



# PSDVS — Pennsylvania Society of Directors of Volunteer Services in Health Care

April 2013—Newsletter

The Pennsylvania Society of Directors of Volunteer Services (PSDVS) is comprised of directors, managers, and coordinators who direct or mobilize volunteer services in Pennsylvania health care settings such as hospitals, hospices, and long-term care facilities with nursing staff. There are three chapters of PSDVS: Eastern, Central, and Western (see map below). Members can attend meetings in any locale throughout the year.

PSDVS is a member of the Association for Healthcare Volunteer Resource Professionals (AHVRP) which is guided by the American Hospital Association (AHA).



Joyce Malicky  
Wayne Memorial Hospital  
570-253-8737—work  
[malicky@wmh.org](mailto:malicky@wmh.org)

New boards, new members, new responsibilities! Al the newness of spring!

I do believe that your new PSDVS Executive Board is one of diversity and excitement. Each of us has our own agenda about why we are where we are, but one thing's for certain, as a PSDVS'er we all aspire to bring the best we can to our organizations, to volunteerism and to YOU!

I believe I've surrounded myself with very insightful and energetic people to serve YOU! Please see page 2 for the 2013 State Board representatives.

Allow me to introduce myself .... I am **Joyce Malicky** the Volunteer Coordinator for Wayne Memorial Hospital in the far northeast reaches of Pennsylvania. I have been involved in PSDVS for the past nine years, and for nine years have acquired much knowledge and respect, a gazillion ideas and developed friendships both professionally and personally through this organization. I am honored to serve as President of PSDVS!

We welcome **Lynn Pyle** from Western who will be re-joining us as the new Secretary, but the only member to have served on the board previously during her long engagement as a PSDVS'er. She should be able to provide much history on the evolution of PSDVS!

**Nick Petti**, our first male President-Elect, ushers in a new discipline to PSDVS as a coordinator for a Hospice facility. He has stepped up to the PE position after chairing the Website last year.

Transitioning in that vacated position is **Julie Moreschi**. She is on her way to a very busy year....chairing our 2013 State Conference and preparing to present at the National Conference in August. And she's a 'go-to' for all your website communications!

**Yvonne Navarro-Brewer** continues in the VP position, and will once again chair the Evelyn Burston committee. She's feeling comfortable to do this again this year having gotten some experience last year.

There is a big push from **Alice Clark** last year to increase our organization's membership and I must congratulate her on her success! This year our focus will be on retention of those members, along with continuing to reach out to organizations not involved in PSDVS. Communications is her game!

**Christi Brown** has earned her pay (and more) already this year as the new Treasurer, transitioning the bank accounts to the new officers, chartering us with AHVRP and arranging the annual internal audit of our books... phew! We are extremely fortunate to have a former banker in that position! To top it off, the Boars has just approved the 2013 Proposed Budget developed by Christi exhibiting good judgment in the use of our funds.

I've asked one of our 2013 scholarship recipients, **Donna Cawthorne**, who also was the Evelyn Burston winner last year, to chair the Scholarship Committee...who better to know the importance of that area!





*(PSDVS President Joyce Malicky's Letter — Continued from Page 1)*

Another area that blossomed as a result of the last couple of conferences was “benchmarking.’ Helen Gordon joins us not only as the Eastern Chapter President, but also as our own ‘benchmarking’ guru who is maintaining contact with last year’s conference presenter. Helen will be working with Julie and Georgina to keep this area ‘front and center.’

As **Georgina Winfield** moved out of the Centre Chapter Presidency, her step into the Education/Compliance area was a natural step for her; Georgina loves that area! She’s already working to bring education to all of us via technology throughout the year!

And how could we not mention our Past President **Tina McDonnell** who now occupies the Nominating Chair! She’s gotten us through a very big and busy 2012!

To round out the board, we welcome our other two new chapter presidents, **Kristi Ondo** from Central and **Kim Giovannelli** from Western.

That is quite a line up and I see such potential and good things happening from this group!

