Dear Colleagues,

The year 2012 will forever be marked in my life as a time of challenge and change. Nationally, healthcare is experiencing an historic paradigm shift and we are, in many ways, at the crest of that transformation. That change was never more evident to me than at this year’s State conference. We spent many hours examining how our profession can address the changes and the needs of our individual organizations, translate these changes for our volunteers, and also, grow professionally. This is a major challenge for each one of us but having stated that, I know that each and every one of you are equipped, creative, energetic and focused and certainly up to that test.

This year has unfolded in ways that will remain with me for the rest of my career. Your Board of Directors remained fully dedicated to building a responsive, strategic and accountable organization. From our national organization, AHVRP liaison, to professional recognition, to our state membership and education, to our website, scholarships, to by-laws revisions, and to the state conference Chair… these Board leaders have left an indelible mark on your organization. Their dedicated work serves as a platform for more members to join PSDVS, more education being made available in a variety of ways… more of everything important to YOU as leaders! Please join me in thanking them for their remarkable efforts, their creative ideas and clear vision of the future of PSDVS. It has been my great good fortune to be able to get to know these talented, bright volunteer administrators. I am in awe of their dedication to PSDVS.

Joyce Malicky • Iris Douglas
Laurie Watson
Yvonne Navarro-Brewer
Nick Petti • Helen Gordon
Alice Clark • Christi Brown
Georgina Winfield
Joni Murray
Melissa Heinlein
Julie Moreschi

I encourage each one of you to consider accepting a leadership position either in your Chapter or on the State Board. It takes courage to offer your precious time as a volunteer leader but the return on your investment will be paid back to you a hundred fold. Your growth potential and personal connections will be unlimited and lasting. You will never know those feelings until you take that first step…. be courageous… be a leader!

Lastly, let me thank you for your support and trust. At this very special time of the year, I am most grateful for having had the honor of being a small part of this mighty organization. I cannot be more delighted to introduce you to our 2013 President, Joyce Malicky. Joyce’s spirit, generosity, insight and intelligence will lead PSDVS to even greater accomplishments!

I wish each one of you the very best holiday season and a very happy, healthy New Year.

Warmly,

Tina McDonnell
2012 PSDVS President
Central Chapter

This year was another great year for Central Chapter! We had great participation at our quarterly meetings: March at Lehigh Valley Hospital with 22 attendees learning about the 'No One Dies Alone' Program and HCAHPS; June at Wayne Memorial Hospital with 14 attendees learning about the Toyota Method (evaluating current processes to develop innovative methods); September at Holy Spirit Hospital with 26 attendees learning from their CEO what aspects of a volunteer program are important to an Administrator. A motion was passed to hold officer elections at the September meeting, giving the incoming President more time to identify committee positions and a date for the transitional meeting. A newly retired Central Chapter member was inducted as an Honorary Member.

Board Reports are as follows:
President (Georgina Winfield): Served as the committee chair (committee members: Mary Etta Lea and Carol Clymer) for the scholarship committee, which provided three members with the opportunity to attend the State Conference. Served on the State Board and was asked to participate in the Technology Task Force which is looking into ways technology could enhance the education of PSDVS members.
Vice President (Kristi Ondo): Participated on both the PSDVS Nominating Committee and by-laws committee, hosted the September CCPSDVS meeting, participated in AHVRP's mentoring program as a mentor to a new AHVRP member and attended both the State and National Conferences. Developed four newsletters, sent to members.
Treasurer (JoAnn Frey):

Continued on page 3

Eastern Chapter

This has been a very busy year for our Chapter as we hosted the 2012 State Conference.

Four meetings were held in the Eastern Chapter, thanks to our members Joanne Marcian at Bryn Mawr, Laureen Carlin at Mercy Fitzgerald, Judy Lieberman at Taylor Hospital and Marianne Collins at Riddle Memorial. Benchmarking education was covered early in the year in preparation for the conference. Colleen Sweeney's presentation, "Volunteers – The Secret Agents for HCAHPS Improvement” gave everyone great new ideas and insights at our June meeting and our third quarter meeting was spent preparing for the State Conference. We are looking forward to our last meeting which is always a team building and networking holiday celebration that we share with our retirees.

