

**SPARROW WOMEN'S
HOSPITAL
ASSOCIATION
1896-2017**



MAY 16, 2018

Annual Report for 2017

SPARROW WOMEN'S HOSPITAL ASSOCIATION
WOMEN'S BOARD OF MANAGERS

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Annual Meeting Minutes

121st Annual Meeting

May 17, 2017

The 2017 Annual Meeting was held at the Eagle Eye Banquet Center, Bath, Michigan. Patricia Hollenbeck, President of the Women's Board of Managers, welcomed attendees.

Business Meeting – Patricia Hollenbeck called the 121st Sparrow Women's Hospital Association (SWHA) Annual Meeting to order.

Patricia Crowe, MD, provided an overview of the Sparrow Urgent Care Centers and FastCare Centers.

The minutes of the 2016 Annual Meeting, emailed to the membership prior to the meeting, were approved.

Treasurers' Report- Nancy Selby reported the SWHA has assets of \$970,162 with current liabilities of \$72,200 resulting in net assets of \$897,962.

The Education-Scholarship Committee Report was given by Marianna Klaver. In 2017, the Sparrow Women's Hospital Association sponsored a \$5000 donation to the Sue Tadgerson Fund to support nursing education. In addition, the association sponsored a \$2000 scholarship at Lansing Community College for a student enrolled in the nursing program who must also be employed by Sparrow.

The Nominating Committee- Lexcie Blockett provided the report on behalf of the committee and presented the following slate to the Sparrow Women's Hospital Association:

Christine Beagle Richardson – Service Auxiliary
Laurie Chapin – Sparrow Guild
Michele Kepros – Community Volunteer
Fran Sklapsky- Patient Ambassador, Sparrow Foundation

The new members were introduced.

The following members are eligible for re-election:

Alicia Armstrong, 1st year of a three-year term
Cynthia Harrington, 1st year of a two-year term

Barbara Clark moved that nominations be closed and that the nomination slate for 2017-2018 be accepted unanimously. Zoe Slagle supported the motion. Motion passed.

These women have agreed to meet the commitments as officers of our board and to support the mission of Sparrow.

The Women's Board of Managers were recognized. The WBM Emerita Members were then asked to stand and be recognized.

Invocation – Barbara Alspaugh delivered the invocation. The luncheon was then served.

Lunch

Greetings –Thomas Bres, Senior Vice President and Chief Administrative Officer and Melissa Sherry, Director of Volunteer Services extended their sincere thanks to all volunteers for their dedication and hard work.

Awards – Alicia Armstrong, Chair of Volunteer Services and Gina Spencer, Assistant Chair of Volunteer Services, as well as each group's liaison recognized the following groups and leagues celebrating an anniversary:

115th Anniversary

E.W. Sparrow Auxiliary organized to sew and mend linens for the nursery. Today, the group sews baby blankets for Sparrow and many other hospitals.

65th Anniversary

Angelus League formed to make toys for pediatric patients on the St. Lawrence Campus. Today the group creates many items to support patient care.

Industrial League organized to sew for the hospital and patients. Today the group sews lap blankets, fidget blankets and walker bags.

McAuley League organized to operate the Resale Shop on the St. Lawrence campus.

Mercy League provides assistance to the families of patients undergoing surgery at St. Lawrence.

60th Anniversary

Mary Magdalen League operates the gift shop on the St. Lawrence campus.

55th Anniversary

Sparrow Escorts provides wheelchair assistance for patients upon discharge from the hospital.

35th Anniversary

TLC Oncology organized to greet and assist patients and their families in the Cancer Center.

Gina Spencer recognized the honorees with five and ten years of service and noted that each received a service award pin. Dennis Swan, Thomas Bres, Stella Cash and Melissa Sherry presented the Felsing prints for 15-40 years of service. Receiving service awards for 45 years of service include Lynn Ash, Nancy Cayo, Jan Hines, and Pamela Irwin. Each 45 year volunteer received a bouquet of flowers and a Waterford candy dish Receiving a 50 year service award was Mary Kishler. She received a bouquet of flowers and a Waterford clock.

After closing remarks, the meeting closed at 1:58 pm.

Respectfully submitted by,

Melissa Sherry, Director
Volunteer Services Department

Volunteer Service Awards presented in 2017

50 year award

Mary Kishler – Service Auxiliary

45 year award

Lynne Ash – Sparrows

Nancy Cayo – Division 4, Service Auxiliary

Jan Hines – Service Auxiliary, Guild, WBM
Emerita

Pam Irwin – Service Auxiliary, WBM
Emerita, Guild

40 year award

Marian Stoll – Mary Magdalen

35 year award

Sally Burke – Service Auxiliary, WBM
Emerita, Mary Magdalen, Angelus
League

Connie Cullum – Auxiliary, WBM Emerita

Karen Hines – Service Auxiliary

Linda Norwood – Service Auxiliary

Helen Toebe – Mary Magdalen

Felicitas White - Escort/Information Desk,
Mercy League, Mary Magdalen

30 year award

Brooke Bleicher- Mary Magdalen

Elsie Claggett – Service Auxiliary

Karen Douglas – WBM Emerita, Information
Desk, Hospice, Auxiliary,
Emergency

Sally Dustan – Service Auxiliary

Karol Lynch – Service Auxiliary, WBM

Lola O'Meara – Auxiliary, WBM Emerita,
Office Support

Barbara Richardson - Service Auxiliary,
Mercy League

Jernein Service – Mercy League, Angelus
League

25 year award

Mary Barnes – Mary Magdalen, Archives
Committee, Auxiliary Board

Diane Blundy – Pediatrics, Helping Hands,

Joyce Bordui – Surgical Lounge, Industrial,
ETC

Jean Donaldson – Mary Magdalen

Anna Feldpausch - McAuley League

Jan Kahl – Auxiliary, Guild

Dianne Lange - Auxiliary

Kathryn Mayer-Shook – Service Auxiliary,
Information Desk

Sally McCoy - Guild

Mary Miller - The Sparrows

Nancy Scott – Escort/Information Desk

Karen Sweet – Service Auxiliary

Carolyn Willoughby – Angelus League,
Guild, WBM Emerita

Marilyn Wise - Guild

20 year award

Renee Acker – Service Auxiliary

Phyllis Alden – Office Support, Service
Auxiliary, ETC

Gloria Appleton – Hospice

Frank Bacigal – Escort/Information, Popcorn

Jim Beckwith – Escort/Information Desk,
Popcorn

David Bordui – Surgical Lounge, ETC

Nancy Ellis – Service Auxiliary

Joan Forgrave - Service Auxiliary,
Division 4

Doris Goad – Service Auxiliary

Ellen Gunther – Office Support, Division 3

Grace Hoffer – Service Auxiliary

Eileen Kleuckling – Service Auxiliary

Sharon Korkoske - Auxiliary

Glenna Miller – Service Auxiliary

Bernice Miron - Auxiliary

Jeanne O'Neill - Mary Magdalen,
Escort/Information Desk

Carolyn Rawsthorne - Guild

Sara Stid – Surgical Lounge

James Tellner - McAuley League

Kay Zakrajsek – Mary Magdalen

15 year award

JoAnn Angers – Eucharistic Minister

Ruth Becker – Oncology, Service Auxiliary

Sally Catron – Infant Massage, Hello Hospital
 Mary Lou Christel – Eucharistic Minister, Lifetime, Mary Magdalen
 Cathy Cogswell – Office Support, Mary Magdalen WBM, Helping Hands
 Fred Cogswell - Office Support, ETC, Cardio Ambassadors
 Kathleen DeBrabander – Service Auxiliary, Office Support
 Eleanor Doersam – Division 4
 Larry Ewing – Neuro Navigators, Heart Center
 Annette Fetzer – Office Support, Division 3
 Gertrude Fleischer – Division 4
 Kay Fullerton – Service Auxiliary
 Judith Green – Auxiliary, ETC, WBM, Hospice

15 year award, continued

Kathy Humphrys – Surgical Lounge, ETC
 Kathleen (Kay) Kujala - Service Auxiliary
 Mary Laing – Neuro Navigators, Hello Hospital, ETC, Patient Ambassador, WBM
 Penny Lindley - Surgical Lounge, TLC Critical Care Lounge
 Mitsuko Marx – Angelus League
 Karen McClure – Hospice
 Mary Mendoza – Service Auxiliary, Oncology, ETC
 Peggy Mitchell - Mary Magdalen
 Patricia Muscovalley – TLC Critical Care Lounge
 Candy Parker – WBM Emerita, Guild, TLC Critical Care Lounge
 Sue Parr – Escort/Information Desk
 Sue Patterson - Guild, WBM
 Rick Schuon – Escorts
 Bonnie Schuon – Infant Massage
 Bryan Torok – Eucharistic Minister
 Ann Tucker - Oncology
 Jane Walsh – Mary Magdalen

10 year award

Barbara Anderson – Eucharistic Minister
 Janis Bails – Hello Hospital
 Molly Beckwith – Escort/Information Desk, Popcorn, Division 3

Tyler Braddock – Oncology
 Teresa Brantley – Eucharistic Minister, Angelus League
 Anne Charamella – Hello Hospital
 JoAnne Christenson – TLC Critical Care Lounge, Pediatrics
 Barbara Dalzell – Angelus League
 Anne Davich – Eucharistic Minister
 Julie Foltz – TLC Critical Care Lounge
 Halen Foster – Lunch With Doctors, Lifetime
 Lillian Gotts – Pet Therapy, Hospice
 Howard Hedlund – Escort/Information Desk
 Dennis Hill - Escorts
 Richard Jandron – ETC, Heart Center, Surgical Lounge
 Mark Jasonowicz – Eucharistic Minister
 Maryann Jones – Service Auxiliary
 Ann Keilen – Angelus League

10 year award, continued

Judy Kenny – Service Auxiliary
 Sandy Klusack – Service Auxiliary, Oncology, Patient and Family Advisors
 Diane Liskiewicz – Service Auxiliary
 Nancy Martling – Hospice, Lifetime
 Ellen McKay – Guild
 Panny Mekonnen – Service Auxiliary, Information Desk, Hospice
 Lorraine Melaragni – Angelus League
 Judy Michitsch – Escort/Information Desk, Mary Magdalen
 Kathryn Mikulka – Hospice
 Mary Mitchell – Eucharistic Minister
 Victoria Monroe – Hospice, Helping Hands
 Carol Moore – Mary Magdalen
 George Nastas – Heart Center
 Hoa Nguyen – Oncology, Service Auxiliary
 Patricia Nichols – Service Auxiliary
 Mary Kay Ozanich – Patient and Family Advisors, Patient Ambassador, Escorts
 Tracy Pail – Hospice
 Beatrice Payne – ETC, Division 4, Surgical Lounge, TLC Critical Care Lounge
 Peggy Pinter – Service Auxiliary
 Joseph Polack - Oncology

Theresa Seman – ETC, Surgical Lounge
 Faye Smith – Eucharistic Minister
 Marilee Soltis – Eucharistic Minister
 Loraine Stephens – Office Support, Division
 3, Infant Massage
 Barbara Stuible – Service Auxiliary
 Patricia Trudgen – Surgical Lounge
 Elizabeth Vrancheff – Hospice
 Peggy Wilfong - Service Auxiliary, McAuley
 League

5 year award

Pamela Bamfield – Service Auxiliary
 MarySue Barley – Service Auxiliary
 Norman Beck – Escort/Information Desk
 Susan Boutni – Service Auxiliary
 Mary Browning – Mary Magdalen
 Barbara Callender – Service Auxiliary