**2013 PSDVS BOARD MEMBERS & COMMITTEE CHAIRS**

**PRESIDENT:**

**Joyce Malicky** (Central)

**PRESIDENT-ELECT** (By-Laws Chairperson)

**Nick Petti** (Western)

**VICE-PRESIDENT** (Burston Chairperson):

**Yvonne Navarro-Brewer** (Eastern)

**SECRETARY:**

**Lynn Pyle** (Western)

**TREASURER + AHVRP LIAISON**

**Christi Brown** (Central)

**PAST PRESIDENT** (Nominating)

**Tina McDonnell** (Eastern)

**MEMBERSHIP CHAIR**

**Alice Clark** (Central)

**WEBSITE CHAIR**

**Julie Moreschi** (Western)

**EDUCATION/COMPLIANCE CHAIR**

**Georgina Winfield** (Central)

**SCHOLARSHIP CHAIR**

**Donna Cawthorne** (Western)

At the March 15th board meeting in State College I shared my goals with the Board. If there is any issue of urgency I haven’t addressed, don’t hesitate to let me know! I would like to:

1. Provide better tracking of scholarship recipients and their follow through requirements.
2. Encourage Active participation of the PSDVS website by providing current, engaging and educational entries (monthly ‘News You Can Use,’ best practices, exchange of ideas, etc.)
3. Create a photo directory of members using the profiles;
4. Encourage attendance in State and National Conferences;
5. Comply with AHVIP requirements in order to maintain ‘Chapter’ status in the future, which will lend credibility to the volunteer management arena;
6. Establish a loaning library of webinars, CD’s, DVD’s, etc. for membership use;
7. Promote knowledge and use of PSDVS By-Laws in all levels of organized activity;
8. Create an archive of our PSDVS historical memorabilia and past minutes using retired, current and honorary members;
9. Remain fiscally sound while demonstrating good stewardship of the organization’s funds

Your collaboration and cooperation will help accomplish these goals.

I’ve seen our organization grow, bring excitement to our volunteers and gain credibility in the arena of Volunteerism. We

all have a lot to accomplish this year with AHVRP, our chapters, our new members and our own personal and professional growth. I know I can count on each of you to bring the best of the world of volunteerism. I look forward to hearing your interests and concerns as we venture into 2013!

***Joyce Malicky***



# MARK YOUR CALENDAR

## UPCOMING CHAPTER MEETING DATES, TIMES, LOCATIONS

### 2013

WESTERN CHAPTER	CENTRAL CHAPTER	EASTERN CHAPTER
Topics: TBA	Topics: TBA	Topics: TBA
<b>MAY 10</b> <b>Family Hospice &amp; Palliative Care</b> 50 Moffett Street, Pittsburgh, PA Host: Nick Petti	<b>JUNE 7</b> <b>Cross Keys Village—The Brethren Home Community</b> 2990 Carlisle Pike New Oxford, PA Host: Corinne Peterson	<b>JUNE 7</b> <b>Albert Einstein Healthcare Network</b> 5501 Old York Road Philadelphia, PA 19141 Host: Ellen Goldberg
<b>SEPTEMBER 12</b> <b>The Children's Institute</b> 1405 Shady Avenue Pittsburgh, PA Host: Amy Haid	<b>SEPTEMBER 6</b> <b>Holy Spirit Health System</b> 503 N. 21st Street Camp Hill, PA Host: Kristi Ondo	<b>SEPTEMBER 6</b> <b>Bryn Mawr Hospital</b> 120 South Bryn Mawr Avenue Bryn Mawr, PA 19010 Host: Joanne Marciano
<b>NOVEMBER 15</b> <b>Forbes Regional Hospital</b> 2570 Haymaker Road Monroeville, PA Host: Tracy Petras	<b>NOVEMBER 22</b> <b>Hershey Medical Center</b> 500 University Drive Hershey, PA Lunch at the Hershey Hotel Host: Sue Espenashade	<b>DECEMBER 6</b> <b>Riddle Memorial Hospital</b> 1068 West Baltimore Pike Media, PA 19063 Host: Marianne Collins
If interested in attending, please contact Western Chapter's Professional Development Chairs: <b>Diane Kolling</b> (gloordc@ph.upmc.edu) or <b>Janet Cieply</b> (jcieply@monvalleyhospital.com)	If interested in attending, please contact <b>Corinne Peterson</b> Central Chapter Secretary c.peterson@crosskeysvillage.org 717-624-5227 Ext. 6236	If interested in attending, please contact either <b>Meg Rider</b> (215) 587-3186 or <b>Joanne Marciano</b> (484)-337-3059 who are sharing Eastern Chapter Secretary responsibilities this year.