It was decided that the Eastern Chapter will establish a budget for the coming year and have the books audited by year end. Each officer will also provide a checklist for the incoming officer to assist with the transition.

We expect to end 2012 with 41 members.

We are hoping to vote our slate of officers prior to the December meeting and will attempt to complete this process soon after this newsletter is published.

The Conference Committee worked very hard throughout the year preparing, as did the attendees who worked on their benchmarking data prior to stepping through the doors at the Ace Conference Center. Fifty-five very committed and fun members attended the conference. We were presented with some of the most spectacular gift baskets to raffle at the conference so many of the attendees went home with some wonderful items. Thank you to all who contributed.

And for some, the team building/

Continued on page 3

Western Chapter

We have had another successful year. Our board members were very helpful and focused this year. We had successful fundraising events, which included a raffle where we raised approximately $2000 and we also received a grant from Asceracare and we had a weeklong hospice training for all of the hospice volunteer coordinators, although everyone was invited to attend. There were wonderful meetings this year, where we learned a lot. We had storytelling, dash boarding with our very own Tina McDonald, patient empathy project, and regulatory readiness, just to name a few. Many from our chapter attended either the State or National conferences. Meg Maly and Donna Cawthorne both were awarded scholarships to the state conference, although Meg got sick and was hospitalized and could not attend. Our very own Donna Cawthorne also won the Everlyn Burston award. We also had various members of our chapter win awards and recognitions throughout their organizations. We could not be more proud of them! Additionally, our membership has grown and we are getting more members from other areas of healthcare. Our planning for the 2012 conference in Pittsburgh is underway and plans are going well.

We published 2 news–letters in our chapter and they were well received. Our slate of officers for 2013 has been elected. Our transitional team meeting is scheduled for Jan 2013 and our next meetings are scheduled for next year. We have begun mentoring the new members to our organization and we look forward to a very successful 2013!
Central Chapter

Continued from page 2

Balance as of 1/1/12 - $8,265.05
Deposits: 3,205.00
Expenses: 11,470.05
Balance: 0 (With a Wells Fargo Check to deposit in PNC account for $7,234.20)
Secretary (Corinne Peterson): Developed and distributed announcements and received RSVP’s for quarterly meetings, shared correspondence with the Chapter and recorded / distributed / revised minutes accordingly.
Membership/Marketing (Alice Clark):
CCPSDVS has 44 members (Eastern - 41, Western - 39) with 124 PSDVS members. Note: In 2012, our larger membership total allowed us to receive greater scholarship funds for our chapter compared to Eastern and Western. By December 1, 2012 current members will receive:
(1) cover letter signed by Alice Clark, PSDVS Membership Chair and Joyce Malicky, PSDVS President for 2013;
(2) two copies of the invoice (which is also the 'Benefits of Membership' sheet) - one copy is to be returned with each member's $75 check; member retains one copy that lists meeting dates and locations;
(3) W-9 form signed by PSDVS Treasurer, Christi Brown.

Membership dues are to be paid no later than March 1, 2013. Anyone who has not paid their dues by mid-January 2013 will receive a web-generated reminder and again in mid-February, 2013. There is a good chance that a $100 VISA card will again be given to the person who recruits the most new members in 2013. In 2012, Laureen Carlin (Eastern Chapter) was the recipient of that award. All new memberships are FREE from the time a person joins until the end of that calendar year.

Education/Compliance (Karla Bachl): The CCPSDVS membership was provided a survey about what they are most interested in learning through CCPSDVS. Education sessions were provided this year on 'No One Dies Alone', Efficiencies and SPPI, Using Lead Methods in Healthcare, How Volunteer Programs and Their Leadership (i.e., you) Influence Executive Leadership and the year ending with reports from national and state conference roundtable conversations.

Nominating (Joyce Malicky): The nominating committee consisted on Joyce Malicky, Alice Clark, Sue Espenshade and Connie Klunk. The proposed 2013 slate was presented and approved at the September 7th meeting. They are as follows: President: Kristi Ondo from Holy Spirit in Camp Hill; VP: Karla Bachl from Lehigh Vall Healthcare in Allentown; Secretary: Corinne Peterson from Cross Keys Village/Brethren Home Community in New Oxford; Treasurer: Susan Espenshade from PennState Hershey Medical Center in Hershey. In July, the VP will be asked if he/she has interest in becoming next year's President. If so, he/she will transition into the 'President-Elect' position for the remainder of the year. Committee positions will be filled and announced at the December meeting by the President.

