



PSDVS Newsletter

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President's Message



Judy Lieberman, MA, CAVS

My mantra lately appears to be, "where does the time go?" Was it not yesterday I was being recruited for a position on the board? It was... wasn't it??? I now find myself handing over the proverbial gavel to Connie. As the genX generation says very frequently to their friends, "OMG."

So how have I changed these past years? My passion for the field has blossomed, as did my passion for this organization. Our membership is made up of so many wonderful people. I was asked to provide a quote for the 40th anniversary of AHVRP of what keeps you in the field. My comment was something like this... "We work with the best part of a person... the altruistic part, that part that desires to give back and help another human being. We create opportunities assisting people in bringing out their humanity and their compassion..." How can that not have an effect on you?"

- What I have learned in these past years, there are so many of us that are dedicated to service... and it is this service we need to tap into to keep our organization and field growing. Your growth as a professional and a leader can only be enhanced by your participation in your chapter or on the state board.
- What I have learned is by participating in my chapter... I have gained knowledge that saves me hours of time.
- What I have learned, is to be a better leader and a better friend.
- What I have learned is to be a mentor... We are working in scary times with a few members sadly, losing their positions. Since our mission is about Education, I thought it might be prudent to include tips the expert's state to increase job security.

Tip 1- Know Your Value and Communicate It "If you're flying under the radar, you're going to be the first to be eliminated," says Kirsten Dixon, author of *Career Distinction: Stand Out by Building Your Brand*. Dixon recommends compiling a weekly status report that outlines the project or projects you're working on, your progress on those projects and your key performance indicators, and sending that report to your boss each week. You can also present this same data to your boss in your status meetings.

Instead of an annual report, maybe it is time to do monthly or even quarterly reports.

Tip 2- Be Positive "People who are bringing the team down and stirring the rumor mill are definitely the ones who are going to be on the list to go," says Dixon. "I've noticed in working with my clients that the people who tend to get laid off are those who have been vocalizing their dissatisfaction with their jobs or their company for some time."

Tip 3- Be a Team Player Getting along with others is critical when downsizing is on the table, "These times require cooperation, flexibility and a willingness to go the extra mile."

Tip 4- Lead "Executives are expected to set the vision and reassure people of the path the company is on," says Dixon. "This is not the time to go in your office and shut the door. Show decisiveness, strength and integrity. Show that you're combating the rumor mill."

Tip 5- Show Enthusiasm for Your Projects "The project you're working on right now is really important because you're only as good as the last project you worked on," says Dixon. And let's face it: That's the way personnel decisions are made.

Tip 6- Adapt to Change Quickly "If you can develop an attitude that nothing is going to stay the same and that your organization and your job will always be in flux, that will help you cope," says Stepanski Plouffe. "Be ready for whatever change may come up."

Continued on page 2...

...President's Message Continued

Don't Leave Your Job Without These Materials! If you do get laid off, make sure you gather the following documentation before you're escorted out the door.

1. References from coworkers, superiors and subordinates in writing
2. Past performance evaluations
3. Letters and e-mails from customers expressing positive feedback
4. Your job description

Tip 7- Get Your CAVS The certification gives you credibility and provides you with the status of a professional.

This year on the board our goals have been to continue growing through membership and education. We have increased the amount of educational scholarships we provide. We are encouraging members to become certified and have offered members scholarships, if their organizations do not

provide the dollars. By the end of the year, we will soon have a web presence. Members this year were offered an added benefit of a free membership to Energize. And we have professionally produced our Educational CD in order to sell. Funds from the CD sales will be used for our various scholarships.

As the twilight of my presidency comes to an end, I am filled with mixed emotions... relief, sadness, but most of all pride in what our volunteer organization can accomplish with individuals that are dedicated to its mission. I can not thank you enough for the opportunity I have been given to serve. I wish everyone a very Merry Christmas and a very happy and healthy New Year.

*Judy Lieberman, MA, CAVS
Taylor Hospital, Ridley Park, PA
PSDVS Board President*

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Slate of Officers 2009 PSDVS Board of Directors



*Connie Klunk,
President*

On behalf of the nominating committee (Betty Anton, Laura Burns, Diane Gloor and Janet Kalup) Diane Gloor presented the proposed slate for the 2009 Board of Directors. The candidates were elected at the Annual Meeting for a one-year term beginning January 1, 2009.