The **2013 PSDVS Conference, Passport to Volunteer Management Excellence**, will be held at the **IBEW in the Southside works area of Pittsburgh** on October 17<sup>th</sup> and 18<sup>th</sup> this year. There will be an early bird rate of \$140 for members, a conference rate of \$150 and a non-member rate of \$175.

**Springhill Suites\***, located next to the IBEW has rooms reserved for those attending the conference. The rate of the room is \$119 a night and there is a \$14 parking fee. When you make reservations, you have to tell them you are with PSDVS and if you are interested in a room with 2 queen beds, you must specify that or you will be given a room with a king size bed. All rooms have a pull out couch. Furthermore, for those members looking to extend their stay a day by coming a day early or staying a day late, they will receive the discounted rate.

There will be a reservation table set up at the hotel for those members coming in on Wednesday night. We will also have a reservation table set up at the conference site on Thursday. During breakfast on Thursday there will be a roundtable discussion on important topics for you.

The conference is filled with a lot of topics for both the new volunteer coordinator and those who have been in the field for a long time. The topics are designed to be pertinent to be relevant for anyone in healthcare since our members are quite diverse. Some of the topics include, the affordable care act, the next step in social media, and negotiating skills.

We will be sending out more information about the conference, so keep your eyes out. Also look on the website for more information! We hope to see you there!!

\***Springhill Suites (Marriott): Phone: 412-488-8003**

#### PSDVS Conference Hosts

**2013 Conference (hosted by Western Chapter)**

**2014 Conference (hosted by Central Chapter)**

**2015 Conference (hosted by Eastern Chapter)**

#### 2013 PSDVS Conference Committee Members:

**Julie Moreschi, Chair**

**Hospitality**

- Iris Douglas
- Diane Kolling

**Program**

- Kim Giovannelli
- Patti Bell

**Evening Activity**

- Millicent Czekaj
- Patrick Fisher

**Basket Raffle**

- Nick Petti
- Diane Kolling

**Registration**

- Joni Murray
- Jen Kopar

**Vendor Sponsorship**

- Rose Hoffman
- Kathy Michalovitz
- Janet Cieply

**Evaluations**

- Lynn Pyle

**Going-Away Bags**

- Meg Maly

#### **Looking Ahead to 2014:**

- Our PSDVS state conference will be held in State College, PA
- Dates will either be October 8-10 or October 15-17, 2014 — To be determined soon!
- Mark your calendars!



# Chapter Level Leadership

## CENTRAL CHAPTER LEADERSHIP

President: Kristi Ondo  
Vice President: Karla Bachl  
Treasurer: Sue Espenshade  
Secretary: Corinne Peterson  
Membership: Alice Clark  
Education: Andrea Flowers  
Nominating: Georgina Winfield



## WESTERN CHAPTER LEADERSHIP

President: Kimberly Giovannelli  
Vice President: Rose Hoffman  
Secretary: Sami Moyer  
Treasurer: Patti Bell  
Professional Development: Diane Kolling  
Janet Cieply  
Membership: Iris Douglas  
Marketing: Meg Maly  
Scholarship: Tracy Petras  
Newsletter: Donna Cawthorne  
Nominating: Julie Moreschi  
Library: Joni Murray

## EASTERN CHAPTER LEADERSHIP

President: Helen Gordon  
President-Elect: Dana McKee  
Vice President: Ellen Goldberg  
Treasurer: Tom Schad  
Secretary: Meg Rider, with  
Joanne Marciante as back-up  
Membership Chair: Laureen Carlin  
Past President: Janet Kalup  
Scholarship Chair: Vacant  
Education/Compliance Chair: Vacant





