

**SPARROW  
WOMEN'S  
HOSPITAL  
ASSOCIATION  
1896-2014**



**MAY 20, 2014**

***Annual Report for 2013***

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

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## *President and CEO Message*

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April 21, 2014

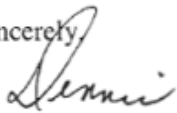
Dear Sparrow Volunteer:

Thank you for another outstanding year of extraordinary service to others, and for sharing your compassion, empathy and enthusiasm with thousands of Patients and Visitors. As a key Volunteer, you are an extremely important member of the Sparrow Family and our Patients, their Families, our Physicians, Caregivers and Board Members highly respect and admire you. We are profoundly grateful for your generous gifts of time, talent and financial support.

Our Patients consistently experience Radical Loving Care because of the vital roles played by Sparrow Volunteers. Your courtesy, kindness and respect for others are greatly appreciated by everyone.

By serving as a Sparrow Volunteer, you help ensure that we keep our fundamental promise, which is that the needs of Patients will always come first. We are proud of you and thank you for being so loyal to Sparrow and our Patients.

Sincerely,



Dennis A. Swan  
President and CEO

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## *Annual Meeting Minutes*

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### **117<sup>th</sup> Annual Meeting May 14, 2013**

**The 2013 Annual Meeting** was held at the Eagle Eye Banquet Center, Bath, Michigan. Zoe Slagle, President of the Women's Board of Managers, welcomed all attendees.

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

**Greetings** – Greg Brogan, Chair of the Sparrow Health System Board and Dennis Swan, President and Chief Executive Officer, extended their sincere thanks to all volunteers for their dedication and hard work. Mr. Swan also spoke of the collaboration between Sparrow and the Mayo Clinic. Dennis Swan congratulated Donna Bernitt on 60 years of service to Sparrow and recognized her family in attendance. Dennis concluded his remarks by introducing the “Speak Up” video to encourage volunteers and caregivers to use their voice to stop potential safety risks.

**Business Meeting** – Zoe Slagle called the 117th Sparrow Women's Hospital Association (SWHA) Annual Meeting to order. She noted that the 2012 SWHA Annual Report will be available at [sparrow.org](http://sparrow.org)

The minutes of the 2012 Annual Meeting, emailed to the membership prior to the meeting, were approved.

The Education-Scholarship Committee Report was given by Marianna Klaver. In 2013, the Sparrow Women's Hospital Association again generously supported the Sparrow Nursing staff. The SWHA gave \$5000 to send a nurse from the wound care team to the National Certification Course for patient wound care. In order to keep the Magnet Status Certification the percentage of certified nurses on staff must increase each year. The Sparrow Women's Hospital Association also continued to support the nursing education at Lansing Community College (LCC). A \$2000 scholarship was awarded to a second year nursing student at LCC. The recipient is Jennifer Simmons a Sparrow associate who works in the Cardiac Step-down Unit.

Nominating Committee Report was given by Jean Aben who presented the following slate on behalf of the committee:

For a first three-year term:

Dorothy Dale  
Cynthia Harrington

The following Managers are eligible for re-election:

Barbara Alspaugh 1<sup>st</sup> year of a 2<sup>nd</sup> term  
Nancy Ballard 1<sup>st</sup> year of a 2<sup>nd</sup> term  
Marianna Klaver 1<sup>st</sup> year of a 2<sup>nd</sup> term

Barbara Clark moved that nominations be closed and that the nomination slate for 2013-2014 be accepted unanimously. Dee Hughes seconded the motion. Motion Passed.

The new and re-elected members were introduced.

The officers of the Women's Board of Managers elected at the May 7, 2013, Women's Board of Managers meeting and assuming their positions June 1, 2013, are:

President- Zoe Slagle 2<sup>nd</sup> year of a 2 year term  
President Elect-Jean Paull 2<sup>nd</sup> year of a 2 year term  
Treasurer Candy Parker 2<sup>nd</sup> year of a 2 year term

Assistant Treasurer Barb Alspaugh 2<sup>nd</sup> year of a 2 year term  
Cathy McKenna 1<sup>st</sup> year of a 2 year term.

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 was asked to stand and be recognized. The WBM Emeritae Members were then asked to stand and be recognized.

Awards – Patty Hollenbeck, Volunteer Services Committee Chair, and Alicia Armstrong, Assistant Chair, recognized the following groups and leagues celebrating an anniversary:

60<sup>th</sup> Anniversary  
The Sparrows

55<sup>th</sup> Anniversary  
Emergency Services

45<sup>th</sup> Anniversary  
MSU college students

30<sup>th</sup> Anniversary  
TLC Critical Care

25<sup>th</sup> Anniversary  
ETC  
Information Services  
Popcorn

10<sup>th</sup> Anniversary  
Helping Hands

5<sup>th</sup> Anniversary  
Neuro-Navigators

Patty Hollenbeck recognized the honorees with five and ten years of service and noted that each received a service award pin at the registration station for the luncheon. Dennis Swan, Greg Brogan and Melissa Sherry presented the Felsing prints for 15, 20, 25, 30, 35, and 40 years of service to the individual awardees. The SWHA honored Mary Jane Wilson for 45 years of service and she received a Waterford candy dish and a bouquet of flowers. Our 50 year honorees were Marilyn Thimmig of Escorts/Information Desk and Helen Weinman of Mary Magdalen. Each received a Waterford clock and a bouquet of flowers. Our 55 year honoree was Helen Benner of the Mary Magdalen League and she received a Waterford picture frame and a bouquet of flowers. Our 60 year awardee was Donna Bernitt of the Sparrows. She received a Waterford vase and a bouquet of flowers. A total of 55 awards and 109 pins were given this year.

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

Respectfully submitted by,

Lori Glencer  
Administrative Assistant  
Volunteer Services Department

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## ***Sparrow Volunteer Service Awards Presented in 2013***