5 year award, continued

Dean Cook - Escorts
 Heidi Dalton – Service Auxiliary
 Velvely Douglas – Surgical Lounge
 Sandra Drake – Hello Hospital
 Robert Dutcher- Lunch With Doctors
 Christine Dutcher- Lunch With Doctors
 Ralph Faulhaber- Foundation
 Ann Fedewa- Hospice
 Kelly Flagg- Service Auxiliary
 Charles Foster- Escorts, Lunch With
 Doctors, Information Desk
 Lynda Foster- Service Auxiliary
 Ira Ginsburg- Service Auxiliary
 Jeanne Gratz- Hello Hospital,
 Escort/Information Desk
 Chris Harrison- Surgical Lounge, Oncology
 Sue Hosbach- Office Support, Helping
 Hands
 Cora Huguely- Neuro Navigators, Surgical
 Lounge, WBM
 Paula Johnson- McAuley League
 Phyllis Jolly- Hospice, Mercy League

Ben Kinsey- Oncology
 Patricia Kjolhede- Pediatrics
 Susan Klein- Hospice
 Patricia Long- Surgical Lounge
 Roberta Lott- Service Auxiliary
 Marie Mackoul- Service Auxiliary, Office
 Support

Colleen Maxwell- Surgical Lounge,
 Emergency
 June Morse- Escort/Information Desk,
 Neuro Navigators, Oncology
 Kelly Nurenberg- Hospice, Emergency
 Julie Pauli – Infant Massage, Surgical
 Lounge, Service Auxiliary
 Richard Peterson – Patient Concierge
 Karen Phillipich – Surgical Lounge
 Beverly Pillar- Service Auxiliary
 Joanne Rainbolt – Service Auxiliary
 Kathryn Reed – Eucharistic Minister
 Sharon Richardson – Angelus League,
 Helping Hands
 Doris Schrader – Surgical Lounge
 Sandra Smith – Pediatrics, Patient & Family
 Advisors
 Kathleen Soltow – Surgical Lounge
 Rose Mary Spagnuolo – Angelus League
 Beverly Stephens – Service Auxiliary
 Janice Stuart – Infant Massage, Emergency
 Services, Escorts
 Avril Tegge – Surgical Lounge
 Stephen Trosty – Surgical Lounge
 Allene Tucker - Auxiliary
 Carol Twiss – Service Auxiliary, Foundation
 Patient Ambassador, Information
 Desk, Patient Concierge, ETC,
 Office Support
 Rex Wedge - Escorts
 Stephanie Woinowsk – Pet Therapy
 Ann Wooten – Hospice

Background and History of Volunteer Awards

Service Awards - Sparrow places a high value on its volunteer program and the recognition of its volunteers' many years of service.

Prior to 1982, volunteers were given a certificate for 15 years of service and a pin for 25 years of service. In 1982, the Women's Board of Managers, under the leadership of Janet Hines, decided it was time to honor dedicated years of service in a new way. After much research, and with support from Vice-President Tom Plasman, Michigan artist Norman Brumm was commissioned to create a series of copper enameled sculptures, using a sparrow theme. Karl Neumann, then President of Sparrow Hospital, provided the funds to purchase the Brumm pieces. The original awards honored 15, 25 and 35 years of service. In 1987, 1989, and again in 1998, additional pieces were created to recognize those giving 40, 45, 50 and 55 years of service.

In 1995, volunteer pins were created, using a drawing by Mason, Michigan, artist John Felsing, Jr. The pins honor five-year and ten-year volunteers. This design is easily recognizable as it is used on our annual report cover and invitations.

Family of Sparrows Sculpture - This exquisite piece was presented by Sparrow Hospital Administration in May of 1977 to Mrs. Gladys Sprinkle in honor of her remarkable volunteer service with the Women's Hospital Association and the Michigan Association of Hospital Auxiliaries. The sculpture, created by Norman Brumm, is in the form of metal and wood, depicting a family of sparrows. The sculpture was also intended as a permanent tribute to all Sparrow volunteers, and, since 1977, it has been displayed in the main lobby of Sparrow Hospital as a reminder of the significant time and effort that volunteers contribute.

Sparrow Bird Prints - A series of four sparrow prints, created and signed by John Felsing, Jr., was commissioned in 1986 and prints were first given as favors at Sparrow Hospital's 90th Anniversary Celebration. Mr. and Mrs. Arthur Lindell led the process of commissioning the artist for this project, with the full support of the hospital administration. Every year since then, a print, signed by Mr. Felsing, has been presented to the president of each volunteer group. It should be noted that Mrs. Lindell was a member of the Service Auxiliary and the Women's Board of Managers.

Sparrow Health System Centennial - In 1996, Sparrow volunteers celebrated 100 years of continual service with some very special awards:

The Founders' Award - This award was named in honor of the 114 women who founded the hospital on March 18, 1896. The award is in the form of an elegant glass and metal sculpture created by Lansing based artist Craig Mitchell Smith. The first award was a duo of Steuben crystal shooting stars and is on permanent display in the Sparrow Hospital Lobby. A smaller crystal piece is awarded each year at the March Founders' Day celebration to an individual who has made a significant contribution to the quality of health care in the Mid-Michigan region. Dolores Hughes was the Chairman when the original Founders' Day award was created.

Caritas - Caritas is the name of an original bronze sculpture by Nancy Leiserowitz, an artist from Mason, which is located in the main lobby of Sparrow Hospital. This centennial gift to the hospital was made possible through the contributions of Sparrow volunteers, their families and friends. Caritas (meaning caring, love, and benevolence) was unveiled and dedicated on May 15, 1996. Volunteer Jan Hines led the fund-raising process for this beautiful sculpture.

Centennial Quilt - This quilt was created by volunteers to commemorate the volunteer groups that served during 1896-1996. Volunteer Diane Kent coordinated the process of obtaining and assembling the quilt squares, and the Women of Emanuel First Lutheran Church did the final quilting. The quilt was framed and is located off the Cancer Center parking deck.

NOTES ON THE ARTISTS:

Norman Brumm - Enamel fused on precious metal is one of the most ancient art forms. From the earliest beginnings of civilization, in ancient Egypt and China, come works of great delicacy and depth, utilizing these jewel-like glass enamels. Here are some comments from the artist on his love of nature and his joy of working in enamel fused on precious metal:

“My first drawings were of the birds and thistles, etc., that cover the northern Michigan hillsides. Following college (with a degree in painting and printmaking), I taught school for a while, eventually leaving that to become a full-time artist. I have lived and worked in Charlevoix, Michigan, eventually opening a workshop and gallery there. While I was working in the woods near my cabin, I met Judy, who introduced me to the richness and depth of glass enamel. I found these powders worked wonderfully in depicting the birds and wildflowers, which lived in the woods at my doorstep. When I am not working in my studio, I am traveling, drawing and collecting, always with a deepening sense of wonder and mystery in the world of nature.” *

Each piece is unique and speaks of the artist's love and appreciation of the natural world around us.

In February 2008, Mr. Brumm passed after a grave illness. Prior to becoming ill, he was able to complete his 26th order for Sparrow's volunteer awards. The awards given in 2008 were the last Brumm service awards to be given by Sparrow.

John Felsing, Jr. - Mr. Felsing began drawing and painting as a child in Battle Creek. After studying zoology at Michigan State University, he spent several years in the late 1970s illustrating publications issued by the Binder Park

Zoo, near Battle Creek, where his innovative designs brought him several awards and national recognition. He also worked as a staff artist of *Natural Resources*, a magazine issued by Michigan's Department of Natural Resources, before becoming a full-time painter at the age of 30, primarily working in oils. His works have been featured in galleries in New York City, Santa Fe and Michigan. His drawings of birds are featured in *Birds of Michigan*. He resides in Mason. **

*Taken from various articles about Mr. Brumm

** Taken from an essay in *Wildlife American 2000* and a WKAR *Fine Tuning* article.

Sparrow Women's Hospital Association
Women's Board of Managers 2017-2018

Patricia Hollenbeck, President

Christine Hollister, President-Elect

Nancy Selby, Treasurer

Marian Brooks Bryant, Assistant Treasurer

Barbara Alspaugh, Corresponding Secretary

Jean Paull, Advisor

Alicia Armstrong

Nancy Ballard

Tracey Barnes

Lexcie Blockett

Deborah Ginsburg

Cynthia Harrington

Cora Huguely

Linda Kahler

Marianna Klaver

Mary Jane McGuire

Susan Patterson

Sue S. Safir

Gina Spencer

Dottie Spousta

Laura Stearns

Emeritae Membership

MyraLu Bishop 1960	1994 Louise Werbelow
*Ruth Shumway 1961	1996 Mary Hecker *
Alice Campbell 1962	1996 Diane Kent
*Mabel I. Seelye 1967	1996 Gretchen Rosenbrook
*Catherine Sparrow 1967	1997 Jan Hines
*Marie Dye 1968	1997 Pam Irwin
*Bess Geagley 1968	1997 Marcia Stockmeyer
Grace McDonald 1968	1998 Gloria Bouterse
*Eleanor Pierce 1968	1998 Connie Cullum
*Olive Cook 1971	1999 Margaret Bates
Eleanor Rich 1971	1999 Dolores Hughes
*Gladys Sprinkle 1971	2000 Barbara Clark
Candace Thoman 1972	2001 Noreese Underwood
*Helen Walter 1972	2002 Gwen Callahan
*Jean Frazier 1973	2002 Lee King
Dorothy Osgood 1976	2003 Lola O'Meara
*Helen Brembeck 1979	2004 Judy Green
*Lois Frankel 1981	2005 Carolyn Willoughby
Peg Powell 1981	2007 Margery Cook
*Peg Brede 1982	2008 Karen Douglas
*Helen Patenge 1983	2008 Ann Looyenga
*Vera Lindell 1984	2008 Jan Mace
Margaret (Peg) Andrews 1986	2008 Annette Ophaug
*Doris Berg 1987	2008 Peggy Riggs
Elizabeth Lorenz 1987	2009 Marie Bacigal
Patricia Murningham 1988	2009 Jane Scofield
*Evelyn Scheffel 1988	2011 Sally Burke
*Dorothy (Dody) Thomas 1988	2011 Margaret Bates
*Virginia Hanel 1989	2012 Carol Dooley
Janet Hines 1989	2012 Eva L. Evans, PhD
*Marilyn Ledebuhr 1989	2012 Margaret Hedlund
*Barbara Schaberg 1989	2013 Jean Aben
*Carolyn Wickham 1989	2013 Judith Garchow
Mary Jane Wilson 1989	2014 Candy Parker
*Elizabeth Session 1990	2016 Zoe Slagle
*Eleanor Smith 1990	2017 Mary Jane McGuire
Mary Frances Jessup 1991	2017 Carolyn Willoughby
F. Karl Newman 1991	*Deceased
*Dorothy Abrams, 1993	
*Bette Holden, 1994	

