give information on the occasion and the names of those in the picture. Please use Word or Office format whenever possible.

Neta Stamps, Editor



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MEMBER HIGHLIGHT



LYNN SMITH

Lynn is an inaugural member of the Arkansas Hospital Association's Patient and Family Advisory Committee. She has been a volunteer in several of our Arkansas Hospitals since 2002. She has also held various state and national level positions, including roles in the Arkansas Hospital Auxiliary Association as President and American Hospital Association Committee on Volunteers as Chair. She was recently elected to serve as Auxiliary President of CHI-St. Vincent Hot Springs. We are so happy to have Mrs. Lynn as a part of our AHA PFAC.

GOODBYE
SUMMER



HELLO
FALL



See you - - - -



AHAA State Convention October 2 – 4, 2019