PRESIDENT: Connie Klunk, CAVS & Director, Volunteer Services, Hanover Hospital. Connie started at the hospital in 1986 and worked six years in Human Resources before transferring to the Volunteer Services Department. Connie is a member of Central Chapter and has served as Secretary & Treasurer. She has been a member of PSDVS Board of Directors since 2004 serving as Secretary, Vice-President, and President-Elect.



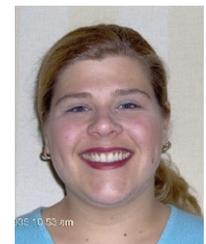
*Kathy Michalovicz,
Treasurer*

PRESIDENT-ELECT: Joni Murray, Manager, Education and Volunteer Services, UPMC Horizon. Joni has been at Horizon for 30 years. She has served in many capacities in Western chapter including president, education chair; and is currently serving on the PSDVS board as membership chair.

VICE PRESIDENT (responsible for Burston Award Selection/Luncheon): Tina McDonnell has been the volunteer director at Lower Bucks Hospital in Bristol for five years. She got her first taste of volunteer management at the Ronald McDonald House in Philadelphia many years ago. Prior to volunteer management she was director of alumni at the Holy Family University and also had her own catering business!



*Joni Murray,
President-Elect*



*Krista Liparulo-
DiRienzo,
Secretary*

TREASURER: Kathy Michalovicz, Volunteer Director, Washington Hospital. Kathy has been the DVS for eleven years and just recently passed her CAVS's! Prior to that, she was the Director of Recruitment for the Girl Scouts of Western Pa. Kathy started her hospital career as a nurse! Kathy has held many positions in Western chapter including her current position as president. She's served on the state Bylaws and Burston Award committees.



*Tina McDonnell,
Vice-President*

SECRETARY: Krista Liparulo- DiRienzo, Director, Volunteer Services and Community Programs for Maxis Health System in Carbondale for the past five years. She's held many positions in her chapter including membership chairman, vice president, and currently, president. At the state level, Krista has served on the Bylaws and Burston Award committees.



*Judy Lieberman,
Past-President*

Diane Gloor
UPMC Passavant, Pittsburgh, PA
PSDVS Nominating Chair

History of the Evelyn Burston Award

Recognition of one of its peers had long been a topic of discussion for the Executive Board of the State Association of Directors of Volunteer Services. During the years immediately following Evelyn Noble Burston's death, her name was associated with the awards discussion. Her pioneer accomplishments were respected and emulated by her state associates and her fame extended beyond Pennsylvania's borders. Hers was a career that spanned 20 years, from 1957 – 1977, in the field of volunteer services and public relations. Evelyn developed an organized volunteer service program in Germantown Hospital, one of the few existing programs in the Nation at that time. Her innovations have been copied nationwide. She was one of the first to emphasize that the opinions of patients were of great value to the hospital's operations, and she started the Patient Visiting Service. One notable example of her creativity was the coining of the name "Candy Striper" for Junior Volunteers. She also developed a male hospital volunteer program at a time when men volunteers in hospitals were a new idea.

Mrs. Burston died in 1977 but her accomplishments and name have been synonymous with excellence in Volunteer Services programs. With this in mind, the 1982 Board of SDVS decided to recognize one member of the State Association each year with an award in Evelyn Burston's honor. So each and every year at the state annual meeting a member is chosen to receive this distinguished award.

2008 Burston Award Recipient

FRAN BRAUN

for Outstanding Achievement in Volunteer Administration



Fran Braun

This year's Burston award is presented to Fran Braun, Director of Volunteer Resources at Lancaster Regional Medical Center. Fran has been a DVS for the last 15 years at LRMC overseeing 150 adult volunteers and 150 youth volunteers. She is a member of PSDVS, Central Chapter, Lancaster County Chapter of Volunteer Coordinators, and the Volunteer Advisory Board of United Way of Lancaster County.

As Director of Volunteer Resources at LRMC, she started the Doctor 2 Doctor and Nurse 2 Nurse mentoring programs for teens and college students who are interested in pursuing a career in healthcare. She has spoken nationally about these programs. Fran also started the Concierge Service program to enhance patient care and service to families. She has given at least 100 speeches to various organizations and will speak anytime and anywhere when invited about volunteerism.