Eastern Chapter

Continued from page 2

Olympic event was a favorite! Another spectacular event was the Evelyn Burston Luncheon, highlighting Donna Cawthorne and her many contributions to her organization, our profession and our world at large. Congratulations Donna!

A special thank you goes to the conference committee members who really delivered, succeeding with their goal of meeting the prior year’s survey results. Team building, networking, metrics/benchmarking were the top themes and according to the 35 exit surveys returned, we hit almost every mark!

The results of the exit surveys, which were returned, have already been forwarded to Julie in the Western Chapter to help them prepare for the 2013 conference.

Attendees will be hearing Clyde Taylor and us in the near future regarding results of the data submitted and how it will help you as you plan for 2013 and beyond.

Thank you to the Board Members for their dedicated service to the Eastern Chapter in 2012
President-Helen Gordon
Vice President - Vacant
Treasurer- Tom Schad
Secretary- Meg Rider
Membership Chair- Laureen Carlin
Education & Compliance- Vacant
Past President – Janet Kalup

2013 Slate of Officers

CENTRAL CHAPTER
President: Kristi Ondo, Holy Spirit
Vice President: Karla Bachl, Lehigh Valley Health Network
Secretary: Corinne Peterson, Brethren Home
Treasurer: Sue Espenshade, PennState Hershey Medical Center

EASTERN CHAPTER
President: Helen Gordon
Vice President: Ellen Goldberg
Secretary: Meg Rider
Treasurer: Tom Schad

WESTERN CHAPTER
President: Kim Giovannelli, Allegheny Valley Hospital
Vice President: Rose Hoffman, St. Paul’s, Greenville
Secretary: Sami Moyer, Grane Hospice
Treasurer: Patti Bell, Clarion Hospital
Evelyn Burston Award Luncheon

It was a beautiful clear crisp fall day with the colors of foliage greeting us as we walked into the room. We were surrounded by family, friends, colleagues, and mentors and honored to have three retired and former Evelyn Burston Award Winners and 3 DVS’ and former recipients amongst us. The day couldn’t have been more perfect to celebrate the 30th Anniversary of the Evelyn Burston Award and to recognize the newest member of this Volunteer Administrator Leadership group, Donna Cawthorne.

Donna has been the Community Outreach Coordinator at Passavant Retirement Community for four years. During these four years Donna has developed, initiated and worked collaboratively to create 21 new programs to serve her retirement community while at the same time demonstrating the strength of volunteers to her organization. Donna leads by example and serves her community in a variety of positions, everything from actively volunteering with her congregation to walking dogs. Over the last five years Donna has been an active member of the Western Chapter where she serves as the librarian responsible for researching and compiling lists of resources to be shared amongst the chapter membership.

The Senior Leadership Team at Passavant Retirement Community shared PSDVS’ excitement in presenting this prestigious award to Donna because it recognized all of Donna’s hard work and achievements. Having someone like Donna on their team also speaks volumes for their organization and the work they do with their residents.

Kim Grove, Donna’s supervisor commented: “Donna’s faith and unwavering professionalism has given Donna a foundation that makes her an exceptional leader of our volunteer office. She is caring, forward thinking, committed to Passavant Retirement Community’s mission, is consistent and a strong advocate for all of her volunteers.”

The Evelyn Burston Award Committee embraces and recognizes everyone’s hard work and dedication to the profession of Volunteer Administration. The beauty of our organization is that we represent a variety of healthcare facilities from trauma centers to hospice. It is our diversification that makes being a member of PSDVS an educational a wonderful experience.

Yvonne Navarro-Brewer
Evelyn Burston Chair

Past Evelyn Burston Recipients
Seated: Nancy Rigney, Donna Cawthorne, Jane Frain
Standing: Connie Klunk, Iris Douglas, Betty Anton, and Judy Lieberman

Thank You...

Many thanks to the PSDVS members who were involved in putting together with this year’s state conference.