LIST OF PSDVS MEMBERS — As of March 2013 — (Page 1 of 2)

<b>Diane Altrichter</b> (Allentown) Cedarbrook Nursing Homes	<b>Diane Curran</b> (Abington) Abington Memorial Hospital	<b>Ellen Goldberg</b> (Philadelphia) Einstein Healthcare Network
<b>Joyce Lewis-Andrews</b> (Pittsburgh) <b>NEW</b> Vincentian Collaborative System	<b>Millicent Czekaj</b> (Monroeville) UPMC East	<b>Bonnie Goloski</b> (Lancaster) Lancaster Regional Medical Center
<b>Karla Bachl</b> (Allentown) Lehigh Valley Health Network	<b>Arlene Davis-Roberts</b> (Philadelphia) Mercy Philadelphia Hospital	<b>Deborah Goral</b> (Pittsburgh) VA Pittsburgh Healthcare System
<b>Deneen Baker</b> (Philadelphia) <b>NEW</b> Mercy Philadelphia Hospital	<b>Randy Detwiler</b> (Pittsburgh) Highmark PALS (People Able to Lend Support)	<b>Helen Gordon</b> (Langhorne) St. Mary Medical Center
<b>Elizabeth Bell</b> (Abington) Abington Memorial Hospital	<b>David DiFuccia</b> (Pittsburgh) VA Pittsburgh Healthcare System	<b>Debra Gray</b> (Warren) Warren General Hospital
<b>Patricia Bell</b> (Clarion) Clarion Hospital	<b>Sr. Carole Doring</b> (East Norton) Mercy Suburban Hospital	<b>Amy Haid</b> (Pittsburgh) The Children's Institute of Pittsburgh
<b>Lynn Bonacci</b> (Pittsburgh) UPMC Presbyterian	<b>Iris Douglas</b> (Pittsburgh) UPMC St. Margaret	<b>Terri Heavens</b> (Philadelphia) Methodist Hospital, Div. TJUH
<b>Elana Brewer</b> (Philadelphia) The Children's Hospital of Philadelphia	<b>Sue Espenshade</b> (Hershey) Penn State Hershey Medical Center	<b>Darlene Heiges</b> (Camp Hill) Holy Spirit Health System
<b>Christi Brown</b> (York) WellSpan Health	<b>Cheryl Evernham</b> (Lima) Fair Acres Geriatric Center	<b>Janette Hensler</b> (Butler) VNA of Western PA Hospice
<b>Anthony Bruno</b> (Erie) Saint Vincent Health System	<b>Sherry Fair</b> (York) Lutheran Social Services of South Central PA	<b>Rose Hoffman</b> (Greenville) St. Paul's
<b>Oksana Byczkalo</b> (Mars) <b>NEW</b> Mercy Fitzgerald Hospital	<b>Stacy Ferguson</b> (Langhorne) St. Mary Medical Center	<b>Tracy Johnsen</b> (Lebanon) Good Samaritan Health System
<b>Donna Cawthorne</b> (Zelienople) Passavant Retirement Community	<b>Claire Festa</b> (Olyphant) Visiting Nurse Assn. Hospice and Home Health of Lackawanna County	<b>Ruth C. Johnson</b> (Greensburg) Excela Health Westmoreland Hosp.
<b>Rev. John Charnock</b> (Williamsport) Williamsport Regional Medical Center	<b>Patrick Fisher</b> (McKeesport) UPMC McKeesport	<b>Vonnie Kain</b> (Harrisburg) Pinnacle Health System/Harrisburg Hospital
<b>Janet Cieply</b> (Monongahela) Monongahela Valley Hospital	<b>Camille Fjeld</b> (East Stroudsburg) Pocono Medical Center	<b>Janet Kalup</b> (Springfield) Springfield Hospital
<b>Alice Clark</b> (State College) Mount Nittany Health	<b>Andrea Flowers</b> (Harrisburg) Pinnacle Health	<b>Donna Heiser</b> (Media) Riddle Hospital
<b>Carroll Clymer</b> (Sellersville) Grand View Hospital	<b>Beth Fogel</b> (Allentown) Sacred Heart Hospital	<b>Clifford Kitner</b> (Johnstown) The Lutheran Home at Johnstown
<b>Sara Cohn</b> (Philadelphia) Shriners Hospital for Children	<b>JoAnn Frey</b> (Allentown) Good Shepherd	<b>Peggy Kling</b> (York) WellSpan Health
<b>Marianne Collins</b> (Media) Riddle Hospital	<b>Denise Garmen</b> (Carlisle) Carlisle Regional Medical Center	<b>Connie Klunk</b> (Hanover) Hanover Hospital
<b>Jeanne Crichlow</b> (Pittsburgh) UPMC Mercy	<b>Kimberly Giovannelli</b> (Natrona Heights) Allegheny Valley Hospital	<b>Diane Kolling</b> (Pittsburgh) UPMC Passavant
<b>Andrea Cubbison</b> (Lancaster) Lancaster General Hospital		<b>Jennifer Kopar</b> (Pittsburgh) Allegheny General Hospital