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### **60 year award**

Donna Bernitt - Sparrows

### **55 year award**

Helen Benner - Mary Magdalen

### **50 year award**

Marilyn Thimmig - Escort/Information Desk

Helen Weinman - Mary Magdalen

### **45 year award**

Mary Jane Wilson - WBM Emerita, Guild

### **35 year award**

Pat Hagan - Guild

Joy Powis - Mercy

Marty Smith - Service Auxiliary

### **30 year award**

Karen Asiala - Service Auxiliary

Julianna Clark - Service Auxiliary

Lorraine Metzger - Escort/Information Desk

Phyllis Nolan - Escort/Information Desk

Katherine Rehkopf - Division III

Laura Wilkinson - E.W. Sparrow Auxiliary, ETC

### **25 year award**

Evelyn Brayton - Mary Magdalen, Angelus

Bernadine Gilliam - Service Auxiliary

Ortensia Pavona - Angelus

Emiline Reifsnnyder - Service Auxiliary

Lauree Roney - Float Greeter

Alice Stehlik - Service Auxiliary

Anna Stephens - Service Auxiliary

Carolyn Terrill - Service Auxiliary

Linda Timm - Surgical Lounge, Pediatrics

Anne Wineman - Service Auxiliary

### **20 year award**

Marie Craig - Mary Magdalen

Raymond Feldpausch - Eucharistic Minister

Susan Herman - Guild

Frances Muzillo - Angelus

Janice Pfeifer - E.W. Sparrow Auxiliary

Jane Scofield - WBM Emerita

Lucille Smeage - Hospice

Elaine Wenglarski - Mary Magdalen

Barbara White - Service Auxiliary

### **15 year award**

Phyllis Alden - Office Support

Richard Blost - Mercy

Marilyn Bowker - Service Auxiliary

Carol Brooks - Lifetime

Michael Burns - Information Desk

James Carroll - ETC

Nevenka Dines - Neuro Navigators, Patient  
Ambassador

Nancy Fineis - Mary Magdalen

Ruth Ann Foiles Brunet - Surgical Lounge

Diana Folleth - ETC

Lori Fuller - Guild

Jeanne Gaskin - Eucharistic Minister

Lucille Gustafson - Service Auxiliary

Evelyn Haueter - Service Auxiliary

Bill Kandler - Hospice

Sally Olszewski - Mary Magdalen

Carol Rambo - Oncology

Sharon Russell - Hospice

Mary Louise Schmitz - E.W. Sparrow Auxiliary

Louanne Service - Service Auxiliary

Margaret Stevens - Lifetime

Thomas R. Woodward - Hospice

### **10 year award**

Barbara Amundsen - E.W. Sparrow Auxiliary

Sue Anibal - Service Auxiliary

MaryAnn Baer - Eucharistic Minister

Janet Baker - Hospice

Suzanne Bechtel - Pediatric Arts & Crafts

Joanne Bernest - Eucharistic Minister

Mary Lou Christel - Eucharistic Minister, Lifetime

Roslyn Covey - Service Auxiliary

Ruth DeMarco - Escorts

Michelina DeRose - Helping Hands

Mary Fedewa - Infant Massage

Cecyl Fischer - E. W. Sparrow Auxiliary

Piper Fountain - Eucharistic Minister

Janice Gage - Industrial

Shirley Gates - Office Support

Peggy Gonser - Mercy

Judith Green - E. W. Sparrow Auxiliary, WBM

Darlene Griffin - Service Auxiliary

Carrie Hale - Patient Ambassador

Margery Hall - Hospice

Laura Hall - Service Auxiliary

Marion Heil - E.W. Sparrow Auxiliary

Carolyn Lohr - Surgical Lounge

Ronald Lott - Surgical Lounge

Rhonda Marvin - Industrial, Hospice

**10 year award, continued**

Mitsuko Marx – Angelus  
Georgialynn Most - Service Auxiliary  
Lois Nealey - Hospice  
Kaye Olson - Hospice  
RuthAnn Palacios - Hospice  
Lawrence Parker - Emergency Services  
Rosemarie Perrone - Helping Hands  
Paulette Piirainen - Hospice  
Carol Pixley - Service Auxiliary  
Catherine Rynbrandt - Eucharistic Minister,  
Helping Hands  
Elaine Schwanz - Service Auxiliary  
Kay Sparks - Infant Massage, Angelus  
Nancy Stillson - Mary Magdalen  
Tonja Tarry - Mercy  
Linda Zimmerman - Infant Massage

**5 year award**

Sandy Allen - Pet Therapy  
Donna Apostol - Infant Massage  
Carol Atwood - Office Support  
Mary Ann Austin - Service Auxiliary, Guild  
Susan Austin - Infant Massage  
Janis Bails - Hello Hospital  
Kathy Berquist - Hospice  
Nancy Bishop - Mercy  
Lexcie Blockett - WBM, Mary Magdalen  
Lynne Breen - Hospice  
Carol Bryson - Surgical Lounge, Angelus  
Hannelore Bulos - Hospice  
Karen Burghdoff- Service Auxiliary, Neuro Navigators  
Angela Caringi - Hospice  
Toby Carter - Heart Center, Popcorn  
Carol Carter - Sparrows, Angelus  
Jeanne Carter - Escort/Information Desk, Escorts  
Leanna Coats- Surgical Lounge  
Carol Coscarelli- TLC Critical Care Lounge  
Karen Dailey- Hospice, E.W. Sparrow Auxiliary  
Maria Daly- Neuro Navigators  
Helen Edington - McAuley  
Eileen Edly - Heart Center  
Nelle Edmunds- Surgical Lounge  
Vicki Enright - Surgical Lounge, Service Auxiliary  
Marsha Essenburg - Surgical Lounge  
Barbara Fata - Angelus  
Gilbert Fuentes- Heart Center,  
Cancer Resource Center

**5 year award, continued**

Duane Garver- Heart Center  
Gerry Geml - Escorts  
Karen Golejewski - Hospice  
Ann Hansen - Sparrows  
June Hansen - Hospice  
Linda Hill - Patient Concierge, Surgical Lounge  
Christine Jury - Infant Massage  
Roger Kennedy - Surgical Lounge, Escorts  
Joan Kowalk - Angelus  
Sharon Lenon - Service Auxiliary  
Frank Levandowski - Float Greeter  
Sabrina Martinez - Surgical Lounge  
John Moorman - Cardio Ambassador  
Ginny O'Rourke - Angelus  
Carol Otto - Service Auxiliary  
Iris Oubre - Office Support  
Tracy Pail - Hospice  
James Perkins - Escort/Information Desk  
Bella Pixley - Mercy  
Susan Price - Hospice  
Kathleen Proudfoot - Sparrows  
Antoinette Santone - Sparrows  
Sarah Schafer - Escort/Information Desk  
Eileen Schrauben - Hospice  
Barbara Schroeder - Hospice  
Linda Simon - Hospice  
Carol Squires - Mary Magdalen  
Jon Stahl - Mercy  
Mary Stokes - Office Support, Service Auxiliary  
Linda Stokes -Information Desk  
Suzanne Thelen - Hospice  
Suzanne Torgerson - Escort/Information Desk  
Catherine Warner - Office Support  
Barbara Wenger - Hospice  
Diane Wey - Oncology  
Karen Whitmyer - Surgical Lounge  
Doris Wing - Mary Magdalen  
Anthony "Tony" Wojcik - Escorts  
Linda Woodrow - Surgical Lounge, Hello Hospital  
Ilene Young - Service Auxiliary



## ***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 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 26<sup>th</sup> 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.

## ***Our Service Awards - A New Beginning***

In 2008, we turned our page in history and began work to secure a new form of service awards to celebrate the accomplishments of our dedicated Sparrow volunteers. A committee of active Women's Board Members and honorary members gathered to explore the possibilities. Eva Evans served as chairman for this committee. Needless to say, it was a difficult task to find unique pieces that celebrate and reflect the special gift that volunteers give to Sparrow.

As we reflected and explored, an idea to turn to an old friend emerged. In June 2008, we looked to John Felsing Jr., the artist that created the cherished prints that are now given to presidents upon the completion of a year of service to their groups.

After locating Mr. Felsing through his art dealer in Santa Fe, New Mexico, the artist returned our call from his home in Mason. When asked what we wanted, he learned that we are still admiring and promoting his work that he gave to us in 1986.

When asked if he would be willing to work with us again to celebrate the gift of volunteers, his response was an immediate, "Yes." He shared that his mother, then in her 90s, was a hospital volunteer for many years and that he intended to do this in honor of her volunteer service.

Having Mr. Felsing work with us represents a great gift to our volunteers and to the hospital. We asked the artist to provide a description of each print and his inspiration for selecting the various sparrows that he chose for our service awards. We hope you enjoy the artistry as well as the inspiration of his work.

15 Years - Slate Colored Junco - When the bright reds and golds lie on the ground, the subtle allure of late autumn arrives in its wonderful balance of light color and harmony. The Junco sits among the sounds of rattling leaves in the breeze, which is what the picture is all about.

20 Years - Chipping Sparrow - I can't think of a Chipping Sparrow without feeling the zephyrs of spring and the wonderful fragrance of the Korean Lilacs surrounding our kitchen, and drifting through the windows. I wanted to capture the May sun as it warms the cool air.

25 Years - White Throated Sparrow - When starting a project such as this, one looks for an anchor to set the rhythm. It most often arrives in a manner you least expect. Having told Melissa Sherry, I would welcome a bird, or two, to be suggested she called with only one – the bird I was painting when she phoned. The anchor was set.

30 Years - Field Sparrow - Simplicity is the ultimate form of complexity. One arrives at this place through experience and confidence in one's vision. The painting is delicate and desolate – what is not present is its strength.

35 Years - Song Sparrow - This composition evolves around a few discrete shapes, which is fundamental to Japanese design. The high horizon keeps one within a quiet, internal space enveloped by the lonely bleakness of winter.

40 Years - Fox Sparrow - This painting is from Riverbend, a short way down the road from our house. It was actually the smell of the damp, green earth that got me going on the picture. It's absolutely the haunt of the Fox Sparrow.

The 45, 50, and 55 year awards are chosen from an array of beautiful Waterford crystal pieces.

The 60 year award is a personally selected item to reflect the individual being honored.