In addition to her role as a DVS, Fran speaks to all new employees during orientation about the volunteer department. She served as a patient advocate and had the spiritual care department under her wings. Fran also founded the "Employees Can Help Others" Fund (ECHO) to help support needy employees in times of financial need. Over the last three years, over \$100,000 has been distributed.

Fran is very active in her community serving as a book report volunteer at Eshelman Elementary School, a board member for the American Heart Association and Advisory Board to United Way of Lancaster County, a transport volunteer for St. Anne's Home, and an office volunteer for Schreiber Pediatric Rehab Center.

CONGRATULATIONS to Fran Braun the 2008 Burston Award recipient!

Special thanks to the members of the *2008 Burston Award Committee*:
Melissa A. Heinlein, Chair, Philadelphia VA Medical Center; Krista Liparulo, Marian Hospital; Kathy Michalovicz, Washington Hospital; Vickie Morgan, Mount Nittany Medical Center; Lillian Schoenwolf, St. Mary's Medical Center

A SPECIAL TRIBUTE to the Past Award Recipients

1982 – Nancie MacBain	1995 – Jane Frain
1983 – Olivia Herman	1996 – Not Awarded
1984 – Nancy Herman	1997 – Susan Arnold
1985 – Kerry Dibble & Diana Kreiling	1998 – Suzanne DeTuerk
1986 – Joyce Wise	1999 – Sara Atkinson & Vickie Morgan
1987 – Not Awarded	2000 – Anna Olszewski
1988 – Ruth Hughes	2001 – Ceil Maynard
1989 – Carol Getty & Betsy Layton	2002 – Joan Cardellino
1990 – Not Awarded	2003 – Betty Anton
1991 – Marjorie Weiss	2004 – Diane Gloor
1992 – Beth Modery & Nancy Rigney	2005 – Bonnie MacGregor
1993 – Polly Sutch	2006 – Jennifer Kopar
1994 – Hazel Kramer	2007 – Melissa Heinlein
	2008 – Fran Braun

*Melissa Heinlein, CAVS
 Philadelphia VA Medical Center
 Vice-President, PSDVS & Burston Award Chair*

Central Chapter Report

Greeting's everyone from your friends in the Central Chapter. The CC met in September at Robert Packer Hospital/ Guthrie Health in Sayre. This was the last meeting before our annual conference and we used our time together to finalize all conference business. Somehow, in the mix, we had time to have an educational session on "Dealing with Difficult people." I am sure each of us has a story or two that we could share~ and CC members did just that~ and we were able to get some great advice from Robert Packer's EAP Manager. It was a great session that left all of us feeling better prepared to deal with difficult people.



Since the last newsletter we've had the privilege of welcoming PSDVS members to the annual conference in Tannersville. On behalf of myself and all CC members', thank you for joining us in our corner of the state. It was our pleasure to welcome you to the beautiful Pocono Mountains. Planning the conference was a lot of work, but conference co-chair's Dawn Rissmiller and Lois Kellet made it seem seamless. They, along with their sub committees, did a great job! I want to commend all of them for putting together such a great conference! It couldn't have happened without them.

Our next meeting will be held on December 12th at Lancaster General Hospital. At the end of the conference we asked all participants to complete a survey. We will use our time together to go over the survey data and recap some of the conference highlights. Our December meeting is also utilized as a chapter fundraiser where we feature a silent auction and also take a collection for our Community Service project. This year we will be donating to "Carter's Corner." Items donated will include coloring books, puzzles, play dough and other arts and crafts items. Carter's Corner is for all children at LGH who are patients or children of patients in the hospital.

On a final note, I would like to take the opportunity to let everyone know that it was a real honor and pleasure to be Central Chapter president. I have enjoyed every opportunity that presented itself through my role and am grateful to have been able to serve my chapter. Additionally I am looking forward to serving on the PSDVS board as Secretary.

May you and your family have a blessed holiday and a Happy and Healthy New Year!

*Krista M. Liparulo- DiRienzo
Marian Community, Carbondale, PA
Central Chapter President*

Western Chapter Report

Western's year is almost over, and a great year it was. We ended with our November meeting at Family Hospice & Palliative Care in Mt. Lebanon, with a great presentation by Joni Murray on Non-verbal Communication, and summaries from attendees to the AHVRP National Conference in Anaheim and roundtable discussions. We completed this year's community service project at the meeting. Chapter members brought baby items to the meeting, which we then sent on to Newborns in Need, a great charity that specializes in the needs of premature and newborn babies that are sick or in crisis.