Sparrow Women's Hospital Association Life Members

Dr. & Mrs. Gerald Aben	Mr. & Mrs. C. William Given
Mrs. Chris Adams	Mrs. D. J. Goff
Kim and Brian Alexander	Mrs. Ellie Goff
Dr. John and Alicia Armstrong	Ms. Judith Green
Ms. Karen Arndorfer	Ms. Della Gregory
Mrs. Nancy Ballard	Mrs. Dawn Gribben
Mrs. Robert Bancroft	Mr. & Mrs. William Guerin
Mr. Lawrence Bass	Mrs. Leslie Gysel
Mrs. Jack Bates	Ms. Roberta Harmon
Mr. & Mrs. David Bennett	Mrs. Cynthia Harrington
Mrs. Kathleen Berning	Mrs. Robert Harper
Mrs. Rolland Bethards	Mrs. Eileen Hatt
Dr. & Mrs. William Blackburn	Mrs. Margaret Hedlund
Mr. and Mrs. Charles Blockett	Mrs. Donald Hines
Mrs. Nancy Bobinski	Mrs. Marshall Hines
Dr. Robert E. Brantley	Mr. & Mrs. Timothy Hodge
Mr. & Mrs. Gregory Brogan	Mrs. Robert Holden
Mrs. Joe B. Brown	Mr. and Mrs. John Hollenbeck
Mr. & Mrs. Richard Bruner	Mr. & Mrs. William Hollister
Mr. & Mrs. A. James Budzinski	Mrs. Carol Horowitz
Mr. & Mrs. Frank Burke	Mrs. Liselotte Huber
Mr. & Mrs. Ray Chase	Mr. Robert B. Hughes
Mrs. Edward Cheney	Mr. and Mrs. Alfred Huguely
Mr. & Mrs. James W. Clark	Mrs. David Jessup
Dr. & Mrs. Michael R. Clark	Dr. Richard S. Johnson
Mr. William J. Cleary	Dr. David & Dr. Laryssa Kaufman
Mr. & Mrs. Fred Cogswell	Mrs. Edmund Keena
Mrs. Jacob E. Cook	Mr. James Kent
Mrs. Eugene Cornelius	Dr. Donald Kuiper
Ms. Patricia Daiss	Ms. Mary D. Laing
Mr. & Mrs. Joseph Damore	Susan Leavitt
Mary Lee Davis, Ph.D.	Mrs. Louis Legg
Mrs. Nancy Davis	Mrs. Clayton Lewis
Mrs. Norma Dexter	Mrs. James H. Lewis
Mrs. Vance Diggins	Mrs. Curtis Liechty
Mr. & Mrs. Phillip Douglas	Mrs. Gordon Long
Dr. & Mrs. Stanley Dudek	Mr. & Mrs. Roger Looyenga
Ms. Carol Dwyer	Mrs. Donald G. Lowell
Eva L. Evans Ph.D.	Mr. & Mrs. Lance Lynch
Mrs. Mathies Evans, Jr.	Mr. & Mrs. Olin Mace
Mrs. Leonard Face	Dr. W. E. Maldonado
Ms. Tracy Feazel	Mrs. Mary Jane McGuire
Martha Freeman	Ms. Nancy McKeague
Mrs. Joe C. Foster, Jr.	Dr. & Mrs. Timothy McKenna
Miss Pauline Geovanes	Mrs. Leslie McMullen
Mr. & Mrs. Ira Ginsburg	Mr. and Mrs. Gary McRay

Mrs. Edward G. Miller, Jr.
Mrs. Jan Moore
Mrs. Mary Ann Morris
Mr. & Mrs. F. Karl Neuman
Mrs. Joan Nolff
Mrs. James Olson
Mrs. Dan O'Shaughnessey
Mr. & Mrs. William Paull
Mrs. G. Bruce Papesh
Ms. Ila Parker
Mr. & Mrs. Lawrence Parker
Ms. Nancy Passanante
Mr. and Mrs. Richard Patterson
Mrs. Martin E. Pearlman
Mrs. V. Stoddard Peery
Shirley Penecot
Mr. Bruce Pickell
Mrs. Barbara Potter
Mr. & Mrs. Robert L. Potter
Mrs. Dixie Lee Premer
Mrs. Douglas Reniger
Mr. & Mrs. John Riegel
Mrs. Peggy Riggs
Mrs. Carol Roost
Mrs. Gretchen Rosenbrook
Mr. and Mrs. Matthew Rush
Mrs. Sue S. Safir
Mrs. Francis E. Sage
Mr. & Mrs. Frank Salimbene
Dr. & Mrs. Patrick Sartorius
Mr. Gerald Schaberg
Mrs. Patricia Schraft

Mrs. Nancy Selby
Mrs. Joseph Sheets
Mrs. Melissa Sherry
Ms. Zoe P. Slagle
Marty Smith
Mrs. Robert D. Smith
Mr. & Mrs. Ronald Soltis
Dr. & Mrs. Philip Sorensen
Dr. & Mrs. J. C. Spencer
Mr. & Mrs. James Spousta
Dr. Dawn E. Springer
Ms. Laura O'Neil Stearns
Mr. & Mrs. Norman Stockmeyer
Drs. Phillip & Susan Storm
Mrs. Deanna Strolle
Mr. & Mrs. Dennis A. Swan
Mrs. Frederick C. Swartz
Dr. Ronald P. Swenson
Dr. Jacqueline Taylor
Dr. Carolyn Texera
Mrs. Douglas Wacker
Mr. Joseph Wald
Mrs. Carol Welch
Mrs. Renee Breslin Welch
Mrs. Grace A. Wever
Mr. & Mrs. Robert Wilcox
Mr. and Mrs. Lawrence Wilhite
Mrs. Carolyn Willoughby
Mrs. Robert P. Wilson
Mrs. William E. Wilson
Mrs. Lee Wolford

Life Members-In Memoriam

Mrs. Talbert Abrams	Mr. & Mrs. Karl Egeler	Mrs. David Machtel, Sr.
Mrs. Maurice Allen	Mrs. John Eisenhour	Mrs. Fredrik Marin
Mrs. Alton Ambrose	Mrs. Fred England	Mrs. William G. Martin
Mrs. G. Olds Anderson	Mrs. John Engelhardt	Mrs. Dick Maury
Mrs. Louis Andrews, Jr.	Mrs. Everett Eschbach	Mrs. Isabell McCann
Mrs. Louis Andrews, Sr.	Mrs. Floyd Estes	Mrs. Freeman McClintock
Mrs. W. O. Badgley	Mrs. Robert A. Fisher	Mr. & Mrs. Len McConnell
Mrs. Maurice J. Baker	Mrs. Richard B. Foster	Mrs. Angus McDonald
Mrs. Stannard D. Baker	Mrs. Silvio Fortino	Mrs. Harold N. Metzel
Mrs. Milton Bailey	Mrs. Donald Fox	Mr. & Mrs. Ralph Moulton
Mrs. Hubert Bates	Mrs. Archie Fraser	Mrs. Forrest F. Musselman
Mrs. Kenneth Bidwell	Mrs. Richard A. Frazier	Ms. Barbara Myers
Mrs. Kenneth C. Black	Mrs. H. Blair Freeman	Mrs. Walter W. Neller
Mrs. Cornelius Blay	Mrs. John E. Garver	Mrs. William Nugent
Mrs. Lawrence Boger	Mrs. Walter Graff	Mr. and Mrs. William O'Meara
Mrs. Robert Breakey	Mrs. Howard Grimes	Mr. and Mrs. Roger Ophaug
Mr. & Mrs. Cole Brembeck	Mrs. Harry Guyselman	Mrs. Thomas Osgood
Mrs. Orion Brower	Mrs. Edward G. Hacker	Mr. & Mrs. Kenneth Patenge
Mrs. Leonard Burleigh	Mrs. Bill Hanel	Mrs. Walter Patenge
Mrs. Gordon S. Bygrave	Mrs. John A. Hannah	Mrs. Barnard E. Pierce
Mrs. H. Clay Campbell	Mrs. Christy Hawkins	Mrs. F. Boiten Plasman
Ms. Joann (Jo) Cantine	Mrs. Mary Hecker	Mrs. Richard Pomeroy
Mrs. Reno G. Carrier	Mrs. John Hecko	Mrs. Drury L. Porter
Mr. and Mrs. John Cawood	Mrs. B. L. Hewett	Mrs. William J. Porter, Jr.
Mrs. William Cheney	Mrs. Richard E. Hewett	Mrs. Alton M. Powell
Mrs. Harry Conrad, Jr.	Mrs. Virginia Hilbert	Mr. and Mrs. James Prister
Mr. & Mrs. Howard Cook	Mrs. Dorwin Hoffmeyer	Mrs. Barbara Quackenbush
Mrs. John A. Cook	Mrs. Harry Hubbard	Mrs. LaDonna Reagan
Mrs. Mervyn F. Cotes	Ms. Dee Hughes	Ms. Sue Gillette Rensing
Mrs. Harold Cutler	Mrs. Robert Hunter	Mrs. Dwight H. Rich
Mrs. W. Gordon Dahlberg	Mrs. Murray W. Jacklin	Mrs. Clarence S. Roe
Mrs. Lawrence Danford	Ms. Irma Jacoby	Mrs. Lewis G. Reutter
Mrs. Thomas Darnton	Mrs. Richard S. Johnson	Mrs. Robert J. Rollis
Mrs. Charles H. Davis	Ms. Margaret A. Jolsin	Mrs. Arthur Schaberg
Mrs. Russell Davis	Mrs. Martin Kangas	Mrs. Gerald Schaberg
Ms. Ardis K. Denise	Mrs. James Kent	Mrs. Robert J. Scheffel
Mrs. Malcolm Denise	Mrs. Ford LaNoble	Mrs. Harry J. Schmidt
Mrs. John H. Dietrich	Mrs. Roland Ledebuhr	Mrs. Wilber M. Seelye
Mrs. Simean Dietrich	Dr. Curtis Liechty	Mrs. Rex Sessions
Mrs. William Dietrich	Mr. & Mrs. Arthur Lindell	Dr. Joseph Sheets
Mrs. Henry Dietz	Mrs. Robert C. Lindell	Mrs. Guy C. Shumway
Mrs. H. M. Ditzler	Mrs. Edward R. Litten	Dr. & Mrs. David Siegel
Mrs. Barbara Donahue	Mrs. Elizabeth Lorenz	Mrs. Boyd Small
Mrs. F. Mansel Dunn	Mrs. Richard Lyman, Jr.	Mrs. M. C. Snyder

Mrs. Plumer Snyder
Mrs. Edward G. Sparrow
Mrs. C. T. Spencer
Mrs. Charles Sprinkle
Mrs. Merritt Stahl
Mrs. Howard J. Stoddard
Mrs. Harry N. Storrs
Mrs. Robert Stow
Mrs. V. H. Sturgis
Mrs. Lee M. Swift

Ms. Candace Thoman
Mrs. Edward Thomas
Mrs. Albert Tobin
Mrs. James Tranter
Mrs. Clarence Underwood
Dr. Douglas Wacker
Mrs. Harold F. Walter
Mrs. William Walworth, Jr.
Mrs. William Walworth, Sr.
Mrs. Stanley V. Weed

Mr. & Mrs. Ronald Weger
Mrs. Judson Werbelow
Mrs. Dorothy Wickham
Dr. Herbert Wolford
Mrs. J. F. Wolfram
Mrs. Roy Ziegler
Mrs. Jan Zimmerman

President's Report

2017 marked the 121st anniversary of our founders (women volunteers) who established organized health care in our community. Rarely is it known for a hospital to be established by volunteers! Each of us, over 2200 volunteers, carries on the heritage of our founders with our dedication and compassion to help every person in need of health care. Volunteers are essential in carrying out the mission begun in 1896.

The Women's Board of Managers continues to provide leadership, vision, and support to our hospital and to those we serve. We are linked to the Michigan Hospital Association through the Michigan Association for Healthcare Advocates for leadership and educational opportunities and represent Sparrow at the annual spring and fall meetings.