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**WOMEN'S BOARD OF MANAGERS  
2013-2014 OFFICERS AND MEMBERS**

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President ..... Zoe P. Slagle  
 President-Elect ..... Jean Paull  
 Corresponding Secretary..... Catherine McKenna  
 Treasurer ..... Candy Parker  
 Assistant Treasurer ..... Barbara Alspaugh  
 Advisor..... Candy Parker

Alicia Armstrong	Marianna Klaver
Nancy Ballard	Karol Lynch
Lexie Blockett	Mary Jane McGuire
Dorothy Dale	Susan Patterson
Nancy Davis	Gina Spencer
Cynthia Harrington	Dottie Spousta
Patricia Hollenbeck	Carolyn Willoughby
Marge Joslin	Jan Zimmerman

**Emeritae Membership**

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

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***IN MEMORIAM***

**2013-2014**

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Joann Mills	Service Auxiliary
E Jane Baker	Division IV
Georgia Brown	Surgical Lounge
Shirley Walter	Service Auxiliary
Mary Ellen Ruch	Mercy League
Shirley Gingrich	Division IV
Joyce Case	Services Auxiliary
Carolyn Hoagland	Guild
Barbara Pohl	Mary Magdalen League
Jane Drake	Guild
Ruth Arsenault	Angelus League
Suzanne Kollmeyer	Infant Massage, Helping Hands, Surgical Lounge, Hospice

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**SPARROW WOMEN'S HOSPITAL ASSOCIATION**  
**LIFE MEMBERS**

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Dr. & Mrs. Gerald Aben	Mrs. D. J. Goff
Mrs. Chris Adams	Mrs. Ellie Goff
Kim & Brian Alexander	Ms. Judith Green
Dr. John & Alicia Armstrong	Ms. Della Gregory
Ms. Karen Arndorfer	Mrs. Dawn Gribben
Mrs. Nancy Ballard	Mrs. Leslie Gysel
Mrs. Robert Bancroft	Ms. Roberta Harmon
Mr. Lawrence Bass	Mrs. Robert Harper
Mrs. Jack Bates	Mrs. Cynthia Harrington
Mr. & Mrs. David Bennett	Mrs. Eileen Hatt
Mrs. Kathleen Berning	Mrs. Margaret Hedlund
Mrs. Rolland Bethards	Mrs. Donald Hines
Dr. & Mrs. William Blackburn	Mrs. Marshall Hines
Mr. & Mrs. Charles Blockett	Mr. & Mrs. Timothy Hodge
Mrs. Nancy Bobinski	Mr. & Mrs. Robert Holden
Dr. Robert E. Brantley	Mr. & Mrs. John Hollenbeck
Mr. & Mrs. Greg Brogan	Mr. & Mrs. William Hollister
Mrs. Joe B. Brown	Mrs. Carol Horowitz
Mr. & Mrs. Richard Bruner	Mrs. Liselotte Huber
Mr. & Mrs. A. James Budzinski	Mr. & Mrs. Robert B. Hughes
Mr. & Mrs. Frank Burke	Mrs. David Jessup
Ms. Joann (Jo) Cantine	Dr. Richard S. Johnson
Mr. John Cawood	Ms. Margaret A. Joslin
Mr. & Mrs. Ray Chase	Dr. David & Dr. Laryssa Kaufman
Mrs. Edward Cheney	Mrs. Edmund Keena
Mrs. William Cheney	Mr. James Kent
Mr. & Mrs. James W. Clark	Dr. Donald Kuiper
Dr. & Mrs. Michael R. Clark	Mrs. Lee Wolford
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Mrs. Vance Diggins	Mr. & Mrs. Lance Lynch
Mr. & Mrs. Phillip Douglas	Mr. & Mrs. Olin Mace
Mrs. Barbara Donahue	Dr. W. E. Maldonado
Dr. & Mrs. Stanley Dudek	Mrs. Mary Jane McGuire
Ms. Carol Dwyer	Dr. & Mrs. Timothy McKenna
Eva L. Evans Ph.D.	Mrs. Leslie McMullen
Mrs. Mathies Evans, Jr.	Mr. Gary & Mrs. Nancy McRay
Mrs. Leonard Face	Mrs. Edward G. Miller, Jr.
Ms. Tracy Feazel	Mrs. Jan Moore
Mrs. Silvio Fortino	Mrs. James E. Moulton
Mrs. Joe C. Foster, Jr.	Mr. & Mrs. F. Karl Neumann
Miss Pauline Geovanes	Mrs. Joan Nolf
Mr. & Mrs. Ira Ginsburg	Mrs. James Olson
Mr. & Mrs. C. William Given	

Mrs. William O'Meara  
Mrs. Roger Ophaug  
Mrs. Dan O'Shaughnessey  
Mrs. G. Bruce Papesh  
Mr. & Mrs. Lawrence Parker  
Ms. Nancy Passanante  
Mr. & Mrs. Richard Patterson  
Mrs. Martin E. Pearlman  
Mrs. V. Stoddard Peery  
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. J. Woodward Roe  
Mrs. Gretchen Rosenbrook  
Mr. Matthew & Mrs. Frances Rush  
Mrs. Sue Safir  
Mrs. Francis E. Sage  
Mr. & Mrs. Frank Salimbene  
Dr. & Mrs. Patrick Sartorius  
Mr. & Mrs. Gerald Schaberg  
Ms. Patricia Schraft  
Mrs. Joseph Sheets  
Mrs. Melissa Sherry  
Ms. Zoe P. Slagle

Ms. Marty Smith  
Mrs. Robert D. Smith  
Mr. & Mrs. Ronald Soltis  
Dr. & Mrs. Philip Sorensen  
Dr. & Mrs. Craig Spencer  
Dr. & Mrs. J. C. Spencer  
Mr. & Mrs. James Spousta  
Dr. Dawn E. Springer  
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. Clarence Underwood  
Dr. & Mrs. Douglas Wacker  
Mr. Joseph Wald  
Mrs. Renee Breslin Welch  
Mrs. Judson Werbelow  
Mrs. Grace A. Wever  
Mr. Lawrence & Mrs. Diane Wilhite  
Mr. & Mrs. Robert Wilcox  
Mrs. Carolyn Willoughby  
Mrs. Robert P. Wilson  
Mrs. William E. Wilson  
Mrs. Jan Zimmerman

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**SPARROW WOMEN'S HOSPITAL ASSOCIATION**  
**LIFE MEMBERS – IN MEMORIAM**

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Mrs. Talbert Abrams	Mrs. Donald Fox	Mrs. Barnard E. Pierce
Mrs. Maurice Allen	Mrs. Archie Fraser	Mrs. F. Boiten Plasman
Mrs. Alton Ambrose	Mrs. Richard A. Frazier	Mrs. Richard Pomeroy
Mrs. G. Olds Anderson	Mrs. H. Blair Freeman	Mrs. Drury L. Porter
Mrs. Louis Andrews, Jr.	Mrs. John E. Garver	Mrs. William J. Porter, Jr.
Mrs. Louis Andrews, Sr.	Mrs. Walter Graff	Mrs. Alton M. Powell
Mrs. W. O. Badgley	Mrs. Howard Grimes	Mr. & Mrs. James Prister
Mrs. Maurice J. Baker	Mrs. Harry Guyselman	Ms. Barbara Quackenbush
Mrs. Stannard D. Baker	Mrs. Edward G. Hacker	Mrs. LaDonna Reagan
Mrs. Milton Bailey	Mrs. Bill Hanel	Ms. Sue Gillette Rensing
Mrs. Hubert Bates	Mrs. John A. Hannah	Mrs. Dwight H. Rich
Mrs. Kenneth Bidwell	Mrs. Christy Hawkins	Mrs. Clarence S. Roe
Mrs. Kenneth C. Black	Mrs. Mary Hecker	Mrs. Lewis G. Reutter
Mrs. Cornelius Blay	Mrs. John Hecko	Mrs. Robert J. Rollis
Mrs. Lawrence Boger	Mrs. B. L. Hewett	Mrs. Arthur Schaberg
Mrs. Robert Breakey	Mrs. Richard E. Hewett	Mrs. Robert J. Scheffel
Mr. & Mrs. Cole Brembeck	Mrs. Virginia Hilbert	Mrs. Harry J. Schmidt
Mrs. Orion Brower	Mrs. Dorwin Hoffmeyer	Mrs. Wilber M. Seelye
Mrs. Leonard Burleigh	Mrs. Harry Hubbard	Mrs. Rex Sessions
Mrs. Gordon S. Bygrave	Mrs. Robert Hunter	Dr. Joseph Sheets
Mrs. H. Clay Campbell	Mrs. Murray W. Jacklin	Mrs. Guy C. Shumway
Mrs. Reno G. Carrier	Ms. Irma Jacoby	Dr. & Mrs. David Siegel
Mrs. John Cawood	Mrs. Richard S. Johnson	Mrs. Boyd Small
Mrs. Harry Conrad, Jr.	Mrs. Martin Kangas	Mrs. M. C. Snyder
Mr. Howard Cook	Mrs. James Kent	Mrs. Plumer Snyder
Mrs. John A. Cook	Mrs. Ford LaNoble	Mrs. Edward G. Sparrow
Mrs. Mervyn F. Cotes	Mr. & Mrs. Arthur Lindell	Mrs. C. T. Spencer
Mrs. Harold Cutler	Mrs. Robert C. Lindell	Mrs. Charles Sprinkle
Mrs. W. Gordon Dahlberg	Mrs. Edward R. Litten	Mrs. Merritt Stahl
Mrs. Lawrence Danford	Mrs. Richard Lyman, Jr.	Mrs. Howard J. Stoddard
Mrs. Thomas Darnton	Mrs. David Machtel, Sr.	Mrs. Harry N. Storrs
Mrs. Charles H. Davis	Mrs. Fredrik Marin	Mrs. Robert Stow
Mrs. Russell Davis	Mrs. William G. Martin	Mrs. V. H. Sturgis
Ms. Ardis K. Denise	Mrs. Dick Maury	Mrs. Lee M. Swift
Mrs. Malcolm Denise	Mrs. Isabell McCann	Ms. Candace Thoman
Mrs. John H. Dietrich	Mrs. Freeman McClintock	Mrs. Edward Thomas
Mrs. Simean Dietrich	Mr. & Mrs. Len McConnell	Mrs. Albert Tobin
Mrs. William Dietrich	Mrs. Angus McDonald	Mrs. James Tranter
Mrs. Henry Dietz	Mrs. Harold N. Metzler	Mrs. Harold F. Walter
Mrs. H. M. Ditzler	Mrs. Ralph Moulton	Mrs. William Walworth, Jr.
Mrs. F. Mansel Dunn	Mrs. Forrest F. Musselman	Mrs. William Walworth, Sr.
Mr. & Mrs. Karl Egeler	Ms. Barbara Myers	Mrs. Stanley V. Weed
Mrs. John Eisenhour	Mrs. Walter W. Neller	Mr. & Mrs. Ronald Weger
Mrs. Fred England	Mrs. William Nugent	Mrs. Dorothy Wickham
Mrs. John Engelhardt	Mr. William O'Meara	Dr. Herbert Wolford
Mrs. Everett Eschbach	Mr. Roger Ophaug	Mrs. J. F. Wolfram
Mrs. Floyd Estes	Mrs. Thomas Osgood	Mrs. Roy Ziegler
Mrs. Robert A. Fisher	Mr. & Mrs. Kenneth Patenge	
Mrs. Richard B. Foster	Mrs. Walter Patenge	