To those who made it possible to receive a scholarship to attend the State Conference: I could not have gone without this support.

To those who put together a great conference: the site was relaxing, the sessions were helpful, the food was delicious, and the networking was encouraging.

To those who were involved in the Evelyn Burston award: The honor is humbling and the luncheon and presentation was so nicely done.

With much appreciation,

Donna Cawthorne
Community Outreach Coordinator
Passavant Retirement Community
Central Chapter
Darlene Altichter - Cedarbrook Nursing Homes--Allentown & Fountain Hill
Rose Bunch - Charles Cole Memorial Hospital, Coudersport
Rev. John Charnock - Williamsport Regional Medical Center, Williamsport
Desha Dickson - Reading Hospital
Claire Festa - Visiting Nurse Assn., Olyphant
Andrea Flowers - Pinnacle Health System, Harrisburg
Beth Fogel - Sacred Heart Hospital, Allentown
Bonnie Goloski - Lancaster Regional Medical Center, Lancaster
Darlene Heiges - Holy Spirit Health System, Mechanicsburg
Beth Metzger - Lancaster General Health, Lancaster
Susan Rehhausser - Reading Hospital, Reading
Lynn Schaeffer - Lehigh Valley Health Network, Allentown
Lynn Schiavone - Sacred Heart Hospital Visiting Nurse & Hospice, Allentown
Debbie Scott – Hospice Compassus, Carnegie Western
Peggy Shupp - Lehigh Valley Health Network, Bethlehem
Cathy Sitzman - Guthrie/Robert Packer Hospital, Sayre

Eastern Chapter
Deneen Baker - Mercy Philadelphia Hospital, Philadelphia
Elana Brewer - Children's Hospital of Philadelphia
Sarah Cohn - Shriners Hospital for Children, Philadelphia
Arlene Davis-Roberts - Mercy Philadelphia Hospital, Philadelphia
Sister Carol Doring - Mercy Suburban Hospital, Norristown
Stacy Ferguson - St. Mary Medical Center, Langhorne
Terri Yaribenee - Nazareth Hospital, Philadelphia

Western Chapter
Lynn Bonacci - UPMC Presbyterian, Pittsburgh
Amy Haid - The Children's Institute, Pittsburgh
Janette Hensler - VNA of Western PA Hospice, Butler
Patricia Lane - UPMC Presbyterian Shadyside, Pittsburgh
Barbara Milch - Sivitz Jewish Hospice, Pittsburgh
Danielle Scott - Hillman Cancer Center, Pittsburgh
Lorraine Sculco - Presbyterian Senior Care, Oakmont

MEMBERS!!! send a current picture of yourself, (one that you like preferably) to Julie Moreschi (new Website Chair) if you would like it posted on the PSDVS directory.

2013 Meetings
STATE BOARD
March 15 — at State College, Place TBD
July 26 — at Hoss's in Carlisle
October — at State Conference Date TBD
December 13 — either at State College or Carlisle

Central
March 22 — at Lehigh Valley Health Network Cedar Crest Host: Karla Bachl.
September 6 — Holy Spirit Hospital (Camp Hill). Host: Kristi Ondo
November 22 — Hershey Med Center & Hotel Hershey. Host: Sue Espenshade.

Eastern
March 1 — Jeanes Hospital Host: Rosemarie Schiegel.
June 7 — at Albert Einstein Healthcare Network, Host: Ellen Goldberg.
September 12 — at Bryn Mawr Hospital Host: Joanne Marcianti.
December 6 — Riddle Memorial Hospital Host: Marianne Collins.

Western
March 1 — at UPMC East Host: Millicant Czekaj.
May 10 — Family Hospice Host: Nick Petti.
Sept. 12 — The Children's Institute Host: Amy Haid.
Nov 15 — UPMC Mercy Host: Jeanne Crichlow

Total Members for 2012: 124 (Eastern=39; Central=45; Western=40)

Good News About PSDVS Membership!
You should have already received a notice of dues by December 1, 2012.
1. Cover letter signed by Alice Clark, PSDVS Membership Chair, and Joyce Malicky, PSDVS President for 2013;
2. Two copies of the invoice (which is also the "Benefits of Membership" sheet)—one copy is to be returned with each member's $75 check; member retains one copy that lists meeting dates and locations;
3. W-9 form signed by PSDVS Treasurer, Christi Brown. Membership dues are to be paid no later than March 1, 2013. Anyone who has not paid his or her dues by mid-January 2013 will receive a web-generated reminder in mid-January and again in mid-February, 2013. There is a good chance that a $100 VISA card will again be given to the person who recruits the most new members in 2013. In 2012, Laureen Carlin (Eastern Chapter) was the recipient of that award. All new memberships are FREE from the time a person joins until the end of that calendar year.