The Heritage Steering Committee was begun to give direction on how to preserve and protect our legacy of Sparrow by displaying our heritage throughout Sparrow and/or in a specified museum-like area. This will build Patient Satisfaction; Consumer Confidence; and Sparrow Pride. Dennis Swan, John Kepros, and Jean Paull were instrumental in creating this committee with Mayo as an incentive and model. Our Archives Committee will be an asset in supplying materials for display along with the Sparrow Marketing Department, Medical Library, and IT.

Founders' Week continues to grow as a celebration for recognition and visibility. Complimentary high teas were served in the main lobby to over 400 associates and guests. Historical posters were displayed and media coverage occurred throughout the Sparrow campus. Closed circuit TV coverage was added through our Marketing Department. Our Founders' Week Award honoree was Zoe P. Slagle. Over 100 people attended the ceremony.

The Twelfth Physician Recognition Dinner was again organized and hosted by the Women's Board as part of the physician engagement initiative and supported by a grant from PNC through the Foundation. The evening was held at the University Club of MSU. Physicians are nominated by their peers. 2017 honorees were: Physician of the Year: Brian McCardel, M.D. East Lansing Orthopedic Association; Hall of Fame inductees: Shyam S. Bhupalum, MD, SMG Nephrology; Charles H. Bill II, M.D, Lansing Neurosurgical Associates, PC; Padmani Karna, MD, Sparrow Neonatology; John K. Throckmorton, DPM, Foremost Podiatry; Leadership Award: I. Carol Nwelue, M.D, SMG Hospitalists. 198 guests attended.

New Board members have been a welcome addition in helping with our committee tasks: Christine Beagle-Richardson, Michele Kepros, Fran Sklapsky and Laura Sterns.

We appreciate the staff support received from John West (Facilities), Reza Tavakoli (Environmental Services), Mary Swan/Staci Bakkegard (Interior Design), Laura Fellows (Food and Nutritional Services), Nate Keusch (FANS), Melissa Sherry (Volunteer Services), and all who work with them to fulfill our mission.

Respectfully submitted,

Patricia Hollenbeck

2017 Financial Report**Sparrow Women's Hospital Association****Combined Balance Sheet**

Assets	December 31, 2017	December 31, 2016
Current Assets		
Cash	457,134	450,941
Inventory	185,169	178,533
Other current assets	20,168	12,596
Investments	356,179	321,206
Total current assets	1,018,648	963,276
Property and Equipment		
Net of depreciation	15,594	6,886
Total assets	1,034,242	970,162
Liabilities and Net Assets		
Current Liabilities		
Accounts payable	8,534	67,515
Accrued sales tax	4,492	4,685
Total current liabilities	13,027	72,200
Net Assets	1,021,216	897,962
Total Liabilities and Net Assets	1,034,242	970,162

Sparrow Women's Hospital Association

Combined Statement of Activities

	Year Ended	
	December 31, 2017	December 31, 2016
Revenue		
Merchandise sales	716,939	762,494
TGIF	54,527	58,090
Auxiliary photo sales	4,256	8,163
Membership dues	4,122	4,968
Other fundraisers and contributions	35,818	20,863
Contributed Facility	75,600	75,600
Dividends and interest	9,405	9,022
Unrealized gains (losses) on investments	30,505	21,769
Total revenues	931,172	960,969
Expenses		
Cost of gift shop merchandise sold	406,441	385,691
Other fundraisers	4,348	5,360
Grants:		
Sparrow Foundation	248,838	257,456
LCC Nursing Scholarship	2,000	-
Contributed Facility	-	75,600
Selling, General and Administrative Expenses	146,005	140,209
Total Expenses	807,632	864,316
Increase in Net Assets	123,540	96,653

Budget, Finance and Membership Committee

Requests for dues were sent to each volunteer group. Records were maintained of payments from groups and individuals and reported to the treasurer. Amounts collected were reported in monthly Budget Reports to the Women's Board of Managers.

The Budget, Finance and Membership Committee met in September 2017 to review budget requests and establish a proposed budget for presentation to the Women's Board of Managers in October. The Budget was approved and adopted by the Women's Board of Managers in November 2017. Two Life Memberships were accepted and thank you letters were sent and the "member's fund" was maintained and reported to the Women's Board of Managers monthly.

Respectfully Submitted,
Marian Brooks Bryant

Education-Scholarship Committee

In 2017 the Sparrow Women's Hospital Association supported Sparrow nurses who are completing advanced nursing degrees. Two scholarships of \$2500 each were awarded to Sparrow nurses. A third scholarship funded by SWHA for \$2000 was awarded to a LCC student who is a Sparrow employee and is just beginning a nursing education.

Members of the Education and Scholarship Committee are Tracey Barnes, Lexcie Blockett, Susan Patterson, and Patricia Hollenbeck ex officio.

Respectfully Submitted,
Marianna Klaver
Chair of Education and Scholarship Committee

House Committee

There were several changes in Sparrow staff attending the House Committee. The House Committee bid farewell and happy retirement to John West, Director of Facilities. Staci Bakkegard will be his replacement as Director of Facilities Development. Another loss to the House Committee was Mary Swan, Interior Designer who changed her maternity leave into a resignation. Caroline Wickens, Interior Design Coordinator, will be our liaison. Reza Tavakoli, Director of Environmental Services and Security, has added Security to his Environmental Services responsibilities and will continue to provide updates every other month. Laura Fellows, Executive Chef, Food and Nutrition Services Director continues to meet with House as her schedule allows.

The House Art Committee was asked to find a local artist to create an art piece for the Herbert Herman Cancer Center. Kate Cosgrove was selected to create a piece that would incorporate community participation and the theme of the "hope" for the Cancer Center. The piece, Hope Takes Flight, was enthusiastically received at the Cancer Center opening and at the later reception for its installation.

Cindy Harrington, Art Committee Chair, also organized a sale of the art taken down in the various Sparrow refreshed areas. This was a huge undertaking that involved many, many hours and resulted in an addition to the Sparrow Women's Board of Managers Art Fund.

There have been several pieces of the SWBM art that have been refreshed, reframed and rehung in suitable places in the Sparrow Hospital System. The renovated area at St. Lawrence is the new home for some Cindy Callog pieces.

Holiday Décor continues to be a responsibility of the House Committee. The public spaces at Sparrow Main, the Sparrow Professional Building, St. Lawrence and the Herbert Herman Cancer Center were again graced with decorations commemorating the holiday season.

The House committee is undertaking the commencement of a music program at Sparrow. During the holiday season various groups entertained caregivers, patients and families in both the Sparrow lobby and the Herbert Herman Cancer Center lobby. The logistics of having music on a regular basis is energetically being explored.

The responsibility of Founders Week with the Founders Day receptions and Founders Week Teas is now under the House umbrella. Volunteers are needed to get the signage, clean and set up the Women's Board silver tea service and well as a myriad of other responsibilities.

House Committee:

Susan Patterson – Chair
Cindy Harrington – Assistant Chair
Tracey Barnes
Deborah Ginsburg
Sue S. Safir
Cora Huguely
Marianna Klaver
Christine Richardson-Beagle
Sally Burke – Emeritae
Margaret Hedlund – Emeritae
Candy Parker – Emeritae
Michele Kepros – August - December
Fran Sklapsky – January - May
Laura Sterns – March – May

Report Submitted by,

Susan Patterson, Chair, House Committee

<i>Archives Committee</i>

The Archives Committee is one of the three main committees of the Sparrow Women's Board of Managers. We meet on the 3rd Monday of each month, in the lower level of the east wing, on the St. Lawrence campus. The committee has 4 Emerita members, 5 active members, and 3 community members. We continue with the mission which began in 2003: to collect, organize, label, file and preserve the documents, photographs, and memorabilia relative to the history of the Sparrow Women's Hospital Association, the former St. Lawrence Hospital and Edward W. Sparrow Hospital and Healthcare services.

The committee has been responsible for special displays: posters and photos for Founders Week, in the showcases on the main campus, and for the Physicians Hall of Fame, framed photos.

We sent two members to a MI History workshop on conducting Oral History interviews, and are pleased to see that O.H. interviews are again taking place, in coordination with Sparrow Marketing's John Foren.

Finally, our committee is represented and an integral part of Sparrow's Heritage Committee, (which was initiated at Archives, inspired by Mayo's displays, evident everywhere in their hospitals). We look forward with great anticipation to Archives move in 2018 to a location better suited to protecting the historical collection.

Respectfully submitted,

Dottie Spousta, Committee Chair

Volunteer Services Committee

The Volunteer Services Committee works in partnership with Volunteer Services Department to provide support and share responsibility for the goals, objectives and activities of the Sparrow Volunteer Program. There are three primary responsibilities: planning and coordination of volunteer groups, onboarding of volunteers, assisting with the recruitment, retention and recognition of volunteers.

2017 Volunteer Statistics:

1075 Community Volunteers; 109,501 hours of service

820 College Volunteers; 28,406 hours of service

261 Teen Volunteers (182 year-round, 79 summer); 8,313 hours of service

2,156 Total Volunteers

146,220 Total Hours of Services were provided

2017 highlights:

1. Assist the Volunteer Services Department in the planning and coordination of volunteer programs and activities:
 - Liaisons from the Volunteer Services Committee are assigned to thirty-three community volunteer groups, and communicate with the presidents on a monthly basis.
 - There has been increased collaboration between the Community and College Volunteers to meet the volunteer group scheduling needs.
 - Two new groups have been launched, Greeters in the Main Lobby and the Emergency Department.
2. Collaborate with the VSD to provide orientation and training for volunteer education.
 - The Annual Leadership Meeting for Groups was held in September, focused on tools and best practices for effective leadership. The Volunteer Promise was reviewed.
3. Provide for the recruitment, retention and recognition of volunteers in collaboration with the Volunteer Services Department.
 - The Committee has begun work on a Strategic Volunteer Recruitment Plan. This plan identified skills and times that can accommodate full time work schedules, with outreach planned for local businesses and groups.
 - Monthly radio/tv program (Coffee Break) guest spot secured on WLNZ to update community on Volunteer Group Activities and needs.
 - Volunteer Week Activities were coordinated in April to thank our volunteers during National Volunteer Week.

Respectfully submitted,

Alicia Armstrong, Chair

Nominating Committee

In January 2017, emails were sent to the women's board, group presidents and all other Sparrow volunteers asking that nomination forms be completed for potential new WBM members by February 15, 2017. There were four vacancies on the board to be filled. Two board members resigned in 2016 due to health reasons, Tammy Averill and Jan Zimmerman. Two board members, Mary Jane McGuire and Carolyn Willoughby, met Emerita status after serving nine years on the board.

Four individuals were selected as nominees to be recommended to the Sparrow Women's Board of Managers at the April 19, 2017 board meeting:

Motion: The Nominating Committee recommends the following candidates for the Sparrow Women's Board of Managers be presented for election at the May 17, 2017 121st Annual Meeting of the Sparrow Women's Hospital Association to begin their 1st of a four-year term of office on June 1, 2017:

1. Christine Beagle Richardson – Service Auxiliary
2. Laurie Chapin – Sparrow Guild
3. Michele Kepros – Community
4. Fran Sklapsky- Patient Ambassador, Sparrow Foundation

The Nominating Committee also recommends that the following candidates be presented for re-election at the 121st Annual Meeting of the Sparrow Women's Hospital Association:

- Alicia Armstrong, 1st year of a 3rd three-year term
- Cynthia Harrington, 1st year of a 1st two-year term

In November 2017, the Nominating Committee recommended that Laura Stearns be nominated to the Sparrow Women's Board of Managers to complete the remainder of the year ending May 2018 created by the resignation of Laurie Chapin.