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

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***PRESIDENT'S REPORT***

The Women's Board of Managers through its three Committees works in several of Sparrow Hospital's key areas: the Volunteer Services Committee works with Sparrow staff to assist in the Volunteer Program; the House Décor Committee works with Sparrow staff to help assure that Sparrow remains and continues to be attractive, warm and welcoming as well as safe and clean. House Décor also assists in the coordination of the décor of the Sparrow and St. Lawrence campuses as well as the Sparrow Professional Building. A new initiative this year at the suggestion of Tim Elder was to work with Environmental Services to do rounding to inspect room cleanliness. This project has resulted in significantly higher HCAHPS scores. (Hospital Consumer Assessment of Healthcare Providers and Systems) The main duty of the Archives Committee is the preservation and presentation of Sparrow history, and to this end, the sorting and cataloging of existing historical material. The Archives Committee also maintains and adds to the Hall of History in the pass way between the Hospital and the Professional Building.

The Senior Vice-President who had responsibility for the Volunteer Services Department and volunteers and the Women's Board of Managers, Ira Ginsburg retired in 2013. Tim Elder replaced him and he was, as was Mr. Ginsburg, very support of the volunteers, the Women's Hospital Association and its Board, the Women's Board of Managers. It has been most productive and a pleasure working with him.

Our board has representation on the Sparrow Health System Board, Foundation Board, Ethics Committee, Board Quality and Patient Safety Committee, Audit Committee, Governance Committee and Magnet Committee. The Women Working Wonders committee (W3), an arm of the Sparrow foundation, also has a Women's Board representative and Women's Board had a team in the fund raising event, W3's 5K0K as well as supporting the Dapper Dads Fund Raiser. Representatives from Women's Board are sent to the Michigan Association of Healthcare Advocates (MAHA) spring and fall conferences as well as to the MAHA Southwest District Meetings.

Founders' Day, March 18, was celebrated with the honoree Mary Jane McClintock Wilson, her family and Sparrow and Lansing area dignitaries. Craig Mitchell Smith, a local and nationally acclaimed artist, designs the Founders' Award exclusively for this event.

During National Nurses Week in May, the Nurses' Tea and Awards Ceremony was held with Women's Board acting as hosts.

On April 27, the Physician Recognition Dinner, one of Sparrow's premier events, honored Joseph K. Meunier, DO, as the Physician of the Year. Those inducted into the Sparrow Physician Hall of Fame included Mark D. Ensberg, MD; William P. Gifford, MD; James G. Herman, MD; Carol R. Rapson, MD and Milton Shaw, MD. The Women's Board of Managers instituted a new award in 2012, to honor those who are early in their career at Sparrow but can be identified as an emerging leader. Karen A. Kent-VanGorder, MD, received the Physician Leadership Award.

Effective June 1, 2013, Judy Garchow, after completing nine years of service and Jean Aben, after completing 13 years of service, became Emeritae of the Women's Board of Managers. Nancy Davis resigned after ten months of service due to illness. June 1 the Board was proud to welcome two new outstanding members: Dorothy Dale and Cynthia Harrington. The year concluded on May 14 with the Annual Meeting of the Sparrow Women's Hospital Association and Volunteer Awards Luncheon, held at Eagle Eye and attended by more than 400 volunteers.

Special thanks must be given to Melissa Sherry, Director, Volunteer Services and the Volunteer Services Staff, Tracy Feazel and Sue Herner and to all of the hospital staff with whom the Women's Board works for their expert counsel and assistance. Also I appreciate very much the women who serve on the Women's Board of Managers for their time, talent and work. Many thanks to the members of the Women's Hospital Association for their devotion to and passion for Sparrow and their volunteer roles in supporting the mission, vision and values of Sparrow in providing quality, compassionate care to everyone, every time.

Serving as President of the Women's Board of Managers is a privilege and an honor.

Zoe P. Slagle, President  
Sparrow Women's Board of Managers  
Sparrow Women's Hospital Association

# Sparrow Women's Hospital Association

## Combined Balance Sheet

<b>Assets</b>	<b>December 31, 2013</b>	<b>December 31, 2012</b>
<b>Current Assets</b>		
Cash	\$ 322,583	\$ 252,941
Inventory	129,429	166,736
Other current assets	7,498	764
Investments	238,497	209,315
Total current assets	698,007	629,756
<b>Property and Equipment</b>		
Net of depreciation	7,762	15,052
Total assets	<u>705,769</u>	<u>644,808</u>
<b>Liabilities and Net Assets</b>		
<b>Current Liabilities</b>		
Accounts payable	48,282	56,118
Accrued sales tax	3,643	4,372
Total current liabilities	51,925	60,490
<b>Net Assets</b>	<u>653,844</u>	<u>584,319</u>
Total Liabilities and Net Assets	<u>\$ 705,769</u>	<u>\$ 644,809</u>

# Sparrow Women's Hospital Association

## Combined Statement of Activities

	Year Ended	
	December 31, 2013	December 31, 2012
<b>Revenue</b>		
Merchandise sales	593,759	588,411
Charity ball	59,180	25,778
Auxiliary photo sales	7,237	6,448
Membership dues	5,727	6,152
Other fundraiser and contributions	24,246	30,566
Contributed Facility	60,000	72,000
Dividends and interest	9,117	9,609
Unrealized gains (losses) on investments	29,182	16,276
	<hr/>	<hr/>
Total revenues	788,448	755,240
<b>Expenses</b>		
Cost of gift shop merchandise sold	348,422	337,534
Other fundraisers	0	0
Grants:		
Sparrow Foundation	187,891	211,382
Nursing Magnet Conference Scholarship Fund	5,000	6,000
LCC Nursing Scholarship	0	2,000
Contributed Facility	60,000	72,000
Selling, General and Administrative Expenses	117,610	127,980
	<hr/>	<hr/>
Total Expenses	718,923	756,896
<b>Increase (Decrease) in Net Assets</b>	<hr/> <hr/>	<hr/> <hr/>
	69,525	(1,656)

### **BUDGET, FINANCE AND MEMBERSHIP COMMITTEE**

Requests for dues were sent to each of the volunteer units in September, 2013, in order to begin preparation for the 2014 FY Budget of the Sparrow Women's Hospital Association.

Records of individual and group payees are maintained and reported to the treasurer and the Board monthly. Email receipts were sent to each payee.

The Budget, Finance and Membership Committee met in October 2013, to prepare a preliminary budget for the Sparrow Women's Board. In keeping with the responsibilities of this committee, all requests for budgetary items were sought from the standing committees and officers of the Board.

The preliminary 2014 budget was presented to the Board in October for discussion. It was presented for approval and adopted in November, 2013.

In addition, letters of appreciation were sent to new Life Members.

The "Member Fund" is also maintained and accounted for by the Assistant Treasurer. The dollars in this fund are collected from the membership of the Women's Board and are used to send flowers and cards to the members and honorary members on appropriate occasions.