We've maintained our membership and are beginning to grow. We have 37 members and are attracting new



people, but we're losing a few friends this year. We say good-bye to Robin Lebovitz, Dorothy Staub, Hope Paden-Beck, and Stephanie Flanagan, they will certainly be missed.

Thanks to Central Chapter for their hard work in providing a wonderful state

conference. We feel your pain, but you did a super, great job. And, we look forward to our trip next year to the Philly area.... My term as President has come to a close, and it was great !!!! Thanks to my peers for the opportunity to serve... Here's to family and friends.

Have a safe and wonderful Holiday.

Kathy Michalovicz
Washington Hospital, Washington, PA
Western Chapter President

Eastern Chapter Report

Our last meeting for 2008 will be held on Friday, December 12th at 9:30am. We will be hosting our Holiday get together where we hold a polyanna as well as bring along an envelope with \$5 with our favorite charity listed on the envelope – at the meeting a charity will be picked for the collected monies.

The agenda for the last meeting will include roundtable discussions; information packets will be shared with



members from the national and state conferences on various subjects to help volunteer leaders. The 2009 slate will be discussed and elected as well as goals. Eastern will be responsible for the State Conference next year; therefore,

this meeting a committee will be formed.

Lillian Schonewolf
St. Mary Medical Center, Langhorne, PA
Eastern Chapter President

AHA Annual Report

Health for Life: Better Health. Better Health Care

Each year at the AHVRP National Conference the American Hospital Association gives an annual report that reflects the views of the AHA, how healthcare is changing, and plans for the future.

This year's report in Anaheim, CA was presented by Thomas M. Priselac, Chairman-Elect of the AHA Board of Trustees. Mr. Priselac is also President and Chief Executive Officer-Cedars-Sinai Health System. In his role as chairman-elect he also chairs the Long-Range Policy Committee. He spoke on the key issues impacting our nations hospitals and consumers. He addressed the growing concern of many millions who have no health insurance, and those with coverage, who cannot afford the increasing costs.

The cost of care is escalating beyond everyone's reach, including business owners, families, and government. The healthcare worker shortage is looming in the future. And some hospital and health care providers are on the edge of financial downfall.

We cannot continue down this path. Our healthcare systems were not designed to handle the current environment.

We have a unique opportunity to reshape and reform health and health care in America. We must face this daunting challenge and succeed,

because good health and health care are essential to each and every one of us, and to the strength and successful future of our nation. The plan is based on: * America's health is built on the health of each and every individual.

* America's health is the backbone of our economy. * America's health is key to our future social viability. * America's health is essential to our nation security.

AHA is calling on everyone to work to revamp the entire healthcare system for providers and most of all each citizen, beginning with insurers. AHA feel there has been a domino effect in our country. Healthcare

must be available and affordable for everyone. Prevention is key. A healthy workforce = a productive and vibrant economy. Our workforce is contributing to an increasing senior population. A sicker America means higher retirement and healthcare costs, as well as fewer workers contributing to senior's care. And health is key to our national security.

5 KEY AREAS TO THE PLAN: Focus on Wellness; More efficient, affordable healthcare; Highest quality care; Best Information; Health coverage for all, paid for by all.

Kathy Michalowicz
Washington Hospital, Washington, PA
Western Chapter President

5 KEY AREAS TO THE PLAN:

Focus on Wellness;

**More efficient,
affordable healthcare;**

**Highest quality care;
Best Information;**

**Health coverage for all,
paid for by all.**

The Importance of CAVS

Certification for Directors of Volunteers

What is CAVS?

AHVRP (Association for Healthcare and Volunteer Resource Professionals) in conjunction with AHA (American Hospital Association) administers the exam and awards the certification of **CAVS - Certified Administrator of Volunteer Services** to eligible DVS.

The AHA designs and administers other Certification Programs to recognize mastery of well-defined bodies of knowledge within healthcare management disciplines. Have you heard of these other professional certifications in healthcare in addition to CAVS?

- ✓ Certified Healthcare Environmental Services Professional (CHESP)
- ✓ Certified Healthcare Facility Manager (CHFM)
- ✓ Certified Materials and Resource Professional (CMRP)
- ✓ Certified Professional in Healthcare Risk Management (CPHRM)

Why is certification important? Other respected professions offer credentialing (CPA, CFP, why not us?) We are proud professionals! Certification recognizes professional status in healthcare where much importance is placed on credentials and degrees among our colleagues!