Respectfully Submitted,

Lexcie Blockett, Chair
Alicia Armstrong
Cynthia Harrington
Christine Hollister
Marianna Klaver
Jean Paull

<i>Women's Hospital Association Donations</i>
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From the Guild to the Art Fund in memory of Virginia Perty

From the Guild to the Art Fund in memory of Patty Crouse

From the Guild to the Art Fund in memory of Marian Altmfansberger

From the Service Auxiliary to the Education Fund in memory of Marge Clemetine

From the Service Auxiliary to the Education Fund in memory of Jan Zimmerman

From the Angelus League to the Education Fund in memory of Rose Falsetta

From the E.W. Sparrow Auxiliary to the Education Fund in memory of Carolyn Hulliberger

From the E.W. Sparrow Auxiliary to the Education Fund in memory of Phyllis Blake

From Division IV to the Education Fund in memory of Phyllis Ammons

From the E.W. Sparrow Auxiliary to the Education Fund in memory of Diane Marshall

From the E.W. Sparrow Auxiliary to the Education Fund in memory of Lola OMeara

Volunteer Services Department

Director

Sparrow aligns our work around five pillars – People, Service, Quality, Growth and Resources to care for our patients. These five pillars support our organization's pyramid that places patient at the top of the structure followed by supporting and empowering Caregivers, Volunteers and Physicians to provide the best care for our Patients. During the past year, our volunteers consistently provided support to many service areas in support of the five pillars of excellence.

Engaging our volunteer workforce is central to the success of Volunteer Services at Sparrow and in 2017 we had our first opportunity to gauge the engagement of volunteers with the Gallup survey. The survey provides benchmarking data to see how we are doing in comparison to other health care organizations. I am proud to say that our volunteers reported a very high level of engagement, but we still have work to do primarily with our college program and have worked to apply the best practices to the college program that have worked well in our adult program particularly with connections to others (best friend) and opinions count. We heard loud and clear volunteers enjoy the regular email updates from our office, so we'll keep them coming!

We know those updates work and when Sparrow was lucky enough to earn a second site visit from the national Baldrige examiners in September. It was easy to pull a group of volunteers together to have a meeting with the examiners. The volunteers included adults and college students from a range of groups and while it can seem intimidating to talk with the examiners, they did a terrific job because of their engagement and knowledge. We did not earn the award this year primarily because of our financial results, however, Sparrow has decided to take a year off and focus on the results before reapplying in 2019.

On the topic of resources, our volunteers provide priceless resources to Sparrow for the benefit of our patients. Resources come in multiple forms from hours donated, to creating items to support patient care to groups who raise funds. This year, the much-anticipated Herbert Herman Cancer Center opened and several of our volunteer groups made significant donations to the center including the Service Auxiliary, Mary Magdalen League, the Women's Board of Managers and Leona Snyder's gift the Sparrow Gift Shop was given by her estate which the volunteers contributed to the center. The Service Auxiliary had their most successful year in their history thanks to the many, many hard-working volunteers. In addition, Mary Magdalen's gift shop and the Mercy, Escorts and Information all had significant renovations to their service areas. This much anticipated renovation has improved the comfort and ascetics of the St. Lawrence Campus.

This past year, we have heard the volunteers' request for more education opportunities to support their work. In 2017 we held customer service courses that have been attended by volunteers and we also developed a shoplifting prevention training for our retail areas. Both courses will continue in 2018 and hope to see more volunteers participate.

Hearing the voice of our customer has been very important to Sparrow and we have worked in conjunction with Patient Experience to develop a Patient Family Advisory Council and we are still looking for new members. The goals for the next year include improving wayfinding, physician and nurse communication and patient education.

We hope as volunteers see the updates and call for help, that you will lend your experience to improve the care at Sparrow. Our leader in the development of the PFAC is Patrick Brillantes and on January 1, 2018, Volunteer Services came under his support. We are grateful for his passion and interest in volunteerism. For the last few years, Volunteer Services has been under the support of Thomas Bres and we were well served by him. On behalf of our entire department, we are grateful to Tom for his work with us and we look forward to our next chapter under Patrick.

Respectfully Submitted,
Melissa Sherry, CAVS
Director of Volunteer Services

Program Coordinator

The college program continues to grow by leaps and bounds. Over the past year, we conducted 532 interviews and supported 820 college volunteers who gave over 28,000 hours to the hospital. We added several new positions, including; Endoscopy, Lobby Greeter, and the Cancer Resource Center. In addition, college students are filling open positions in the Heart Center, Neuro Navigators, and Critical Care Lounge each semester.

With the increase in volunteers, we also increased the number of student coordinators to forty. This gives each student coordinator approximately 10-15 students to supervise and mentor.

Each semester we meet with the student coordinators and discuss how to improve our processes. After the last Gallup Survey, our areas of focus include helping our students have a connection to others and making sure they understand that their opinions count. A few of the ways we are trying to address these areas include having shifts overlap so students can get to know other volunteers. A few of our departments are trying the messaging app GroupMe to bring the team together and feel like they have a good support system. We have also been working on some shadowing opportunities in the Endoscopy Unit. We will continue to evaluate how our college volunteers are feeling about their service and if our changes have made any improvements.

Tracy Feazel
Volunteer Services
Program Coordinator

Group and League Reports

Angelus League

Angelus League finished 2017 with 42 members. Members met monthly September through May sewing gait belts, walker bags, pillows and stuffed animal.

In following the I care values by doing the following:

For innovative and efficient: Many members sew projects at home. We also met informally during the summer months to work on projects. This past summer there seemed to be a greater need for the items we make and many more people stepped up to the plate and either came into help with the projects or worked at home and dropped them off during the summer.

Care, Compassion and Accountability: We had a total of 772 stuffed animals, traced, cut, sewn, turned, stuffed finished sewing and decorated, 187 pillows for both radiation patients for breast cancer to protect them from the seat belts in cars as well as pillows for abdominal surgery patients to help splint their incision to cough after surgery, 338 walker bags and 114 gait belts for a total 1411 items. That was an increase of 447 items more than last year.

Respectful: We had several new members, mostly brought by friends that helped to acclimate them to our routine, plus a few who come by themselves that we take great care to show them all the stations we have and helped to find the best place that they will feel comfortable working.

Excellent: We have a dedicated group of women who stay late each month to make sure they all get counted and put into individual bags for the different departments the objects go to, marked and then take them all down to the receiving dock to be delivered to the main hospital.

Thank you to all our members for their dedicated work ethic in making our league run so smoothly.

Jean Aben and Martha Prins
President

Division III

Division III meets the third Tuesday of each month to collate and/or package items as needed by hospital caregivers and patients. We have a winter and summer luncheon meeting. Currently our membership stands at 12.

Last year the group worked primarily on 4 different projects. The largest being the completion of Quiet at Night Packs which consisted of putting ear plugs and ear phones with the explanation for their usage and the reason their usage would make a patient's stay more comfortable and healing, inside a zip lock bag for patient distribution. The group also assembled Flu Test Kit items. Most of the group's members also participate in another volunteer group.

I anticipate everyone will comply and be ever mindful of and practice, the components of the Volunteer Promise.

Ellen Gunther, President

Division IV

Division IV has 19 members. Our task is to make tray favors. We meet the last Tuesday of every month except July, August and December.

We make 500 tray favors for every month of the year, which includes holidays and/or special occasions. If Easter is in March along with St. Patrick's Day, we will make an additional 500 tray favors for April. Those tray favors are distributed to patients in the hospital.

In 2017 we made 6,000 tray favors. Some of our members also knit items, which are donated to the hospital. They made 14 hat & bootie sets, 10 afghans, 11 octopus for babies and 15 chemo hats.

In 2017 we had two resignations. We are looking forward to the probability of adding 3 new members in 2018.

As a group, Division IV applies the Sparrow Volunteer Promise. Even though we do not interact with patients when we meet, how we treat each other is very important to us. Should any of us be at the main campus and encounter patients or their families, the Volunteer Promise will definitely be applied.

Our members are a dedicated group of ladies who enjoy what they do and being with each other. We welcome anyone who would like to join us.

Diane M. Talsma
President

Edward W. Sparrow Auxiliary

The E.W. Sparrow Auxiliary is a group of dedicated women who meet together to make blankets for Sparrow's smallest patients.

Meetings are on the second and fourth Wednesdays from September to April. The group begins at 9 o'clock and ends at noon in the Volunteer room at the St. Lawrence Campus.

This year 34 women completed 5,025 blankets. Our members cut, baste, and sew 36 x 36 inch white flannel blankets. After inspection, they are sent to the laundry and then sent out to the nurseries. In addition, several members knit or crochet baby hats, and these are given to the nursery.

At our annual spring brunch members donate layette items for the Mother/Baby Care Center for anyone who needs them when they leave the hospital. In addition, we donated a blanket for the first baby of the new year at the Sparrow Main Campus and the Carson City Sparrow Campus.

The auxiliary receives a portion of their income from the baby photos taken in the nursery at Sparrow Hospital. In 2017 we were able to present a check for \$5,000 to the Mother/Baby Center. In addition we donated \$50 to the Sparrow Foundation in honor of two members that passed away during the year.

Each group member has reviewed the Sparrow Promise. We do not interact with patients during our meeting hours, but if we are at the main campus and we encounter patients or their families, the Volunteer Promise will come into play.

Respectfully,
Judy Kurt, President
E.W. Sparrow Auxiliary

Escorts

The Sparrow Escort Services is proud to have completed its 56th year of volunteering, having serviced Sparrow Hospital since 1962. Under the Direction of the Transportation Department and Volunteer Services, via wheelchairs, we discharge patients to their vehicles, transport visitors to patient rooms and take incoming clients to destinations such as admitting, X-ray, and laboratory.

During 2017 our 26 active Escorts volunteered a total of 3,520 hours. 14 members exceeded 100 hours, 3 members exceeded 200 hours, and 1 member exceeded 300 hours.

Curt L. Dykhuizen
President
Sparrow Escort Services

Escort/Information Desk

A thank you to all volunteers who give of their time and effort to help make patients and visitors receive excellent care. We have 25 volunteers in the group who cover shifts from 6am-5pm Monday through Friday greeting, escorting and assisting with wayfinding. Our league meets three times a year in April, September and December when we collect Toys for Tots. We have had many changes on the St. Lawrence campus and the volunteers have continued to focus on Sparrow's mission of putting the patient first by using the ICARE values. The Escort/Information and Mercy Leagues have worked well together covering shifts and have been responsive to patient, family and staff needs.

Submitted by
Al Evans, President, Escort/ Information League

ETC Group

The ETC (Etcetera) Group fills specific needs for Sparrow departments. This group of 75+ volunteers works throughout the hospital on individual projects. Our volunteers serve by volunteering in areas such as Forensic Pathology, Falls Prevention, Endoscopy, and In-Patient and Outpatient rehabilitation. They share their wonderful talents with us by playing the piano in the main lobby of Sparrow Hospital, knitting and crocheting baby hats and booties, and making lap quilts and angel gowns. These volunteers work very hard and provide great services to Sparrow.

Jessica Fuller, Volunteer Services Program Coordinator

Eucharistic Ministers

There are currently 50 Eucharistic Ministers who visit Catholic patients at Sparrow hospital. Each day the Eucharistic Ministers visit patients and their families to offer communion and provide for any additional needs or sacramental requests a patient may have. The Eucharistic Ministers seek to bring hope and sustenance to patients during their time of need and assure them of the Catholic community's concern and prayers on their behalf. In this past year we have had some of our Eucharistic ministers retire and we are grateful for their many years of dedicated service. We have also been fortunate to have many new Eucharistic ministers respond to our requests for additional volunteers as we strive to serve the patients, families, and staff of Sparrow.