Barbara Alspaugh

Budget Chair

### **EDUCATION-SCHOLARSHIP COMMITTEE**

In 2013 Sparrow Women's Hospital Association generously supported the Sparrow Nursing staff. The SWHA gave \$5000 toward the furthering the education of the nursing staff.

The Sparrow's Women's Hospital Association continued its support of nursing education at Lansing Community College. A \$2000 scholarship will be awarded to a second year nursing student who is employed by Sparrow.

Members of the Education Scholarship Committee are Barbara Alspaugh, Lexcie Blockett, Cathy Mc Kenna, Sue Patterson, Zoe Slagle (ex officio)

Marianna Klaver

Scholarship and Education Chair

### **HOUSE-DÉCOR**

The House-Décor Committee is responsible for reviewing the environmental services of the hospital and helping with various aspects of interior design. The Décor Committee worked with Vice-President Tim Elder, Director of Facilities and Support Services; and Wally Wozniak, Support Services; Reza Tavakoli, Environmental Services; Mark Craft, Facilities Manager; Melissa Sherry, Volunteer Services; John West, Facilities Development; Chelsea Diffenderfer, Interior Design; Zoe Slagle, President Women's Board Managers.

The Permanent Art Committee continued to look at the current art work on the walls of the hospital. Some of the art work was rearranged or moved to an improved location. The Nurses' Wall of Fame continues to honor all the wonderful nurses of Sparrow. Many new projects were begun or completed during this last year. A beautiful new glass design was added to the newly decorated Diagnostic Center in the Sparrow Professional Building 1st floor. This was designed by Craig Mitchell Smith. A very large project was the opening of the 9th and 10th floors in the Tower of the main hospital. The art work was the responsibility of the Décor Committee. All of this was done with the help of Chelsea Diffenderfer, interior design specialist.

The Standards Committee worked with Hospital Staff and helped to choose new fabrics, floor and wall treatments, and the new furniture found in the Lobby of the main hospital. New carpet was installed throughout the Sparrow Professional Building.

The Holiday Committee decorated the main hospital lobby and also the Professional Building. This is done the week before Silver Bells in the City. The hospital looked so festive. The decorations included colorful green trees and bright and cheery wreaths with bright red bows.

During the month of August, the Décor committee worked on a hospital-wide public space audit of the main hospital. This was an all-day project. This will be done every 1-2 years. This audit will help with the hospitals appearance and cleanliness.

A patient visiting program was begun in August. The patients are visited in their rooms. Each person does their “walk-through” several times each month. The member checks the room for cleanliness and patient needs and also visits with the patient if they wish. So far the program has been very successful. The program continues to expand.

#### Décor Members

Jan Zimmerman, Chair  
Marianna Klaver, Vice-Chair  
Dorothy Dale  
Cindy Harrington  
Cathy McKenna

Sue Patterson  
Zoe Slagle (ex-officio)  
Gina Spencer

#### Emeritae Décor Members

Jean Aben  
Sally Burke  
Carol Dooley  
Margaret Hedlund  
Jan Hines

Janet Hines  
Pam Irwin  
Candy Parker  
Lee Wolford

Respectfully submitted,

Jan Zimmerman, Committee Chair

#### **ARCHIVES COMMITTEE**

The mission of the Archives Committee is to collect and preserve past history and current events of the Sparrow and St. Lawrence campuses. The committee meets the third Monday of the month for a business meeting followed by workshop time.

The first highlight of the year for the Archives Committee was the acceptance of the committee's nomination of Dr. Milton Shaw as an inductee into the Physician's Hall of Fame. A very outstanding biographical sketch was written by Karen Douglas and Mary Jane Wilson. Chairperson, Mary Jane McGuire presented the vignette of Dr. Shaw at the April 27, 2013 Physician Recognition Dinner.

Secondly, we were extremely proud that Member, Mary Jane Wilson, our valued source of Sparrow information, was honored with the 2013 Founders' Day Award.

The committee was fascinated with a visit and presentation from Tom Plasman as he provided background on the Reindeer Christmas display atop the hospital and other factual information on many topics pertaining to Sparrow Hospital as well as other Michigan sites. Mr. Plasman provided a wealth of historic information.

Copies of our Sparrow News have been digitized by Michael Simmons in the Sparrow library. We are looking forward to the selection of additional files which can also be digitized for preservation.

Among several new items received were two panels believed to be stained glass panes from the St. Lawrence Chapel, which is now the Clark Conference Center. We look forward to a time when a permanent site will be available where the panes can be preserved and displayed publicly.

Not always are we successful in locating ephemera to fulfill all of our requests from the community or the hospital departments.....but we are regularly increasing our historic archival files and often able to contribute to lasting individual research and group projects and events.

#### Archives Committee Members

Mary Jane McGuire, Chair  
Nancy Ballard

Margaret Bates, Co-Chair  
Mary Barnes

Barbara Clark  
Karen Douglas  
Janet Hines  
Betty Lorenz  
Barbara Schaberg  
Eleanor Smith  
Carolyn Wickham  
Mary Jane Wilson

Marge Cook  
Dorothy Foltyn  
Lee Wolford  
Jan Mace  
Jane Scofield  
Rhoda Smith  
Carolyn Willoughby  
Zoe Slagle (Ex –Officio)

Respectfully submitted,  
Mary Jane McGuire, Archives Chair

**NOMINATING COMMITTEE**

One member of Women’s Board has met Emerita status. Candy Parker has completed twelve years. Two members, Cathy McKenna and Karol Lynch, have resigned as of June 1<sup>st</sup>.

After careful review of the qualifications and recommendations of the candidates on the pre-slating information forms received the Nominating Committee recommends the following women for election at the 118<sup>th</sup> Annual Meeting of the Sparrow Women’s Hospital Association on May 20, 2014:

For a first of a four year term:

Tammy Averill  
Christine Hollister  
Cora Hugeuly  
Nancy Selby

First year of a second term:

Alicia Armstrong 1<sup>st</sup> year of a 2<sup>nd</sup> term;

First year of a third term:

Mary Jane McGuire 1<sup>st</sup> year of a 3<sup>rd</sup> term;  
Jean Paull 1<sup>st</sup> year of a 3<sup>rd</sup> term; and  
Carolyn Willoughby 1<sup>st</sup> year of a 3<sup>rd</sup> term.

The officers of the Women’s Board of managers elected at the May 14<sup>th</sup>, 2014 Women’s Board of Managers meeting and assuming their positions June 1<sup>st</sup>, 2014 are:

President	Jean Paull (1st year of a 2 year term)
President Elect	Patty Hollenbeck (1st year of a 2 year term)
Treasurer	Barbara Alspaugh (1st year of a 2 year term)
Assistant Treasurer	Marge Joslin (1st year of a 2 year term)
Corresponding Secretary	Jan Zimmerman (1 <sup>st</sup> year of a 2 year term)

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

Respectively submitted,  
Jean Paull, Chair;  
Patty Hollenbeck  
Candy Parker  
Jan Zimmerman

## **SPONSORED EVENTS**

Our Annual Meeting and The Volunteer Luncheon were held on Wednesday, May 14, 2013, at The Eagle Eye Banquet Center in the Grand Garden Room. We had 445 reservations for the event.

The Women's Board members arrived at 9:15 to help set up and distribute annual reports, floral centerpieces, and other materials. We had our group picture taken at 10:30. We then served as hostesses welcoming guests and helping them find seating.

The food was delicious. The wait staff did a great job and served the head tables first, so that our guests receiving awards were ready when the program started. We had 60 beautiful centerpieces designed by Julianne at The C&H Marketplace, in East Lansing. The flowers were sold for \$15 after the event. Unsold centerpieces were taken to The Sparrow Gift Shop and were sold there. Thanks goes to Susan Wilkis for taking the flowers into the gift shop and working her magic.

Dennis Swan greeted and thanked our guests. The highlight of the luncheon was the 60 year Service award received by Donna Bernitt Dennis Swan presented her with a beautiful Waterford piece. Patty Hollenbeck and Alicia Armstrong then presented the awards to the year's recipients.

Karol and I would like to thank our committee, Melissa Sherry and her staff and all of the Women's Board members who helped with the event. A special thanks to Susan Patterson for doing a wonderful job with reservations.

Respectfully submitted,  
Cathy McKenna and Karol Lynch  
Co-Chairs-Special Events

## **VOLUNTEER SERVICES COMMITTEE**

The Volunteer Services Committee (VSC) is one of three main committees of the Women's Board of Managers. The members oversee the interviewing, orientation, tour of the hospital, and placement of all community volunteers on the St. Lawrence and Sparrow campuses. They also staff recruiting events throughout the year. We have begun a monthly open house/recruitment event with publicity and hospital tour. This allows recruitment of specific talents from within our community which allows volunteers to specifically contribute to the daily needs of Sparrow.