- ★ CAVS recognizes our knowledge as a Volunteer Director which provides both intrinsic and external rewards and recognition.
- ★ CAVS is a premier credential based on a sound assessment that provides distinction in an increasingly competitive marketplace.
- ★ CAVS provides a national standard of knowledge.
- ★ CAVS encourages personal and professional growth in the practice of volunteer management and is a personal challenge testing skill and knowledge of the profession.
- ★ CAVS awards a pin and certificate, plus notification will be sent to your administrator.

PA stats - Currently, 32 members in our state are certified - about 1/3. Let's encourage all members to make this a personal goal this year to attain CAVS certification!

What's involved in becoming certified?

1. Eligibility Requirements - Minimum of bachelors or higher, associate or high school diploma or equivalent, plus years of associated professional experience in healthcare volunteer services management. (See application for further details).

2. The Exam - Available at National AHVRP conferences as well as some state conferences. Now also available at select H & R Block sites on-line. 100+ multiple choice questions. It is challenging! The test covers various topics such as:

- ✓ Joint Commission standards
- ✓ Management of Human Resources
- ✓ Planning and Program Development
- ✓ Finance
- ✓ Organization and Management of Services
- ✓ Community Collaboration, Advocacy and Public Relations,
- ✓ Professional Development

3. Fees

Member of AHVRP = \$275 Non-member = \$425

Renewal: Member of AHVRP = \$135 Non-member = \$225 - every 3 years (need 45 contact hours of continuing professional education or retest.

4. Certification is good for 3 years and then must either be renewed through continuing education credits or retesting along with fees.

5. Preparing for the exam - CAVS Application, Handbook and Review Guide as well as prep workshops are available through www.aha.org/certification

More Info:

Contact Michelle Caruso, AHVRP Board Member and Certification Chairman at mcaruso@jordanhospital.org or 508-830-2075 for more information.

Good Luck!

Jennifer Kopar, CAVS

Allegheny General Hospital, AHVRP Liaison

REFLECTIONS on the State Conference in the Pocono's!

I was re-engineered into my position on November 4, 1994, and hate to admit that at the time, I wasn't too excited about overseeing "those" volunteers. As I got my feet wet, and met some wonderful DVS from Western Chapter, I gradually came to understand what a challenging and rewarding job this is. I think I have a little attention deficit disorder, so changing directions every five minutes, never really finishing a project, functioning as teacher one minute, then social worker the next really fits my personality.

I met a couple new volunteer directors at the Pocono's conference. As I listened to their stories about unsympathetic supervisors, staff who think we grow volunteers on trees, and a general misunderstanding about our profession, I nodded in agreement. One person told me it was refreshing to find others who understand. I think that's the overwhelming consensus of our group and the most important reason to take time to attend meetings and conferences. What a blessing it is to have friends to call when I'm frustrated so they make me laugh instead of cry; or suggest that I "sleep on it" before sending an e-mail I'll only regret later. I enjoyed the speakers at this year's conference, but as always, my favorite part was networking, and especially meeting new people. I would like to thank the PSDVS Board for having awarded me one of the conference scholarships; it reminded me why I'm still in this profession and provided a beautiful backdrop for self-reflection.

Diane Gloor

*UPMC Passavant, Pittsburgh, PA
Conference Scholarship Recipient*

Save The Date!

AHVRP 41st Annual Conference

Phoenix, Arizona

August 27 – 30, 2009

National Volunteer Week

April 19 – April 25, 2009

*"Change will not come if we wait for some other person or some other time.
We are the ones we've been waiting for. We are the change that we seek."*

~Barack Obama

NEWS from AHVRP

(Association for Healthcare Volunteer Resources Professionals)

AHVRP national conference in Anaheim, CA was a great success with over 700 attendees. They also celebrated the 40th anniversary of the organization with a formal dinner and presentation. Next year's conference is planned for August 27-30, 2009 in Phoenix, Arizona.

DVS Advocacy Tool Kit - AHVRP is providing a free online toolkit with valuable resources and tools to assist in further preparation for the CAVS exam, management reporting, benchmarking, program evaluation and much more. Click on Members Only in www.todaysvolunteer.org to access.