Alice

Dues for new members are free for the calendar year in which they join. The member who recruits the most new members will be awarded a $100 VISA Gift Card during next year’s conference. If anyone has any questions about membership, they can contact Alice Clark. Nick Petti of Western Chapter recruited our first new member for 2013... Debbie Scott - Hospice Compassus/Carnegie.
Woman of Excellence

Jeanne V. Crichlow, SDVS member and Director of Volunteer and Community Services at UPMC Mercy in Pittsburgh was selected by the New Pittsburgh Courier as one of Pittsburgh’s ‘50 Women of Excellence’ for 2012. This is the third year for this award which the newspaper created to recognize and honor African American women in the Pittsburgh area who are both successful and influential.

An SDVS member for two years, Jeanne holds an MBA in management and marketing from Duquesne University, where she is a distinguished alumna, and a B.S. in management from Robert Morris University. Prior to UPMC Mercy, Jeanne worked at Highmark in different capacities and prior to that at Mercy Hospital of Pittsburgh in the Planning and Marketing and Patient Finance departments.

In addition to managing UPMC Mercy’s volunteer staff, she serves as the hospital’s community representative in Uptown, the Hill District and the South Side neighborhoods.

Jeanne is active in the community in a variety of roles. She is an active, lifelong member of the Church of the Holy Cross, a board member of Uptown Partners of Pittsburgh and a lifetime member of the National Black MBA Association.

She moved to Pittsburgh as an infant from the island of Tobago. She enjoys playing the steel drum with the Caribbean Steelband and supporting the Functional Literacy Ministry of Haiti.

About the New Pittsburgh Courier: One of the oldest and most influential African American newspaper. Founded in 1907, this award winning publication remains a trusted communication vehicle in the black community.

Best Practices

For the last three years, I have put together and have been working with Focus Groups comprised of our volunteers in Mount Nittany Medical Center's Emergency Department (ED) and on Patient Floors. There have been around 15 people in each of the five focus groups (to date), comprised primarily of Penn State students and also the regular adult population and some high school students. Those chosen to be focus group leaders are the top performers who are on the "front line."

Improvements have been made in a number of areas for our Emergency Department and Patient Floor volunteers including:

- more comprehensive and streamlined training booklets (five pieces have been incorporated into one piece with photos & interesting and useful information); trainers show what needs to be learned; trainees demonstrate back that they know what to do.
- maps (that even the doctors & nurses are asking for!),
- pocket flip-cards,
- training procedures (i.e., 3 trainings in the ED rather than the 2 they were given a few years ago); in addition to two trainings with experienced volunteers, trainees are also trained by an ED Tech, Charge Nurse, Triage Nurse, Nurse, Radiology Staff, Environmental Services Aide).
- improvements to our new ED wing (volunteers improved upon the original construction plan),
- team cohesion with nurses and other professionals in the Emergency Department,
- increased shadowing experiences with doctors and physician assistants.
- As a result, our volunteers are:
  - better prepared before assuming their volunteer shifts,
  - better prepared to become trainers in a shorter period of time,
  - more knowledgeable and skilled as future doctors, PA's, nurses, etc.

And:

- There are virtually no complaints from nursing staff any more about our volunteers' performances.
- Also, we now have a 150+ people on the waiting list (primarily Penn State students) who are very eager to become volunteers and appreciative when they get a position.