We are also responsible for the spring and fall President/President Elect meetings. Our first Safety Day presentation was well received with over 250 participants in attendance. Online learning and completion was done by another 400+. This provided training for all volunteers which fulfilled the recommendation of the Michigan Quality Control. Our speakers presented pertinent skills and awareness followed by a True/False for documentation. Our fall meeting was formatted into a Leadership summit which provided topics of interest to advance the development of our volunteers. Topics included AIDET, Effective Communication; Developing the volunteer for the future (by Michael Monar); and an update of the facilities by Tim Elder.

Committee members serve as liaisons to over 40 volunteer groups. They are responsible for contacting their groups' president each month and to relay any problems, questions, concerns, and successes to the VSC.

The hospital tour for all new volunteers has been well received. The tour has replaced the group orientation that was previously held once a month for new volunteers. Interviews are primarily now held in groups of 3-4. Feedback of these changes has been very positive.

There were approximately 250 community volunteers interviewed. The Teen Program has 126 volunteers currently (up from 88 in 2013) and had 60 for the summer program. The MSU Volunteer program has on average 325 volunteers who are trained each semester and are helpful throughout both Sparrow campuses.

The Volunteer of the Month program continues to be successful with nominations coming in regularly. A photo and biography of the VOM is displayed in the main lobby of both campuses and printed in the LSJ. This also gives us visibility and recognition in our community.

The V-Sys One computer database continually proves to be extremely helpful. It provides reports for the group presidents to see who might need a few extra hours to meet their specific group minimum hours. Service awards are then presented at the annual meeting/luncheon. Volunteers are regularly swiping their ID badge for accountability in the hospital as well as recording hours served.

The Volunteer Services Department is led by exceptional people. They are readily available when questions or problems arise. The VSC is very fortunate to be able to work with these employees and appreciates all they do. We bid farewell to Lori Glencer, our administrative assistant, and continue our praises to Melissa Sherry, Director of Volunteer Services; Tracy Feazel, Program Coordinator; and Sue Herner, Teen Coordinator.

We thank each of you for your time and talents that enhance the quality care of patients and families at Sparrow.

Respectfully submitted,  
Patricia Hollenbeck, Chair  
Volunteer Services Committee



## Memorial Donations Received by the Women's Board of Managers in 2013

Maeola Danielson	Service Auxiliary
Beverly Marshall	Sparrow Guild
Leona Snider	Service Auxiliary
Kay Purchis	Service Auxiliary
Evelyn Brayton	Angelus League
Ortensia Pavona	Angelus League
Frances Muzillo	Angelus League
Joann Mills	Service Auxiliary
Shirley Gingrich	Division IV
E. Jane Baker	Division IV
Jane Drake	Sparrow Guild
Carolyn Hoagland	Sparrow Guild
Shirley Walter	Service Auxiliary

**Sparrow Health System Volunteer Contributions**  
**January 1, 2013– December 31, 2013**

<i>Group</i>	<i>Total Hours</i>	<i>Dollars Donated</i>	<i>Items</i>	<i>Items Donated</i>
Angelus League	1,275		772	Stuff Animals
			133	Surgical Pillows
			179	Gait belts & walker bags
Division III	204		6,500	Charts Assembled
Division IV	742		5,500	Tray Favors
			21	Knitted Caps and Booties
			24	Afghans
			8	Chemo Caps
Edward W. Sparrow Auxiliary	3,386	\$6,000	7,341	Blankets and gift to Mother/Baby
Emergency	747			
Escorts	3,942	\$200.00		Industrial League
Escorts/Information Desk- St. Lawrence	4,566			
Eucharistic Ministers	870		7,669	Communions delivered
			14,282	Patients visited
ETC	3,532		912	Community Donations
				Mayo Clinic Cookbooks and In Memory Donations
Guild	1,711	\$10,038		
Heart Center	1,902			
Hello Hospital	500		944	Student visits
Helping Hands	816			
Hospice	8,993		3,964	Patient visits
Industrial League	758		244	Walker-bags, fidget pads, etc
Infant Massage	2,295		1,400	Massages given to infants
Information Desk	1,571			
LifeTime Nurses	520		3,900	Blood Pressure Checks
Mary Magdalen League	8681	\$30.300		Specialty Hospital and SANE
McAuley League	3,601	\$10,100		Hospice Gift
Medical Library	107			
Mercy League	2,601	\$75		Hospice Gift
Neuro Navigators	815			
Office Support	1,996			
Patient Concierge	414			
Pediatrics	1,695			
Pediatrics Arts and Crafts	600.5		1,754	Playroom Craft Projects
			227	Pillowcases
Popcorn	136	\$600		Hospice
				Gift of equipment and donation for a waiting room sponsorship
Service Auxiliary	22,496	\$166,000		
Sparrows	1,466		1,458	Toys Made and Donated
Specialty Hospital	372			
Students (MSU, LCC & others)	27,616			
Surgical Lounge	11,300			
Teen Volunteers	7,523			
TLC Critical Care	2,242			
TLC Oncology	2,000			
Women's Board of Managers	2,844			Art
Women's Board Active Honorary	667			
WHA Grants and Scholarships		\$7,000		Nursing Educational Scholarships
<b>Grand Total</b>	<b>137,502.5</b>	<b>\$200,043</b>	<b>57,232</b>	

## **DIRECTOR**

The past year brought about a great deal of work to redesign and improve efficiencies in the Volunteer Services Department especially related to the onboarding process of our volunteers. We saw great improvements to our college program, which has increased volunteer satisfaction and created new opportunities to use volunteers to tackle tough challenges our hospital encounters. We also began to lay the ground work for expansion of a retail concept driven by the planning for a Gathering Space to enhance dining options for our caregivers and visitors. In addition, we started the year with a celebration when the Michigan Quality Council awarded Sparrow with the Leadership Award for outstanding process improvement practices, which is required before the national Baldrige Award can be sought. Finally, our year ended with the terrific news that the American Hospital Association will honor Sparrow with our second Hospital Awards of Volunteer Excellence (HAVE) award. With all of these accomplishments we reflect, take a deep breath and look forward to 2014.

Our Volunteer Services Committee of the Women's Board has taken dramatic leaps to change the way we onboard volunteers. We introduce each volunteer to the organization with a tour – many thanks to our tour guides Gina Spencer, Peggy Riggs and Karol Lynch. Also many thanks for our interviewers Alicia Armstrong, Patty Hollenbeck and Lexcie Blockett who have supported this new process by embracing it and making it their own. All of these improvements have been bolstered by the new recruitment activities to attract new volunteers. Special thanks to Cindy Harrington and Gina Spencer for their recruiting events.

With our partners at Michigan State University Service Learning and Civic Engagement, we deployed a process improvement tools to redesign the way college volunteers enter into volunteer service roles at Sparrow. While this may sounds easy, roughly 250 interviews are now conducted each semester and for the most part this task is skillfully undertaken by Tracy Feazel and Susan Herner. These efforts have resulted in a clear process and volunteers are much more engaged and express appreciation for the ease and quality of the college program.

As a part of the master facility plan, we have begun exploring options to enhance dining and retail opportunities on the main campus. While we are still in the conceptual phase, our Service Auxiliary Volunteers were brought into fold to learn about the many options being proposed. At year end of 2013, we haven't begun construction, however, as usual with the gift shop volunteers, they were ready to roll up their sleeves and get to work! Their passion and dedication is most appreciated and we now together look forward to what the future holds for retail on the campus.

With the Michigan Quality Council's (MQC) Leadership Award now in hand, we are able to pursue the Baldrige Award. Many thanks to our volunteers who supported our effort by serving on the focus group during the MQC visit and a huge thanks for all of our volunteers who submitted the Volunteer Satisfaction Survey this year. The results demonstrate that our program offers opportunities that are meaningful and make a difference to our patients and families. We are always seeking opportunities to highlight the significant impact our volunteers make in delivering quality, cost effective and compassionate care to every patient every time, no exceptions, no excuses. In keeping with the Sparrow Way, we were delighted to learn that we will be the recipient of our second national HAVE award by the American Hospital Association for the great work Sparrow's Women Working Wonders (W3) volunteers have accomplished with their fundraising efforts to improve health care for women in our region.

We have much to be proud of at Sparrow and sometimes we don't always do a great job of patting ourselves on the back – so let's make sure in 2014 we celebrate all the big and small accomplishments. It's been my pleasure to be your director of Volunteer Services over the last nine years and I am confident that we'll continue to thrive and stretch to meet new goals and accomplishes in the years ahead.