Cassian Hardy, Catholic Coordinator

Sparrow Guild

The Sparrow Hospital Guild was founded in 1924 with a membership of 50 women. Our current membership has 41 active members and 46 inactive members. There is no limit to the number of members. The mission of the Guild is to be educated to the services and needs of Sparrow Hospital; to help by the acquisition and disbursement of funds for the general purpose of the hospital; to assist with special projects; and to be knowledgeable community ambassadors for the Sparrow Health System.

Our 2nd very successful signature fundraiser, "The Guild's Incredible Fundraiser" (T.G.I.F.), was held at the Old Time Marquee on Friday, November 4, 2017. The Sparrow TCI was chosen again this year as the recipient of \$50,000 of the proceeds from the T.G.I.F. The 3rd T.G.I.F. will be held at the Old Time Marquee on Friday, November 2, 2018.

The Hospital Guild also conducts a mini-grant program allowing staff members to apply for items or programs for patient enhancement and caregiving in the amount up to \$2500 that are not covered in the hospital budget. Forty-two mini-grant applications were received this past year totaling \$88,734 of requests. The Guild was able to award \$44,318 of those requests. The Guild works closely with the Volunteer Services Department and the Sparrow Foundation for all of their fundraising programs and is very thankful for their assistance.

In addition to the six Guild membership meetings a year that include fellowship and the purpose of the meeting, Guild members also help sponsor mini-fundraisers at the hospital. i.e. the B.C. Sweets Sale in February, the Luxury Bedding Sale in the Fall, and the Masquerade Sale in August. Earnings from these sales go toward our mini-grant program. Each member serves on a committee contributing her time, talent and financial contribution throughout the year.

Fun events are also planned for the members each year to enhance the fellowship among the members.

This year a Mystery Bus Trip was taken to Detroit to enjoy a beautiful night on the Detroit River on the Detroit Princess Boat. Another event is planned this spring.

The members of the Guild are a wonderful group of women and a joy to work with in whatever task they are doing. It has been my pleasure to preside as president this year and look forward to many more years of joining them in their endeavors to support the Sparrow Health System.

Respectfully Submitted,
Maggie Frankland
President

Heart Center

The volunteer numbers continue to grow. As of the last report received September 18, 2017 we have 18 active volunteers who, in total, have put in over 1400 hours as of that date. Due to increase in volunteer commitment shifts have been increasingly filled with much fewer gaps in coverage. We did not meet in 2017. I will make an effort to do so this year. All in all, it has been a gratifying year.

Richard A. Patterson, President

Hello Hospital

Hello Hospital, an interactive, hands-on program, gives first grade children an awareness of hospital procedures and service workers. During the one and a half hour field trip to the St. Lawrence campus, students watch a video about hospital workers. They go to four small rooms to explore the tools and equipment used in surgery, a laboratory, a patient room, and an x-ray/casting room. The students receive hospital items to take home: masks, gloves, hats and shoe covers.

Hello Hospital was visited by 40 classes in 2017 with 811 students and 221 adult chaperones. The program operates during the school year on alternate Tuesday and Thursday mornings from 9:00 to 11:30 A.M. Fourteen active volunteers and 5 MSU students contributed more than 500 volunteer hours in 2017. We are able to have six double classes attend our program at the same time to save bus expenses.

The Volunteer Promise was discussed at our annual fall meeting. Ways to incorporate the Promise in our sessions were discussed. We feel we embrace innovation by our creative approaches when working with young children. We had a tour of Sparrow Pediatrics by Child Life Specialists and were informed about their different tasks when working with children. We also had two in-service meetings where we reviewed all of our procedures and information covered with our students.

Hello Hospital is a successful program because of the efforts of our dedicated volunteers and the assistance from the Volunteer Office in scheduling our classes, obtaining items for our program, and for weekly trouble-shooting support.

Marlene Cosgrove, President

Helping Hands

The volunteer group, Helping Hands, supports the Mother Baby Center, OB Special Care, and the RNICU. We exist to assist the nursing staff wherever possible so that they can focus mainly on the moms and babies. We have a wide variety of duties that are performed. These include keeping the waiting area tidy, answering the phone to letting visitors into the unit, rocking newborns, and transporting mothers and babies at the time of discharge.

Over the last year our focus has been bringing the rocking initiative and the Helping Hands group under one cohesive unit. This consists of two separate trainings. The Helping Hands go through six to eight hours of training within the Mother/Baby unit. The rocking training is conducted with the RNICU staff that consists of an hour long training. Once new volunteers receive both trainings the volunteer selects a shift and begins there Helping Hands volunteering career.

The Volunteer Promise is posted in our locker located in the mother baby unit as well as placed in our volunteer sign-in notebook. That way it is visible at the start, duration, and end of every shift. Each shift our volunteers are visually reminded of the promise and how/when to use it while volunteering. The contact we have with new mothers and their guests allows us to display the ICARE values and use the additional tools the promise provides.

This last year the group has seen an influx of new volunteers. A couple years ago when the nursery closed in the Mother/Baby unit a lot of volunteers decided to depart from the group. I believe this influx is due to the rocking

initiative and once again having the ability to comfort/rock an infant. This would be a huge achievement for us this year.

The Helping Hands group will soon reach full capacity and I look forward to continuing to create a positive happy environment for new mothers and the precious lives being brought into this world.

Tracey Barnes
President and Volunteer of Helping Hands

Hospice

Sparrow Hospice Services is a multi-site hospice program structured to serve the communities covered by Sparrow Health System.

The three home hospice programs are based in Lansing, St. Johns and Carson City. Hospice House of Mid-Michigan, at the St. Lawrence campus, is a 21-bed inpatient facility.

Volunteers play a key role on the hospice teams, providing our patients with a range of skills and talents. They provide respite for caregivers, companionship for patients and assist with the practical needs of the patient and their families. Volunteers offer pet therapy, light massage, reflexology and hair styling services and manicures. Some offer their musical talents by playing the piano and harp. Others prepare meals in the kitchen for the patients and their families. Volunteers provide direct patient care, read to our patients or simply offer companionship. Up to 50 volunteers assist the staff at Hospice House of Mid-Michigan monthly. Most of them work weekly for a minimum of three hours each shift. Clerical jobs keep a core group of volunteers busy in our offices and in the bereavement department. We have a team of Tuesday Story Writers, volunteers who, by interviewing patients and their families, create life histories to honor them and leave a legacy for their families. These Stories keep the patients motivated and engaged. Our Vigil Companions sit at the bedside during a patient's last hours of life providing care and presence for the patient and their family so no one dies alone.

Volunteers attended a Garden Walk in August and an Appreciation Station was available during April's Volunteer Appreciation Week.

In May our annual Hike/Bike for Hospice was very successful. Over 50 hospice and community volunteers helped the event run smoothly. Volunteers supported our bake sale at Sparrow's main campus and money benefited the fundraiser.

Volunteers support our *We Honor Veterans* program by attending pinning ceremonies and participating in services of honor for the veteran patients we care for. On Veteran's Day volunteers delivered certificates of appreciation and flowers and candy to each of the veterans we cared for.

Volunteers hosted a vendor table at a community health fair in St. Johns.

Volunteers attended an in-service *Being Mortal* in October.

Volunteer awards were given in December: Sue Fox was honored with the 2017 Betty Geller *Spirit of Hospice Care* Award. Maureen Price-Zalba was honored as the 2017 Sparrow Hospice House Volunteer of the Year and Tom Woodward was honored as the 2017 Sparrow Home Hospice Volunteer of the Year.

In 2017 over 115 volunteers including 7 MSU students contributed 7,023.25 hours with 4,948 visits. This represented a cost savings of \$194,834.74. Per Medicare requirements, volunteers must account for a minimum of 5% of staffing hours. In 2017, volunteers accounted for 8.1% of staffing hours. Sparrow Hospice is very fortunate to have dedicated and engaged volunteers.

Industrial League

In 2017 our group added three new members. We now have eight dedicated sewers, meeting weekly at St. Lawrence Hospital. Many of us sew at home, in addition to our hours at St. Lawrence, and put in an additional 95.5 hours, in 2017.

This year we made 317 items, including 214 Fidget Pads, a record number. We also made walker bags, and lap quilts.

Although our group doesn't work with patients, or interact with the public, we feel that our work does impact patient care. We strive for the highest quality, with every item that we make. We are proud that we can impact the care that Sparrow patients receive.

Joyce Schaub, President

Infant Massage

At the end of 2017 our group consisted of 40 members. Each day of the week has a team with 3-6 members who rotate weeks and work an average of 1- 3times a month. We work 3-4 hour shifts, always in the morning. This year we had over 1200 hands on interactions with the babies in the NNICU.

We held 2 new volunteer trainings in 2017, 1 in the spring and 1 in the fall, adding 17 new members to our group. New volunteers are instructed in all of our procedures including the benefits of massage, cooperating with nurses, handwashing procedures, privacy policies, and how to massage babies as well as the other duties we perform in the unit.

We stress the importance of The Volunteer Promise and how to implement it as we relate to the babies, their parents, and the staff. Our members are trained to introduce themselves to the baby's parents if they are present, explain what we are doing and the benefits of massage. We encourage parents to watch, answer questions, and offer them handouts on baby massage so they can continue to massaging when their baby is able to go home. New members gain hands on experience and extra training by shadowing seasoned volunteers until they are ready to massage on their own. It is very important for our members to be accountable. They must comply with the vaccination requirements for our unit and be reliable to show up for their scheduled shifts. If they are ill, they stay home to protect the babies. Subs are expected to be in place if someone knows they have a conflict in their schedule.

Our spring and fall dinner meetings were well attended. We enjoyed the opportunity to gather as a group, share experiences, and be updated on pertinent information. The most significant achievement of our group this year is the progress we are making with the staff as we are given more and more opportunities to interact with the babies. Our hands on numbers increased by over 300 this year despite the fact that for a couple of months we were limited by isolation policies and extreme contamination precautions. Our ultimate goal, the purpose for which we exist, is to provide loving touch to the babies. Sometimes it is a massage, sometimes we rock fussy babies, or we may provide soothing comfort with a reassuring touch, talking/singing to the baby, and offering a binky. When we have a baby who needs extra attention, our volunteers go in afternoons and evenings to rock, sooth and give love to that baby.

We feel very appreciated for the work we do with the babies and other tasks such as making arm boards and sorting, folding, and putting away clean laundry.

Our group consists of very dedicated and reliable volunteers. We love the babies and we love what we do. It is my privilege to be a part of this group and my honor to serve as their president.

Respectfully submitted,
Bonnie Schuon

Lifetime

The LifeTime Nurses offer free blood pressure screenings on a regular basis at various sites around our community. They are at the Lansing and Meridian Malls every Wednesday from 8 am to 9:30 am and the Clinton County Senior Center the first Tuesday of the month from 11 am to 12:30 pm. This group of 20 dedicated volunteer nurses cheerfully provide over 2,500 blood pressure checks and donate over 300 hours of service to our community each year.

At our annual Fall meeting, we reviewed the Volunteer Promise and discussed our implementation plan (below). This group consistently goes above and beyond in caring for the health of our community.