Alice E. Clark
Coordinator, Volunteer Services, Mount Nittany Medical Center
A Quest for Increasing Customer Service in a Challenging Region

Georgina Winfield, Director
Volunteer Services St. Luke’s University Health Network

Hospitals nationwide have been challenged to find methods to ensure the in-patient population is satisfied with the care they receive. While most hospitals previously measured patient satisfaction by using Press Ganey, with the underlying goal of increasing patient satisfaction, Medicare has taken patient satisfaction to a new level by attaching financial reimbursement to the hospital’s patient satisfaction scores and publicly reporting the data. This makes it harder for hospitals to receive full reimbursement as they now compete with hospitals throughout the Nation. It also gives prospective patients the ability to self determine where they prefer their hospital care to be given based on these scores.

Medicare has identified the Northeast Region as having some of the most challenging HCAHPS scores, making it more daunting challenge for those hospitals. Recognizing the importance of the HCAHPS scores, the Volunteer Director, at St. Luke’s University Hospital in Bethlehem, PA (one of six hospitals within St. Luke’s University Health Network), evaluated the current volunteer duties performed on one of the lower scoring in-patient nursing units and determined volunteers had the ability to assist with customer service more than they were. Working closely with the Service Improvement Manager, a training manual was developed and implemented with volunteers on a lower scored in-patient unit, piloted for four weeks. The training was specifically geared to help increase the amount of time volunteers spent with patients with the goal of increasing patient satisfaction scores.

Since the implementation of the piloted volunteer assignment enhancement and other customer service enhancements, out of eleven domains, seven (rate hospital, RN Communication, cleanliness, pain, communication regard medicine, discharge and recommend hospital) showed a 7.4% increase in HCAHPS scores!

Aspects of the training manual discussed the importance of having various amenities (toothpaste, mouthwash, deodorant, baby powder, towels, blankets, socks, etc.) provided to the patient upon admission, available and within reach, as desired by the patient. Patient magazines were also supplied to patients upon admission but rarely read. By enhancing this assignment, volunteers are trained on specific topics to point out within the magazine to help patients understand non-clinical aspects of their hospital stay, such as identifying when linens are changed, which is often a negative comment on the HCAHPS surveys.

The training manual was provided to volunteers and reviewed in a training session by the Volunteer Department and Service Improvement. After the training session, new volunteers were paired with a current volunteer as well as a Patient Representative, from Service Improvement, to observe and learn scripted conversations, geared to reinforce care provided by the hospital. This helps ease the anxiety of initiating conversation with patients, sometimes challenging for even those volunteers who are typically comfortable initiating conversations with people.

Finally, volunteers are paired with the Clinical Coordinator to learn additional aspects of the volunteer assignment.

Once trained, volunteers perform rounding at least two times during their four-hour shift with additional amenities and patient magazines available in the “caring cart”, a folding travel cube with a colorful apron to promote a clean appearance. Volunteers help ensure the environment is safe (no tripping hazards), the call bell, telephone and TV remote are within reach and ask if anything is needed, such as towels, blankets, etc. These small interactions have dramatically increased the amount of time volunteers spend in the patient’s room, interacting with the patients. Feedback from the volunteers and staff has been phenomenal as the volunteers’ satisfaction with their assignment has dramatically increased and staff is grateful for the additional support provided to the patient and increased knowledge of what volunteers are capable of doing on the in-patient units.

Implementing this aspect of the volunteer assignment was successful for several reasons: increased recruitment of local college students planning a career in healthcare, careful screening and selection of adult, college and junior volunteers and multidisciplinary training (Volunteer Services, Service Improvement and Patient Care Services). The benefits are multifold as the patient is receiving the customer service they deserve, adult volunteers are nurturing their intrinsic values desired from volunteering, college volunteers are able to begin learn, develop and embrace the “soft skills” required of healthcare workers and staff thoroughly trained volunteers and have more satisfied patients with decreased comfort needs. Future plans are to incorporate this training to remaining in-patient units within the University Hospital and expand to remaining Network Hospital Campuses.
PSDVS Education Survey Results

This summer, a survey was distributed to PSDVS members to obtain information regarding education needs. The survey was initially distributed via an electronic survey source, but there was a virus that destroyed the data. A second survey was administered through SurveyMonkey.com. Below is a summary of the results from both surveys. It is to be noted that not all members answered each question and some questions provided the opportunity to answer multiple responses.