Melissa Sherry, CAVS  
Director of Volunteer Services, Sparrow

## **PROGRAM COORDINATOR**

During the spring of 2013, we piloted the new onboarding process for college students in the emergency department. The change better aligned the college program to our community program. Our goals behind this change included making sure that departments were getting the help they need from qualified students, making sure the students felt supported and valued in a manner consistent with Sparrow community volunteers, and finally we wanted to streamline the process for students, MSU partners, Sparrow Departments and Volunteer Services Staff. The pilot process went well and with a few tweaks we were able to implement the changes with all college students in the summer and fall. Students have found the new process to be fairly easy to manage and they feel more connected to the Volunteer Office.

To help train volunteers in their position, we created videos for the quiet at night program, falls prevention, emergency department. Before attending their training, they are able to view the video and it gives them a better idea of the expectation of the role.

I would like to thank our director, Melissa Sherry; youth coordinator, Sue Herner for all of their help and support this past year. I would also like to give another big thank you to Cathy Cogswell who has helped out tremendously at the St. Lawrence Volunteer Office.

Tracy Feazel  
Volunteer Services  
Program Coordinator

### **ANGELUS LEAGUE**

The Angelus League completed another successful year in 2013 with a total of 46 members

Our league members contributed many hours both at St. Lawrence and at home, producing 772 stuffed animals for various areas of the hospital and health system where children are patients, 133 pillows for women to use following breast surgery, 122 walker bags and 57 gait belts for various hospital rehab centers. This brings our combined total of items made in 2013 to 1,084. In addition to working at our monthly meetings, many of our members are cutting, sewing and stuffing items at their homes.

As president of the Angelus League, I wish to thank the Angelus League members for their hard work and personal contributions during the past year.

Barbara Dalzell, President

### **DIVISION III**

Division III meets on the third Tuesday of each month, except for July and August, from 9am until noon. Meetings are held in the Volunteer Department located in the Outpatient Building of the St Lawrence Campus.

The group collates bulk projects and miscellaneous jobs for hospital service areas.

As of December 31, 2013, there are 13 active members.

Ellen Gunther, President

### **DIVISION IV**

Division IV has 25 members. Our task is to make tray favors for Sparrow patients. We meet the last Tuesday of every month except July, August and December.

We make 500 tray favors for every holiday and/or special occasion. Those tray favors are distributed to patients in the hospital, hospice and acute care.

In 2013 we made 5,500 tray favors. Some of our members also knit baby hat/bootie sets, afghans, chemo hats and scarves for babies and patients. We made 21 baby hat/bootie sets, 24 afghans and 8 chemo hats.

In 2013 we were pleased to welcome two new members and we were saddened with the death of two members, one active and one inactive.

Our members are a dedicated group of ladies, who enjoy what they do. We welcome anyone who would like to join us.

Diane M. Talsma, President

### **EDWARD W. SPARROW AUXILIARY**

On the second and fourth Wednesday of each month September through April, 46 ladies meet in the Volunteer Room of the St. Lawrence Campus to cut flannel into squares to be basted, hemmed, sorted and prepared for the laundry before they are sent to the Baby Nursery to wrap, clean and warm the new little ones. In 2013, 7000 blankets were prepared and sent to the nursery.

Each member commits to work a minimum of 35 hours per year, 20 of which must be in attendance at our meetings. Additional hours are earned by stitching, basting, or pressing 125 blankets at home.

During 2013, members of our group knitted or crocheted 341 baby hats. At our Spring luncheon, each member is asked to bring newborn sized clothing items to be donated to the Mother/Baby Center to be given to moms who have no new outfit for going home.

We receive a portion of the monies from the Baby Photos taken in the Nursery. With those monies, in 2013 we were able to give \$6000 at the Spring Luncheon for a Baby Friendly Certification program.

Respectfully Submitted  
Betty Francis, President

### **EMERGENCY SERVICES**

In 2013, the Emergency Department saw a fluctuation in the participation of community volunteers. Reorganization of the Department has resulted in more volunteers performing escort services. However, providing comfort and console to patients and their loved ones, and enhancing the ability of the health care staff to render prompt and effective treatment, remain the primary goals of community volunteers in the Emergency Department.

Renee Ozburn  
President, Emergency Department Community Volunteers

### **ESCORTS**

The Sparrow Escort Service is proud to have completed its 52<sup>nd</sup> year of volunteering, having served Sparrow Hospital since 1962. Under the direction of the Transportation Department, Escorts, via wheelchair, discharge patients to their vehicles, transport visitors to patient rooms and take incoming clients to destinations such as Admitting, X-Ray, and the Laboratory.

During 2013, our 53 active Escorts volunteered a total of 3,942 hours. The Escort's Constitution requires a minimum of 50 hours per year for a member to remain in good standing. Thirteen members exceeded 100 hours of volunteering, two members exceeded 200 hours, and one member contributed over 300 hours. Again this year, Escort David Graves contributed in excess of 140 hours servicing all of the hospital's wheelchairs and preparing new wheelchairs for service.

In early and mid-2013, we experienced a lull in obtaining new members and membership fell. Several new members were trained later in the year. The Escort Service welcomed 5 new members during the year, and lost 6 members through resignations.

At our October 2013 Annual Meeting, a majority of members approved elimination of dues for 2014 and approved a \$200 contribution to the Industrial League for the purchase of a sewing machine to make fidget blankets for Alzheimer's patients.

We look forward to a productive and challenging 2014.

Erik F. Olson  
*President, Sparrow Escort Service*

### **ESCORT/INFORMATION DESK – ST. LAWRENCE CAMPUS**

First let me extend a special thank you to all of the faithful volunteers that give of their time to work at the Information/Escort desk. Also, a warm welcome to all the new volunteers to our group. A special thanks to our secretary/treasurer Nancy Scott. She has been a tireless worker for our group for many years.

Our league meets three times a year in April, September and December. Following two of the meetings we have a luncheon. At our December meeting we collect for Toys for Tots.

Our group works closely with the surgical lounge volunteers to make sure that the patients and visitors are receiving top quality care.

Submitted by  
Jim Beckwith, President

### **ETC GROUP**

The ETC (Etcetera) Group fills specific needs for Sparrow departments. This group of 100+ volunteers works throughout the hospital on individual projects. Our volunteers serve in the CATS (Cerebral Aneurysm/Tumor Survivors), Sparrow Breast Cancer Center, Radiology, Forensic Pathology, In-Patient and Outpatient Rehabilitation, 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.

Lauren Baird, Coordinator

### **EUCCHARISTIC MINISTERS**

There are currently 65 Eucharistic Ministers who visit Catholic patients at Sparrow. They seek to bring hope and sustenance to the patients and their families in their time of need. Many of the Eucharistic Ministers have felt deeply enriched by their service and dedicated many years to this ministry.

Cassian Hardie, President

### **SPARROW GUILD**

This year, Sparrow Hospital Guild is proud to have completed 90 years of service to Sparrow and includes fourteen members who are being acknowledged for their 5-35 incremental years of service. Our monetary contributions total over \$1.2 million as we continue our mission of raising funds for the general purpose of the hospital.

A new annual fund raising event was begun in May, 2013, for Derby Day. Lou and Harry's Sports Bar and Grill hosted over 80 guests with handmade appetizers and cash bar (Mint Juleps!) for the fastest two minutes in sports and an afternoon of fun. Over \$5000 was raised.

Guild sponsored the Mayo Cookbook project with Sparrow Marketing by providing the funding for 8,000 Mayo cookbooks which were distributed free of charge to our community members. Guild also donated the funding to have custom-made coat racks produced and installed for each room in Hospice at the St. Lawrence campus.

Guild was recognized as a generous donor during the 25<sup>th</sup> anniversary Sparrow Children's Center Telethon in June, 2013.

Our three year project was completed this fall in the Waiting Area in the Diagnostic Center in the Sparrow Professional Building. Sparrow Foundation provided a reception for staff and Guild volunteers.

Guild's 88th Charity Ball was held November 9, 2013, at The University Club of MSU. Deb Ginsburg and her committee of Guild members produced a fabulous evening for more than 250 guests. Kimmie Horne and her 10-piece world renowned band rocked the house once again! Thank you to our sponsors, members, guests and donors whose support helped Guild to raise approximately \$61,000.

Guild members arranged to sponsor their first three-day vendor sale in the spring. *Masquerade* will be hosting an around the clock, \$5 jewelry and accessory sale to celebrate Valentines' Day and Spring! Vendor sites will be in the main lobby, Atrium of the Professional Building, and Clark Conference Center at St. Lawrence. 20% of the proceeds will be given back to Guild.

Members donated over 11 bags of nonperishable food and baby supplies to the Women's Services Clinic for the holiday giving.