PSDVS MEMBERSHIP (continued from previous page) — As of March 2013

<b>Patricia Lane</b> (Pittsburgh) UPMC Presbyterian Shadyside	<b>Yvonne Navarro-Brewer</b> (Malvern) Bryn Mawr Rehab Hospital	<b>Debbie Scott</b> (Carnegie) <b>NEW</b> Hospice Campassus
<b>Karen Langley</b> (Doylestown) Doylestown Hospital	<b>Vicki Nesta</b> (Pittsburgh) West Penn Hospital	<b>Jeannine Shade</b> (State College) Foxdale Village <b>NEW</b>
<b>Mary-Etta Lea</b> (Waukertown) St. Luke's Quakertown Hospital	<b>Kristi Ondo</b> (Camp Hill) Holy Spirit Health System	<b>Peggy Shupp</b> (Bethlehem) Lehigh Valley Health Network
<b>Pam Leiby</b> (Phoenixville) Phoenixville Hospital	<b>Jackie Perchinski</b> (Williamsport) Susquehanna Health <b>NEW</b>	<b>Cathy Sitzman</b> (Sayre) Guthrie/Robert Packer Hospital
<b>Barbara Liccio</b> (Philadelphia) St. Christopher's Hospital for Children	<b>Corinne Peterson</b> (New Oxford) Cross Keys Village—The Brethren Home Community	<b>Hollie Smith</b> (Huntingdon) J.C. Blair Memorial Hospital
<b>Judy Lieberman</b> (Ridley Park) Crozer Chester & Taylor Hospitals	<b>Tracy Petras</b> (Monroeville) Forbes Regional Hospital	<b>Barbara Squillance</b> (Philadelphia) <b>NEW</b> ARIA Health
<b>Christa Magness</b> (Pittsburgh) UPMC Senior Communities/Heritage Pl.	<b>Nick Pettit</b> (Pittsburgh) Family Hospice & Palliative Care	<b>Judy Stear</b> (Erie) <b>NEW</b> Saint Vincent Health System
<b>Joyce Malicky</b> (Honesdale) Wayne Memorial Hospital	<b>Joan Portman</b> (Langhorne) St. Mary Medical Center	<b>Kathy Stocker</b> (West Chester) The Chester County Hospital
<b>Meg Maly</b> (Erie) Asera Care Hospice	<b>Faith Preston</b> (Wellsboro) Soldiers & Sailors Memorial Hospital	<b>Marie Triglia</b> (Langhorne) St. Mary Medical Center
<b>Joanne Marciante</b> (Bryn Mawr) Bryn Mawr Hospital	<b>Lynn Pyle</b> (Sharon) Sharon Regional Health System	<b>Sheryl Vrabel</b> (Lewisburg) Evangelical Community Hospital
<b>Tina McDonnell</b> (Philadelphia) Fox Chase Cancer Center	<b>Susan Rehhausser</b> (West Reading) Reading Hospital	<b>Laurie Watson</b> (Wynnewood) Lankenau Medical Center
<b>Dana McKee</b> (Paoli) Paoli Hospital	<b>Meg Rider</b> (Philadelphia) Magee Rehabilitation Hospital	<b>Cheryl White</b> (State College) <b>NEW</b> Centre Volunteers in Medicine
<b>Doreen McVaugh</b> (Doylestown) Doylestown Hospital	<b>Linda Ritchey</b> (Roaring Spring) Nason Hospital	<b>Debra Whittington</b> (Seneca) UPMC Northwest
<b>Beth Metzger</b> (Lancaster) Lancaster General Health	<b>Mary Ann Rupert</b> (Pittsburgh) <b>NEW</b> Gateway Hospice	<b>Georgianne Williams</b> (Pittsburgh) St. Clair Hospital
<b>Kathleen Michalovicz</b> (Washington) The Washington Hospital	<b>Thomas Schad</b> (Philadelphia) Thomas Jefferson University Hospital	<b>Jill Williams</b> (Seneca) UPMC Northwest
<b>Barbara Milch</b> (Pittsburgh) Sivitz Jewish Hospice	<b>Lynn Schaeffer</b> (Allentown) Lehigh Valley Health Network	<b>Georgina Winfield</b> (Bethlehem) St. Luke's Univ. Health Network
<b>Julie Moreschi</b> (Pittsburgh) Grane Hospice	<b>Lynn Schiavone</b> (Allentown) Sacred Heart Hosp/Visit Nurse Hospice	<b>Laurie Woods</b> (Gettysburg) WellSpan Health
<b>Vickie Morgan</b> (State College) Mount Nittany Health	<b>Rosemary Schlegel</b> (Philadelphia) Jeanes Hospital	<b>Eliz (B.J.) Wright</b> (Drexel Hill) Delaware Co. Memorial Hospital
<b>Sami Moyer</b> (Holidaysburg) Grane Hospice Care, Inc.	<b>Lillian Schonewolf</b> (Langhorne) St. Mary Medical Center	<b>Terri Yarabinec</b> (Philadelphia) Nazareth Hospital
<b>Joni Murray</b> (Farrell) UPMC Horizon	<b>Danielle Scott</b> (Pittsburgh) Hillman Cancer Center	<b>Deborah Yingling</b> (Lewistown) Lewistown Hospital