Implications for PSDVS members

While this survey is just a beginning to capture some data about member needs, the state board and chapter presidents could utilize this data for formulate upcoming educational sessions. With budget constraints and restrictions on attending conferences and outside meetings, the opportunity to offer webinar trainings may be a consideration for chapter meetings. For literature that is being read by members (Energize, Inc., Independent Sector), perhaps keeping members abreast of recent data and articles via the PSDVS website could provide another venue for education.

-Melissa A. Heinlein, MA, MS, CAVS

Full survey details can be found on the PSDVS website and are also included in the December PSDVS meeting minutes.

AHVRP Making Great Strides on Improving CAVS Exam

As some of you may be aware, we have done a lot of work this year to improve the CAVS certification process.

The CAVS Test Committee laboriously tightened up the test questions. The Board of Directors set the pass score at 75 correct out of the 100 questions. At this rate, 67% of recent candidates passed – a significant improvement from past years.

It is important to me that the exam process be psychometrically defensible (how’s that for a $64,000 phrase?) and I pledge to diligently pursue a strong certification that adheres to the fidelity of national testing standards.

The newly formed AHVRP Certification Advocacy Committee (CAC) is hard at work developing tools and resources to assist candidates going forward. Granted, preparing for the exam is no small task. Candidates typically report devoting 40 to 50 hours studying, a feat in itself. as the conduit to success for anyone interested in pursuing CAVS certification.

“The CAVS certification is the gem of AHVRP and we are focused on reviewing study guides and listening to our members regarding their thoughts and concerns,” said CAC Chair Sandy Marshall, CAVS. “Please reach out to any of our committee members to voice your needs. With your input and suggestions we can continue to improve.”

“We are excited about our upcoming testing opportunities,” said Sandy. “We take all of your comments very seriously and use them as a guide for improvement.”

As a reminder, the exam is open through the end of the year. The first offering in 2013 is the week of March 3-9. If taking the exam might be one of your new year’s resolutions, I invite you to research now the process and begin studying.

For more information on the CAVS certification and exam requirements, visit the AHVRP website.

Onward!

Joan M. Miller
AHVRP Executive Director
To Affiliate or Not to Affiliate… That is the Question!

By Christi J. Brown, CAVS – AHVRP Liaison

Your PSDVS Board has been hard at work in determining what decision it should make with the proposed affiliation agreement with AHVRP (Association for Healthcare Volunteer Resource Professionals). Below are questions that the Board must ask before making a final decision:

1. Why is AHVRP changing the affiliation agreements with Chapters?
The primary goal in changing the affiliation agreements with chapters is to ensure the protection of chapter members, volunteers, AHVRP and AHA. In addition, through various conversations with AHVRP staff, it became evident that AHVRP Chapter arrangements were not consistently formed nor understood. In an effort to minimize variation and understand the association chapter environment, AHVRP leadership with AHA Legal Counsel engaged AHVRP staff in a process to evaluate the Chapter strategy and identify a common approach across all groups. The revised agreement represents a commitment to the valuable role of chapters and the necessity of defining their relationship to the AHVRP.

2. What are the key changes?
There are two levels of affiliation, each with criteria that must be maintained by the chapters. Every chapter wishing to be an affiliate of AHVRP must sign the agreement. Once affiliated, the chapter will be required to share specific documentation with AHVRP on an annual basis. The agreement does not need to be signed annually.

Level 1 Criteria:
• Chapter must have at least 20 members.
• Chapters will less than 100 members must have at least 15 members who are also members of AHVRP.
• Chapters will more than 100 members must have at least 15% of their members who are also members of AHVRP.
• President and President-Elect of the chapter must be AHVRP members.
• Chapter must fully execute a chapter agreement with AHVRP.
• Chapter must have obtained its own EIN (employer identification number).
• The chapter must maintain a bank account in the chapter’s name.
• The chapter must be incorporated as a not-for-profit corporation and be in good standing in its state of incorporation.
• The chapter must have started the process for obtaining a tax-exempt status from the IRS.

Level 1 Criteria must be met by January 1, 2014.

Level 2 Criteria:
• Must comply with all Level 1 requirements.
• Chapter must have mission statement that helps advance AHVRP’s mission and be governed by bylaws.
• Chapter must obtain 501c3 tax-exempt status.
• Chapter must obtain general liability insurance.
• Chapter must maintain directors and officers liability insurance.