AHVRP Briefings in Healthcare Volunteer Services and Retail Operations is a free opt-in e-mail resource providing comprehensive weekly news briefings of the week's top stories. Delivered to AHVRP members and non-members alike.

CAVS Review Guide - 2nd Edition is now available in the AHVRP bookstore. This guide offers many professional development resources that can both help prepare for the national certification examination and improve your current program. Also, the new **2009 Interpretation of the Joint Commission Standards** is also available for sale.

Partners in Community Health (PICH), the AHVRP newsletter for AHVRP members is calling for news and articles for the winter publication by November 24, 2008. All information should be sent to kboothb@harthosp.org.

New CAVS Exam Debuts at Conference. Twenty-one candidates took the new and improved paper and pencil exam at the conference. Fifty candidates must take the exam before a "cut" or passing score can be determined. Once the "cut" score is determined, candidates who test in H & R Block assessment centers across the country will know if they have passed the exam immediately after completing it. More information can be obtained at www.aha.org/certification.

Jennifer L. Kopar, CAVS

Allegheny General Hospital, AHVRP Liaison

By-Laws Committee Update

I would like to offer a special thanks to Krista Liparulo-DiRienzo (Central chapter) and Joan Simpson (Eastern chapter) for serving on the Bylaws Committee for the past two years. We currently have a set of bylaws for our state society (PSDVS), and each chapter has their own set of bylaws as well. This past year, the Bylaws Committee drafted consolidated bylaws, but in the process decided to contact other states to see how their chapters/regions were governed. To our surprise, only one state had separate bylaws for their chapters/regions; everyone else had one set for the state. There are pros and cons to having less structure at the chapter levels; and this year, we started too late to make a decision on how we wanted to proceed. Our chapters are currently very strong and all meet on a regular basis. There is a good argument that without structure, the chapters would eventually be less cohesive. On the other hand, we are creating expenses for our chapters by the very structure that makes us strong. The 2009 Board will be looking at these issues, and with input from the chapters, decide which direction works best for our Society.

Diane Gloor

UPMC Passavant, Pittsburgh, PA

PSDVS By-Laws Committee Chair

REFLECTIONS on the AHVRP National Conference in Anaheim!



Judy Lieberman and Fred Lee

My first trip to the west coast was an experience that I will never forget! First and foremost I wish to thank the PSDVS board for the scholarship and the opportunity given to me to attend the AHVRP National Conference in Anaheim, California! I must admit I was a bit hesitant to fly that far (thank you Diane for encouraging me 😊) however, once the stewardess announced, "We are now flying over the Grand Canyon", instantly all my anxiety left me as I climbed over the person next to me, grabbed my camera, and began taking pictures of the most amazing sight... a beautiful clear view!

Not only did I see the Grand Canyon, but I had the distinct pleasure and privilege to hear and meet Mr. Fred Lee an extraordinary and captivating speaker and author of the book, "If Disney Ran Your Hospital, 9½ Things You Would Do Differently". Mr. Lee has been both a senior vice president of a major medical center and a cast member at Disney University. Disney recruited him because of his expertise in helping hospitals achieve a culture that inspires patient and employee loyalty.

Mr. Lee's keynote address focused on healthcare managers. Employee/volunteer engagement starts with them. One aspect of a manager's role is to bring out the best behaviors in workers AND provide the best emotional experience for our patients. He shared personal examples and stories on how to create the ideal patient experience and how we create a culture where every employee in the organization is viewed as a valuable member of the healthcare team!



PSDVS members at National Conference in Anaheim

Day two of the conference continued with a general session with Fred Lee where he focused on the patient experience and how we can take our hospitals from good to great! Some of my notes from this session included: *We must look at our patients as guests. People who walk into our hospitals have certain expectations, ie: friendliness, cleanliness, etc. Getting them from good to great is all about **patient loyalty**. Patient loyalty is gained by showing more than simple courtesy. It comes from being engaged with the patient in a way that shows*

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...Reflections, continued from previous page

compassion. One remark is all it takes. People will tell their story over and over again. If we don't do something special for our guests, they will not come back. They won't have a story to tell. If they don't have a story to tell, they can't promote our services!

I would be happy to share Mr. Lee's book with anyone who wishes to read his real life experiences for those who want to enhance their leadership development and build customer loyalty in their organization.

Thanks again to PSDVS for this exceptional educational opportunity!

Connie Klunk

Hanover Hospital, Hanover, PA
Conference Scholarship Recipient