**NEW** position or organization = **FREE** for entire calendar year. \$100 VISA gift card to member bringing in most new

123 Members



## PSDVS Scholarship News

Scholarships will be available for national and state conferences and CAVS testing to fulfill the PSDVS ongoing goal to provide our members with educational opportunities, professional development, and the scholarship funds to participate.

Note this change: In 2013, all scholarships from PSDVS funds for national and state conferences and CAVS testing will be processed through the state.



### Eligibility Requirements usually include

PSDVS members in good standing (dues current for the year).

- **Did not receive a state scholarship in the immediate past year**
- **Demonstrate financial need; i.e. no budget or a limited budget for education and/or travel.**
- **Demonstrate commitment to PSDVS by attending Chapter meetings regularly.**
- Contribute to the Society or Chapter by participating as a committee member or officer at the State or Chapter level.
- **National Scholarship recipients** will be expected to exhibit a poster presentation at the next State Conference (if attending) or prepare a handout to be included in the conference materials. The subject should be mutually agreed upon with the State Planning Conference Committee. This material will also be presented on the web site.
- **State Scholarship recipients** will be invited to present a topic at their chapter's last calendar year meeting. Materials will also be included on the website.

***Watch for an updated application and information which will be revised and posted on the PSDVS website in the next few months by the Scholarship Committee.***

Information provided by Donna Cawthorne (Scholarship Chair)





### **By-Laws**

This year PSDVS is doing things a little differently for our organization's review of our By-Laws. Nick Petti, the President-Elect, has been asked to chair this committee. This new change will give the President-Elect a better understand of the By-Laws before he/she becomes President in the following year. The committee will also be comprised of: Tina McDonnell, Past PSDVS President; Kristi Ondo, Central Chapter President; Helen Gordon, Eastern Chapter President; and Kim Giovannelli, Western Chapter President. The committee is looking forward to a thorough review of our By-Laws.