As a Sparrow Volunteer, I promise to:

- 1. Embrace Innovation**
 - a. Promote actions that contribute to the mission and vision of the hospital.
 - b. Offer blood pressures and health resources free of charge to members of the greater Lansing community.
- 2. Foster Compassion**
 - a. Practice H.E.A.R.T. when listening to and addressing personal and health concerns during BP checks.
- 3. Be Accountable**
 - a. Demonstrate competency of duties, including compliance with Sparrow policies, procedures, and health requirements.
 - b. Attend annual volunteer group meeting and pay \$1 dues.
 - c. Maintain and submit BP logs and report volunteer hours each quarter.
- 4. Promote Respect**
 - a. Be truthful and kind and practice healthy communication and teamwork.
 - b. Respect and respond to the diverse needs of each person (esp. those hearing- or vision-impaired) by communicating with them in a way that works well for them.
- 5. Strive for Excellence**
 - a. Ensure safety, quality and satisfaction by promoting efficiency and improvement.
 - b. Assist in recruiting and retaining volunteers.

Respectfully submitted,

Katie Hubbard

Mary Magdalen League

The Mary Magdalen League is a group of Volunteers who perform three functions. They operate the St. Lawrence Gift Shop, host Fund Raising Activities throughout the year and as well as their various League activities.

There are 47 active volunteers that are very committed to the League. There are also 21 sustaining members who are not able to volunteer but come to most of the League activities.

The Executive Committee meet three times a year with a General Meeting for all active members.

The two special meetings of the year are the May meeting which is the Annual Award Luncheon and Installation of Officers and the December luncheon which the league celebrates the holiday season. These luncheons are planned by a committee who select the luncheon site and plan the menu.

The League sponsors the annual \$5 jewelry and accessory sale, shoe sale, fine jewelry sale throughout the year.

2017 was the first full year of operation after the complete remodeling of the gift shop. There have only been positive responses of the remodel by volunteers, staff and customers.

Monies earned from 2017 are being used to fulfill our pledge to the Herbert-Herman Cancer Center.

Respectfully Submitted,
Cathy Cogswell, President

McAuley League

The McAuley League operates the Thrifty Sparrow Resale Shop on the St. Lawrence campus as a fundraiser for Sparrow Health System. Our hours of operation are Mondays from 8 a.m. to 12 p.m., Fridays from 2 p.m. to 5 p.m. and the first and third Wednesday of each month from 8 a.m. to 2 p.m. Our shop sells a wide variety of home furnishings, fine quality clothing, designer handbags and shoes, china, linens, kitchen items, antiques and collectibles. Donations of all saleable items in good condition are always needed and are accepted during our business hours.

The McAuley League contributed \$25,000 to the Michelle A. Wiseman & W3 Hospice Transitions Endowment in July of 2017. We look forward to our continued support of Hospice services.

Our visibility in print and digital media continues to be very successful due to the efforts of Donna Skinner and Polly Johnson. Donna manages our print publicity through the Lansing State Journal and associated community newspapers. Polly coordinates our Facebook page activity through frequent updates and interaction with our many Facebook friends. We see new customers on a daily basis who have discovered our shop through Facebook and the State Journal. According to our customers, our media presence reflects very positively on the Sparrow community.

Peg Wilfong continues her very profitable craft sales at numerous bazaars throughout the Lansing area. All proceeds raised from the sale of her handmade items are donated directly to the McAuley League and thus, to Hospice. Peg contributes countless hours to the project and her results speak for themselves.

Sales and donations of items at the Thrifty Sparrow Resale Shop have been excellent throughout 2017. Our small group of volunteers works hard to sort, price, display and sell the many items that are received daily. Our resale shop has earned a reputation in the community for being a well-organized, attractive and friendly place to find hidden treasures. Our volunteers should be very proud of their efforts and contribution.

Our current membership stands at 9 active members.

James Tellner
President – McAuley League

Mercy League

I became president in May for the third time and was fortunate to have the Mercy League board members continue. My first meeting was in October 2017. At our December meeting, members brought unwrapped gifts for “Toys for Tots” and Behavioral Medicine. We have donated gifts for Toys for Tots for five years and 15 years or longer for Behavioral Health. All members look forward to providing these gifts.

Our duties remain the same. We try to make the patient feel welcomed and at ease. We explain the process to the patient and their family/friends. Mercy League is now sitting with Escort and Information at the new desk which is directly in front of the doors coming in. We are in the process of merging with these leagues. There are many decisions that need to be made but I am confident we can make this change. Our combined goal is to make sure that our patients and their family/friends are treated in a professional way. We greet everyone who enters with a friendly "Hello" and "How can we help you."

Our lounge area has been remodeled and we have received many comments on how nice it looks. It has more electrical outlets making it easier for people to plug in their electrical devices. We also have a new coffee machine that has simplified the making of coffee. There have been many positive comments about the new bathrooms.

When the patient arrives, he/she is assigned a number which is given to the family member. This protects the patient's privacy and shows the progress of the patient's procedure by checking the new electrical board. If there are any concerns from the family/friends, we check into the problem. It is usually a time delay that concerns them. They also tell how much they like coming to St. Lawrence because of its convenience. Everything they need is close by and they don't have to walk very far.

We are fulfilling the Volunteer Promise by dealing with the many changes that are happening at St. Lawrence. There have been many departments that have moved elsewhere making for more quiet time. Mercy League members enjoy their work and do whatever they can to make the process for the patient and their family/friends as pleasant as it can be.

Peggy Gonser
Mercy League President

Neuro Navigators

The Neuro Navigators Group are there to provide empathy and support to families and visitors of patients in the Neuro ICU and Neuro-Stepdown units.

The MSU college students continue to assist the group with the volunteering throughout the year. The students benefit from the experience and the group certainly does too.

Maria Daly
President

Office Support

The Office Support Group provides general office assistance to numerous departments within Sparrow, including the Volunteer Services Department. Volunteers complete a wide range of projects based on departmental needs which include Cancer Center mailings and collating, Heart Center Binders, Nursing Administration Mailings, Foundation projects and various office assistance requests.

Thank you to all the volunteers for offering extra office support to the Volunteer Services Department while filling a vacant position within the department. Also to Norma Pulice who helps organize volunteer groups for volunteer service requests we receive from departments throughout Sparrow.

Jessica Fuller, Volunteer Services Program Coordinator

Patient Concierge

The Patient Concierge Group has a unique role that directly supports Sparrow's strategic plan to provide quality health care to the patients we serve. The Patient Concierge's primary role is to build a relationship with the patient and their family/friends through visits, conversation and looking for opportunities to meet a need in advance of the patient expressing a complaint. Our Group is now in its eighth year and continues to thrive, but also faces ongoing issues. We currently have eleven volunteers. Most of our current volunteers have been in the Group for an extended time and love being a Patient Concierge. Our numbers continue to fluctuate throughout the year. We have some volunteers that take a leave for the winter and others that take time off over the summer months. Coverage during these periods can be trying but is not untypical of our greater volunteer pool where vacancies occur throughout the year.

The volunteers that currently serve in this Group are very dedicated and truly care about the floor they are assigned to and the patients they serve. They are effective and work well independently in their role as a Patient Concierge volunteer. Unfortunately, with the best of intentions we also lose volunteers from this Group due to their many outside commitments that often take priority over volunteering. This Group attracts strong, confident and kind natured individuals who are suited to rounding independently. However, because they are so talented they often have many "roles" in their lives, and as a result, many do not stay with us for years. We strive to have a consistent presence and encourage our volunteers to round weekly, however it is also common for a volunteer to commit to a bi-monthly schedule. We currently are present on the following floors in the main hospital: 4S, 4F, 7N, 9W. This past year 8S was removed from our rounding schedule due to a change in the focus of that floor. 8S has become an Emergency Department Observation floor and initially it was felt not suited for rounding by our Group. However, this position may change in 2018. Additionally, this past year it was determined that rounding by our Group should only occur during the day. When rounding occurred at night it was found that patients were tired and beginning the process of winding down for the day and our visits were not as effective for the patient/family members and the volunteer.

Our Group is trained to use AIDET and HEART as communication tools when interacting with our patients and/or a family members/friends. We strive to connect with the patient through a quality visit. When possible we offer patients food items from our nourishment rooms, warm blankets, room tidying, assistance with a book request and/or purchasing meal cards and/or items from the gift shop, to name a few. We also have been asked to assist with a patient discharge if "Transport" cannot respond in a timely fashion because of excess volume, however this is rare.

Our Group meets twice a year to discuss issues, specific safety concerns and share experiences, as well as for support and comradery. The "Volunteer Promise" remains a living document and is utilized by our volunteers. At our meetings, the discussions reflect many of the items mentioned above but also have included ways to be more compassionate, respectful and accountable. Our Group does this by always placing the patient first and by being responsive to any requests within the scope of our role. Improving our relationship with the Caregivers we work with is also an ongoing goal. We know that it is beneficial for our volunteers to work as a team to improve safety, quality, satisfaction and value. We always sanitize when entering a patient room and upon exiting. This procedure is of utmost importance and is emphasized on a regular basis. We never go into "contact isolation" rooms, and we defer to nursing if we ever have a concern about a patient or the patient has questions we can't answer. We value the relationships that have developed between nursing and our volunteers. Our volunteers work hard to provide the best experience for our patients and I am very proud of them for their dedication and selfless giving.

To honor the "Volunteer Promise" moving forward, we intend to continue to emphasize our empathy skills by listening more intently and hearing what our patients are saying. This enables us to increase satisfaction levels by being more responsive to their needs, and being innovative.

Finally, we all agree to be mindful of the need for our Group to grow. One key strategy, when appropriate, is to recruit volunteers for the Patient Concierge Group from family, spouses, friends, colleagues, recent fellow retirees and

neighbors we know. This has been effective in attracting individuals that ultimately become long term Patient Concierge volunteers.

Respectfully submitted,

Cindy Harrington – President of the Patient Concierge Group

Pediatrics

By the end of 2017, we had **36 regular pediatric volunteers—27 college students** from MSU, LCC and CMU, **5 adult community volunteers**, and **4 teens**. Each of these volunteers worked once a week, except for one volunteer who worked every other week. (MSU students from “**StudentsCare**” and from “**Kids without Cancer**” are included in this number.) We also had **three substitutes** who picked up open shifts, as needed. We had **a clown** who volunteered once a month, a **massage therapist** who volunteered on a weekly basis, and **a volunteer who did art projects with patients** once or twice a month. Finally, **pet therapists** were scheduled twice a week, and **15 volunteers from the MSU student group “Making a Memory” were scheduled to come in** on a weekly basis (a few at a time) **as costumed princesses. This is over 60 pediatric volunteers total.**

Our regular pediatric volunteers served patients and their families in a number of ways; we could not function without them. Volunteer responsibilities included spending time with patients in the playroom or teen lounge, or visiting patients in their rooms where they could provide movies, toys, art supplies, games, and books, as well as video games and gaming systems when appropriate. Volunteers also spent time with children who were in the hospital alone, and stayed with patients while parents took breaks to eat, shower, make phone calls or get away for a few minutes.

The Pediatric Arts and Crafts Group worked together to provide activities for our patients. Projects were delivered on a regular basis by Bob and Carol and were appreciated by patients, volunteers and staff.

Highlights from 2017

- The addition of two adult volunteers and two teen volunteers to the schedule for the purpose of stability when college students are away.
- The addition of our oldest volunteer, Becky Van Steenkiste, now 68, who was a natural from the start and has become known as Grandma Van. She works a 4-hour shift on Mondays, picks up extra shifts here and there, and considers volunteering with Sparrow’s pediatric patients one of the highlights of her week.
- The addition of three volunteer substitutes to fill in when regular volunteers have planned or unexpected absences.
- Support for Sparrow’s Annual Hairathon in September and Annual Pediatric Memorial Service in October by our StudentsCare volunteers and others.
- The selection of our teen volunteer Angel Campbell as one of Sparrow’s 2017 volunteers of the month.
- The modification of pediatric volunteer orientations to last two hours and to include patient visits.