Level 2 Criteria must be met by January 1, 2016.

As one can see, there are many requirements (and costs) with becoming an affiliated chapter of AHVRP, however, there are many benefits that members would receive if PSDVS decides to affiliate, such as:
• No cost from AHVRP to Chapters to affiliate.
• Quarterly networking, including conference calls and invitation-only meeting at annual conference.
• Online Chapter toolkit.
• Resources on not-for-profit legal issues, tax issues and liability insurance.
• Discount on group audio conferences.
• Opportunity to purchase AHVRP publications to sell at Chapter meetings/conferences.
• AHVRP promotes Chapter conferences on website.
• Opportunity to promote Chapter conferences to AHVRP members in state or region.
• Chapter member referrals from AHVRP.

3. What are the next steps for PSDVS?
Currently, the board is researching the costs associated with affiliating with AHVRP. Currently, we have several RFPs (Requests for Proposals) outstanding to obtain rates for General Liability and D&O (Directors and Officers) insurances. These requests should be returned to us by our December Board meeting for review. Affiliation agreements (Level 1) must be signed and returned to AHVRP by December 31, 2012.

(On a personal note, I feel that having these types of insurances are a good investment for any board from a risk management perspective by protecting the board members as well as the organization itself.)

As you can see, there is a lot of work and research associated with becoming an affiliated member, however, the PSDVS Board feels that if our members benefit from the affiliation, we should proceed in the best interest of our membership. More to come in the near future. If you have any questions, please feel free to contact me at cbrown13@wellspan.org or #717-851-2867.
End-of-Year Audio & Webinar Archive Sale!

Earn CEU’s, educate your staff, and purchase archived audio and webinar recordings for your state/regional chapter meetings at a discounted price. All archives are regularly $99 (member rate) and $199 (non-member rate).

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<th>Archive Sale Price</th>
<th>2012 archives 25% off</th>
<th>2010-11 archives 50% off</th>
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<td>$49</td>
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<tr>
<td>Non-Members</td>
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This end-of-year sale is only good through December 31, 2012, so buy now! Below are just a few of the archives available in our archive library:

- Today's Retiree in New Volunteer Roles (2012)
- Volunteers- The Secret Agents for HCAHPS Improvement (2012)
- Out of the Box Interviewing and Placement (2011)
- Volunteer Nurse Program (2011)
- To Facebook or Not to Facebook...Why You Should Create a Facebook Page for your Gift Shop (2012)

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A few words from PSDVS Scholarship Award recipients….

Dear PSDVS members,

At first when we heard the word “benchmarking” we felt overwhelmed….. thought intense topic and maybe a little boring? However, after the first session with Clyde Taylor, our initial feelings were abated and we were very impressed with the way the material was presented.

Some of the pertinent information we came away with:

- Fact finding – department costs and statistics to determine the value of volunteers.
- Survey the top five departments quarterly and all departments using volunteers annually.
- Bridging the Information Disconnect
- Telling our story with a personal touch and also vital numbers to back up our value.

Benchmarking makes us focus on details normally overlooked. This includes “On-boarding” costs and value of volunteers. So when you get those costs together, it enables you to calculate your department’s “break even” analysis.

Surveying is another tool to determine the volunteer’s efficiency in their role within the department. Currently, we survey all departments annually, which utilize volunteers. This is effective; however, we have begun Clyde’s suggestion of looking at our top five users of volunteers. We have developed a brief questionnaire of five questions to forward to those five departments.

By reviewing the fact finding and surveying results we will be able to enlighten our colleagues and senior management on the value of volunteers within our network. Also, we can reinforce and revise volunteer assignments based on our findings. It puts a value on volunteers aside from their traditional “x” amount of volunteers x an hourly dollar amount.

In summary, we feel benchmarking gives us the outline in which we will bring a greater understanding to the worth of volunteers.

We are grateful for the opportunity we were given to participate in this conference. The experience was wonderful and at the “ice breaker” Olympics we found our true talents! Thank you for the scholarships and your support.

Happy Holidays!

Peggy Shupp & Lynn Schaeffer