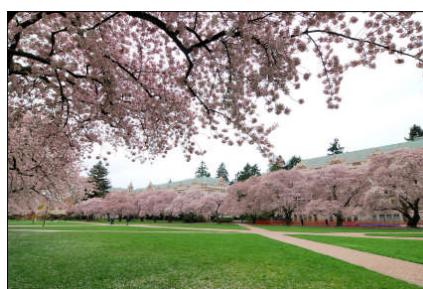


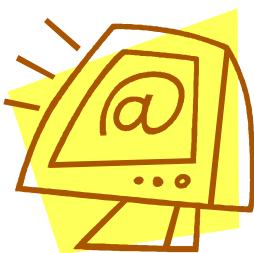
### **Education**

This year several additional educational opportunities will be made available to all members, state-wide, by purchasing three archived AHVRP webinars: 1. Patient & Family Centered Care: Assessing & Enhancing Your Volunteer Program, 2. The Financial Implications of Volunteerism in Healthcare – Cost Benefit Analysis, 3. Recruitment vs. Retention: The Financial Bottom Line. These archived webinars come complete with handouts and members are able to, individually, pay a nominal fee (\$25) for CEU's. The webinars will be viewable to members during an on-line session, as arranged by Georgina, from the comfort of your own office or location of your choosing! In addition to the webinar offerings, a date will be identified to offer a telephone or on-line "roundtable" session, giving members the opportunity to network and learn more from each other, again, from the comfort of your own office! It's important to remember to block the time out of your day to take advantage of these great educational and networking opportunities!



Georgina Winfield, MSW, PSDVS Education & Compliance Chair





### Web Site

The PSDVS website is a great tool that I encourage all members to use. Your information on the website has been updated, so please take a moment to verify that it is correct. If not, please notify me at [Jmoreschi@GraneHospice.com](mailto:Jmoreschi@GraneHospice.com). Also, if you have any problems or questions, please contact me.

Remember to send me your picture so we post it to the website. It will help to be able to put a name to a face.

Furthermore, there is an event section that will show you a list of the upcoming meetings in for all chapters. As a member, you are allowed to attend any chapter you choose, if you find a meeting fascinating.

Also, if you have questions for the membership, post it on the forum. This is a great way to get your question out to the whole state. We are all a wealth of information, so please network with each other. Also, if there is an event that you would like to be posted to the website or an email that you would like sent to all of the members, please send it to me. I can help. However, if you have something for your individual chapter, I am not your best tool, as the responses will come to me.

I wish you the best as you navigate among the PSDVS website.

PSDVS's web site is [www.psdvs.memberlodge.org](http://www.psdvs.memberlodge.org)

### **Central Chapter — March 22 Meeting — Observations**

Some key things worth noting about our CCPSDVS meetings is that none of us are experts and we encourage everyone to ask questions and share ideas. We share common problems, face common challenges, and share GREAT war stories! We support each other and develop professional relationships that help us succeed and those relationships offer us a network that would otherwise keep us in the dark. The nature of our work is unique and the only way to know what best practices are is to interact with others like us, thus PSDVS.

#### Key things from this past meeting are:

- Set expectations for your Volunteers.
- Be sure there is a clear understanding of their expected behavior.
- Review and follow up with your departments often to understand any issues that need to get resolved.
- Ask questions. Get the facts before reacting. Have steps in place for corrective action.

Similar sharing of ideas and materials are provided in all 3 chapters'.

**See page 3 of this newsletter  
for upcoming meeting dates and locations of all 3 chapters!**



## What Does CAVS Mean and Is it Worth Pursuing?



Karla Bachl, CAVS  
Director of Volunteer Services  
Lehigh Valley Health Network  
[Karla\\_M.Bachl@Lvhn.org](mailto:Karla_M.Bachl@Lvhn.org)  
610-402-8887

As Directors of Volunteer Services, we lead, manage, and direct in so many ways. Daily we are faced with responsibilities in areas of management of HR, finance, program development, outreach, and organization. Some are faced with challenges of refreshing the old and bringing in the new.