I have enjoyed scheduling, doing pediatric volunteer orientations, and working to make sure our volunteers know they are appreciated. We look forward to 2018!

Sandy Smith
Pediatric Volunteer President

Pediatrics Arts and Crafts

The Pediatric Arts and Crafts was founded in 1949. We currently have four members. We meet two or three times per month to make craft projects for the children in the pediatric playroom. Our volunteer time for 2017 was 474 hours.

Our most popular items are the plaster molds that the children paint. The molds are animals, flowers, sports and seasonal shapes. For other projects we use art foam, paper, yarn, beads, and recycled goods. We cut the art foam into shapes that the children glue together to make into animals, flowers, seasonal and holiday projects. We punch holes in the art foam so the items can be hung onto their IV poles. We also send kits with beads for the children to make bracelets or necklaces. In addition, Carol Dunn makes cloth balls for the babies and young children.

In 2017, we delivered 1477 craft items.

Each of us have read and are aware of The Volunteer Promise, as well as The Code of Conduct and Compliance Program. We have very limited contact with staff, patients and visitors. However, while delivering items to the pediatric playroom and participating in our craft tasks, we will adhere to the Volunteer Promise, The Code of Conduct and Compliance Program and keep in mind the vision and mission of Sparrow. We will show compassion and respect to all those around us, be accountable for our responsibilities and actions, and always strive for excellence.

We will approach our work in the same innovative, creative, and safe way that we always have in the past years. We will be open to suggestions and needs of the play room staff.

Carol Dunn, President

Popcorn Sales

There is a small group of dedicated volunteers popping popcorn at the St. Lawrence Campus. Through their efforts, a contribution is made periodically to the Sparrow Foundation, earmarked for Hospice House. The members remaining in the group will continue their efforts at the St. Lawrence campus.

The group is hoping that in the near future they may be able to expand onto the main campus to better serve the greater Sparrow community. The setting at the St. Lawrence campus has changed drastically in the last few years resulting in smaller sales and a reduction in the size of the volunteer group.

Working with our liaison and volunteer coordinator, remain optimistic.

Toby Carter, President

Sparrow Service Auxiliary

JANUARY 1, 2017 - APRIL 18, 2017

In January, the buyers went to Atlanta, Georgia for their annual buyers' trip to research and purchase new merchandise for the Gift Shop. It was a very successful business trip.

Our Annual Spring Luncheon Meeting was held April 18, 2017, noon at the MSU University Club.

Guests at this meeting were; Dennis Swan, President and CEO of Sparrow, Tom Bres, Vice President of Sparrow, Stella Cash, Vice President of the Foundation, Mary Lou Welsey, Director of the Nursing Department, Melissa Sherry, Director of the Volunteer Services, Sue Herner, Director of the Teen Volunteers, Tracy Feazel, Director of St. Lawrence Volunteers and RaShawn Gonzales, Administrative Assistant.

Our Service Auxiliary Gift to Sparrow Hospital was for \$200,000. A check for \$125,659.16 was presented to Stella Cash. The remaining \$74,340.84 will be Gifted to Sparrow Hospital in early 2018. This amount will be released once our executive board approves the Proposal presented by our Financial Chair.

Dennis Swan was informed that we will be paying off our \$250,000 Foundation Pledge to the Herbert-Herman Cancer Center in the amount of \$60,000 this year, after our CD's matured in August, 2017. He was delighted and so grateful to all of us.

A new award was established by an anonymous gift shop volunteer; the 'Jan Zimmerman Exemplary in Service Award'. The President will designate who will be nominated and it will be presented at our annual spring meeting. This year, I nominated Susan Wilkis.

Mary Kishler was honored for her fifty years as a gift shop volunteer. In those years, she has volunteered in the gift shop and has been a buyer.

Mary Kishler was also honored by the Gift Shop's Managers; Vi Conn and Susan Wilkis with their 'Star Award'.

There continues to be a huge problem with theft in our gift shop. Meetings and future plans for education and strategies to our gift shop volunteers, are in the works.

All in all, it was a wonderful experience as President of the Service Auxiliary in learning the ins and outs of the buyers' responsibilities and workload, the office where all the magic happens with entering accounts payable, balancing checkbook accounts, and working with 200 selfless, generous, compassionate and amazing group of volunteers.

Warmest regards,

Christine M. Richardson-Beagle

I was honored to become the President of the Service Auxiliary on April 18, 2017. I very much appreciate the support and friendship I have received. The Service Auxiliary had great things happen last year:

- We honored thirty-seven volunteers with well-earned years of service awards.
- We currently have 187 active volunteers through December 31st. We had some change over, but our overall number stayed about the same.
- In the Spring, we pledged a \$200,000 donation to the Sparrow Foundation.
- In November, we presented the Herbert-Herman Cancer Center \$60,000, which was the final balance of the \$250,000 pledge we made a few years ago. Mr. Mark Brett, Sparrow Hospital President, and Mr. Tom Bres, Senior Vice-President, accepted the donation. What a great achievement for the Service Auxiliary!
- We replaced the holiday catalogue with daily holiday sales, which was a success.
- Santa was a special visitor to the gift shop and was well-received by all.

We also experienced some setbacks:

- Because of some losses, Hospital security shared with us ways we could help prevent theft. It seems to be an on-going concern.
- In November, we had a "Bring a Friend to Work," which was designed to attract new volunteers to the Service Auxiliary. The response was limited.
- On a few occasions the gift shop was closed because there were not enough volunteers to staff some of the shifts. Hopefully we can recruit a few new volunteers.
- Sales and profits were slightly down last year. I am optimistic they will improve this year.

- Unfortunately, eight of our members passed away.

I would like to conclude with a few more positive items about the Service Auxiliary:

- There were several promotional sales, which were successful.
- We replaced the old bylaws with new standing rules, which was an improvement.
- We are currently revising the job descriptions of all Service Auxiliary positions.
- The Hospital provided free flu shots for us, which was greatly appreciated.
- We continue to have high school student volunteers who provide service and a helping hand. Please express your appreciation to them for their help.
- Service Auxiliary volunteers assisted with the opening of the Herbert-Herman Cancer Center, which was a wonderful event not only for Sparrow Hospital, but also for the Lansing region.

It was a great 2017 for the Service Auxiliary. In 2018, I look forward to working with the volunteers to have the best year ever.

Beverly Pillar
Service Auxiliary President

Sparrows

The "Sparrows" are a sewing group made up of 20 hardworking ladies. We make many things for the hospital. In 2017 we made over 1500 stuffed toys but we gave out over 1900 so our inventory is going down rapidly. We also made 96 dolls with hospital gowns and gave out 120. One lady in our group makes all the cute hospital gowns to dress the dolls in. They are made from very cute printed fabric especially chosen with the children in mind.

Some of the ladies also make baby hats and blankets to be given to our Sparrow newborns. These are made at home in their spare time. This year our group donated over 1000 hats and 8 blankets. We also make the horse shoe shaped neck pillows that go to various departments in the hospital. We made and sent out 162 this last year. They seem to be coming more popular all the time.

We work the first Monday and the third Wednesday of each month year around from 9 am to 12:30 pm. We require at least 35 hours per year. If you can't make a workshop it is not necessary to get a substitute and it is not necessary to be there at 9 am. Come in and work whenever you can. We also do a lot of work at home. We are always looking for new members. Come and enjoy our friendly atmosphere while providing a service to Sparrow patients.

Lynne Ash, President

Surgical Lounge

We currently have about 70 volunteers and 4 teen/college volunteers. 8 New volunteers have been trained during 2017 and currently are filling shifts.

We oversee the Pre-Op Surgical Lounge and the Family Surgical Lounge. We have two meetings during the year held off campus and update members who attend with news and give them a time to ask questions. We have a dinner together and often invite someone from Sparrow Hospital to speak.

We are grateful to have Marsha Moore as our Unit Coordinator. She is knowledgeable about the systems and helpful in training and maintaining communication within the realm of our responsibility.

We have implemented a pediatric security check when taking visitors/parents in to the Recovery Unit to see their children by checking a wristband against the identity of the patient. We also have begun to request and insure that at least one of the visitors remain in the surgical lounge to speak with the physician/surgeon and to be available when their patient is ready to be seen.

We also emphasize the importance of sanitizing hands before visiting patients in the PACU and Post-Op areas.

A training manual has been updated and we have a new trainer: Nancy Duncan as of late 2017.

Our new treasurer is Beth Fox.

Submitted by Pam Solitro; President

Teen Volunteers

The Teen Volunteer program is just one of the three volunteer groups at Sparrow Hospital. We serve Teens in the 9th through 12th grades, ages 14 to 18. There are two options for any Teen who wishes to serve as a volunteer.

The first option is the year-round program which requires one two/three hour shift each week for at least a full year in one of our fourteen units. Although the duties vary by unit, they all have a common goal of providing the best possible care for the patients, families and visitors at Sparrow.

The second choice is the summer program which requires one three/four hour shift once each week for ten weeks beginning in June and ending in August. This allows the Teens who are not able to commit to the regular program during the school year an opportunity to become a volunteer. The units available for this program are different from the choices in the regular program and vary from year to year. This also enables the units that are unable to support a volunteer every week to obtain extra help during the summer months.

The Teen program is only one small piece of the total volunteer picture at Sparrow. During 2017, 182 Teens participated in the year-round program while 79 Teens choose to help during their summer vacation. The 261 Teens contributed 8313 hours of service to Sparrow Hospital. It is important to note that this program would not be successful without the help of the departments and the caregivers who assist the Teens in the performance of their duties. Special thanks also go to our Director, Melissa Sherry; Program Coordinator, Tracy Feazel; and Administrative Assistant, Rashawn Gonzales whose assistance and direction have been invaluable.

Susan Herner
Youth Volunteer Coordinator

TLC Critical Care

1. Our team continues to review the Volunteer Promise at each meeting. A copy of the Promise remains in our communication book for everyone to access.
2. I still find it to be productive to discuss and remind everyone of the purpose of the Volunteer Promise. The promise is a reminder of the difference that the volunteers make to Sparrow and the family and friends of the patients.
3. I believe every volunteer has experienced a time when he or she has really made a significant, positive impact on someone's life. Some of the simplest acts such as listening or providing a glass of ice water, can help to give comfort to a friend or family member of a patient. While a volunteer can impact the lives of friends and family members, it is often the volunteer that is affected by the visitors. Recently, I was speaking to one of our student volunteers who was training a new student. She made the comment that no matter how her day is going, volunteering in the TLC Family Lounge reminds her of what is important. I think it is this type of perspective that is a major motivating factor for why we volunteer. Students volunteering in our area is relatively new. They have been a great addition and look forward to this program growing in the future.

Sincerely,
Claudia Konieczny

TLC Oncology

The TLC Oncology group went through many transitions in 2017.

The group transitioned to the new cancer center and it has been wonderful. We have two new presidents for the group, Gene Falter and Bill Farran. In addition to having volunteers in the new cancer center, we are also keeping volunteers in the old cancer center to help out with any needs there.

The TLC Volunteers interactions with patients are kept at a services type level. We maintain the waiting area and provide coffee & snacks to the patients and if the patients do want to talk or need some other service the volunteers are happy to reply.

Because most of our volunteers have been patients at the cancer center or have been caregivers to people who have been patients, the respect and dedication to the patients and staff of the Radiation Oncology unit is there primary concern and we are uncompromising in our need to serve everybody at the cancer center.

Sincerely,
Gene Falter and Bill Farran