We are dealing with the “unpaid” personnel that are unique to the facility. Most of us have the largest departments in our healthcare facilities. Who knew or who even knows that? We work with auxiliaries that provide significant funding to our organizations. Unlike other departments with expansive staffing and varied levels of experience, our departments rely on small staffing who draw on the experience of other DVSs in the field. As one quickly discovers that they are a leader of a department so unique, how does one prove their expertise? One way of proof is the Certified Administrator of Volunteer Services (CAVS). It can both show others our level of knowledge and reinforce our own confidence in being leaders in the field.

Once you achieve the CAVS status, you become a part of the elite in a critical field of healthcare volunteer administration. This is the director’s “stamp of approval.” The CAVS provides another level of distinction to the director in an increasingly competitive marketplace. It is our national standard of knowledge in our field.

The CAVS exam was revised during the summer of 2012 by the CAVS Test Committee and has since been offered at AHVRP's 2012 conference. The new pass rate has been set by AHVRP's Board at 75% so one must correctly answer 75 out of the 100 exam questions to earn CAVS Certification. The current pass rate is at 67%, a significant improvement from past years.(AHVRP.ORG)

After receiving a scholarship from PSDVS to finance taking the exam, I applied to sit the exam. The credentials for obtaining the CAVS are set to be sure only the qualified, educated, and experienced are tested. These can be found at [www.chvrp.org](http://www.chvrp.org) under Education > CAVS Certification. Once you have applied and paid the fee, you will then be eligible to take the exam on one of the two designated weeks during the year. The test is web-based which makes it available to test almost anywhere.

In preparation for the test, I purchased a study guide from AHVRP that contains an outline for areas in which you need to be knowledgeable. I also attended all the principle courses offered at AHVRP National conference as a refresher for the examination. I attended these courses previously at AHVRP national conferences and also through webinars. I continue to be an active member of our local Chapter of PSDVS by attending meetings, serving on the board, special committees, and using the “sponge” effect. Listening to guest speakers or listening to the expertise of my more seasoned professional friends is some of the best learning I have done in this field.

I used my HR Consultant as my proctor for the exam. My HR department provided me with a quiet and comfortable space for testing on December 6, 2012. I received my best Christmas card this year with the notification that I now carry the CAVS designation! I was recognized among all leaders in my network for obtaining this designation, which reinforced the importance that my employer places on quality leadership. Not only is the accomplishment a professional credibility, but a personal validation that I have chosen a good fit for me in the profession of volunteer services. I would highly recommend any leader in volunteer administration to move toward advancing your personal and professional credentials by obtaining the CAVS designation.

Should anyone have questions about the CAVS designation, please feel free to contact me.



## NATIONAL CONFERENCE



### 45th Annual AHVRP Conference & Exhibition

August 28-31, 2013 • Indianapolis, IN  
Indianapolis Marriott Hotel

AHVRP  
Association for Healthcare  
Volunteer Resource Professionals

#### HOTEL / CONFERENCE LOCATION

Indianapolis Marriott Downtown  
350 West Maryland Street  
Indianapolis, IN 46225  
(AHVRP room rate is \$169)

#### Registration

By May 13—\$450 (members)/\$600 (non-members)  
By April 12—\$500 (members)/\$650 (non-members)  
August 13 —\$525 (members)/\$675 (non-members)

[WWW.AHVRP.ORG](http://WWW.AHVRP.ORG) for more information

**Theme:** Honoring the Spirit of Service: Quantifying the Quality of Care We Provide

Some topics include:

- Best practices and tools for quantifying and reporting volunteer impact on patient satisfaction, HCAPS and quality improvement initiatives.
- A general session featuring Rich Umbdenstock, Pres. & CEO of the American Hospital Association, on opportunities and challenges for volunteer services in healthcare delivery transformation.
- Advanced-level sessions for DVSeS, as well as targeted offerings for hospice, VA, retail and volunteer leaders.

**2014 AHVRP Conference will be August 16-22  
in Washington, DC**

Articles & suggestions for the next PSDVS Newsletter  
are greatly appreciated. Let us hear from you!