Seven meetings were held throughout 2013-2014. Thank you to Dianne Mohnke, arrangements chair, and to our gracious meeting hosts, Maggie Frankland, Sally McCoy, Kathy Swan, Bev Suhrheinrich and the MSUFCU. Longstanding members are always welcome to join us.

We are delighted to welcome one new active Guild member; Barb Sukenik.

Sparrow Hospital Guild would like to thank the Sparrow Hospital Volunteer Services office and the Sparrow Foundation for all their help and support in 2013-14.

Patricia Hollenbeck  
2013-2014 President  
Sparrow Hospital Guild

### **HEART CENTER**

The heart and vascular center volunteers continue to serve family members who are waiting for both invasive and noninvasive exams to be completed on patients. Significant changes have been made in the last year in regard to patient flow, preparation and care. The heart center volunteers have made adjustments to best serve family members. The installation of electronic medical records has significantly changed and improved patient care and the entire patient care process, during the past year. We have eighteen volunteers who serve in the heart center currently. This past summer, student volunteers did an excellent service in the HAVC. I continue to encourage our volunteers to be proactive in the interaction with family members during their time in the heart center. The heart center volunteers greatly appreciate the support that is given by the HAVC staff.

Respectfully submitted  
Duane Garver  
HAVC volunteers 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 45 classes in 2013 with 944 students and 258 adult chaperones. The program operates during the school year on alternate Tuesday and Thursday mornings from 9:00 to 11:30am. Fourteen active volunteers and 4 MSU students contributed more than 500 volunteer hours in 2013. We were able to have two classes attend our program at the same time.

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 Helping Hands Volunteer Group exists to assist and support the nursing staff in the Mother/Baby Center. We are devoted to the well-being and comfort of every mother and baby served.

With the "Baby Friendly Initiative" coming to the MBC at Sparrow Hospital full force, we have many changes in our duties, but, the basic remains the same. We are still the Helping Hands and see ourselves as the "grease" that keeps things going smoothly so that the nursing staff can focus on the moms and babies.

Some of our duties include stocking supplies and linens in the nursery, assembling new patient folders, filling discharge bags, and even transporting new mothers and babies at discharge time. Currently we do have room for new volunteers.

We are a versatile group and find that no two days volunteering are the same. Although holding and rocking the infants is wonderful, it can't be expected to occur each time one volunteers. With the "Baby Friendly Initiative", most times the infants are in their rooms with their mothers. The staff strives to have this be the case 24-7.

Volunteering in the MBC is a very rewarding experience and many thanks go out to the Helping Hands Volunteers for being the extra pair of hands and helping in so many ways to make our group successful.

Kathy Zerkle  
President

## **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 visits, light massage and hair styling services. Some offer their musical talents by playing the piano and guitar and by singing. 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 40 volunteers assist the staff at Hospice House of Mid-Michigan monthly. Clerical jobs keep a core group of volunteers busy in the office 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. 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.

Our Hospice Information Program volunteers support staff in our Intake Office to ease transition patient admissions to hospice.

Volunteers crocheted 104 blankets for the patients at Hospice House and sewed 11 Memory Pillows for our bereaved. They also tied fleece blankets for patients receiving palliative care at Sparrow Hospital.

Hospice Information Specialists met with staff at area physician offices to provide outreach and offer hospice information to share with patients. Two specialists presented hospice information at a Community Mental Health staff retreat.

Volunteers hosted vendor tables at community health fairs and business expos in St. Johns.

In September our annual Hike/Bike for Hospice was very successful. Over 70 hospice and community volunteers helped the event run smoothly.

Volunteer awards were given in November: Marge Hall was honored with the 2013 Betty Geller Volunteer Award Celebrating the Spirit of Hospice Care. Konnie Sutton was honored with the 2013 Sparrow Hospice House Volunteer of the Year. Fern Marlatt was honored with the 2013 Sparrow Home Hospice Volunteer of the Year.

In 2013 over 150 volunteers, including 20 MSU students, contributed 8993.25 hours with 3,964 visits. This represented a cost savings of \$257,897.72. Per hospice guidelines, volunteers must account for a minimum of 5% of staffing hours. In 2013, volunteers accounted for 12.7% of staffing hours.

Karen Ketola, Volunteer Coordinator

## **INDUSTRIAL LEAGUE**

In 2013 we added one new member to our group: Pamela Eisensmith. Although we are a small, dedicated group, we were able to produce 244 items, this year. This includes: Fidget Pads, Lap Quilts, Single Size Quilts, Walker Bags, and T-Binders.

We were thrilled to receive three new machines this year to help us create so many items for patients. Two machines were a gift from the Women's Board, and one was a gift from Escort Services. We are deeply appreciative of these machines to help us meet the needs for Sparrow Hospital.

Joyce Schaub, President

## **INFANT MASSAGE**

In the 16 years since this program was started, we have grown tremendously in our membership and our involvement in the unit.



We currently have 33 active volunteers working in the program. Each day of the week has a team consisting of 3-6 members. Volunteers work 2-4 hour shifts 1-3 times a month. This year we provided 1400 massages and/or loving touch to 355 babies for an average of 29 babies and 117 massages per month.

We held 3 training sessions this year, training 7 new members in January, 5 in July, and 5 in November. They were instructed in all of our procedures including the benefits of massage, cooperating with nurses, hand washing procedures, privacy policies, and how to massage babies as well as the other duties we perform in the unit. New members gain extra training and experience by shadowing seasoned volunteers until they are ready to massage on their own.

We are continuing our focus on interacting with the parents and encouraging them to get involved. We demonstrate our techniques when possible and provide written material to the parents about massage and how to massage their baby at home.

We provide extra comfort to the babies when a massage is not appropriate such as giving them a pacifier, changing diapers, soothing and calming them with touch and rocking. One of our members has been able to use her training in soothing babies on the Mother/Baby Unit during and after circumcisions.

If we have extra time, we sort clothing bins, fold, and put clean laundry away, make arm boards for stabilizing I.V.s, and put together breast feeding kits for new mothers.

Spring and fall dinner meetings were held at restaurants and we are planning an in-service training in the spring.

This position is very rewarding and beneficial for the babies as well as the volunteers.

Bonnie Schuon, President

#### **INFORMATION SERVICES - SPARROW**

Information Service volunteers assist Sparrow associates at the front desk from the 5<sup>th</sup> floor tower desk. The volunteers answer and transfer calls to patient rooms; sort and deliver patient mail; log and deliver flowers and balloons to patients. The volunteers also may run small errands for patients as well as staff members. The volunteers work two four-hour shifts, 8:30 a.m. to 12:30 p.m. & 12:30 p.m. to 4:30 p.m.

We have added many new members to our group this year. We also enjoy two potluck meetings during the year. Doris Walker was elected as President in 2004 and continues to work with a wonderful group.

Information Services has a great list of officers that continue to organize and improve the group.

The total of Volunteer hours for the 2013 year was 1571.

Doris Walker  
President of Information Services

#### **LIFETIME**

The LifeTime Nurses group 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 to 9:30 am. They are also at the Meridian Senior Center on Kinawa Drive the second Thursday of the month and at Mason Urgent Care monthly. This group of 12 dedicated nurses cheerfully provided over 3,900 blood pressure checks and donated over 520 hours of volunteer service to their communities.

Katie Hubbard, President

#### **MARY MAGDALEN LEAGUE**

Mary Magdalen League operates the St. Lawrence Gift Shop and is staffed by 60 volunteers. One of these is Shop Manager, one is Treasurer and one is Asst. Treasurer. Nineteen are buys for 9 departments. Our members worked a total of 8,681 hours in 2013. Our shop hours are 9:00am to 5:00pm Monday through Friday.

We meet four times a year for our Executive Board Meeting, followed by a general meeting for all members. In December we have a Christmas Luncheon where monies are collected for donation to the Lansing Food Bank. In 2012 we donated \$715.

An Annual meeting is held in May for the purpose of installing officers and presenting service awards. The December and May luncheons are arranged by a committee who select the site and menu as well as door prizes.

The League also sponsors several fund raising events. In 2013 there were two \$5 Jewelry and Accessory sales held at both campuses, one Sheet Sale and one Fine Jewelry sale held at the Sparrow Campus and one purse sale at the Professional Building.

All profits from the Shop and Fund Raisers are being used to fund a three-year commitment of earnings made to the Sparrow Speciality Hospital and The Sexual Assault Nurse Examiners.

Sally Olszewski,  
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, household items, antiques and collectibles. Donations of all saleable items in good condition are always needed and are accepted during our business hours. Tax receipts are available upon request.

In May 2013, we fulfilled the remaining \$10,100 of our pledge to Sparrow Hospice Services for the Hospice Transition Program.

The McAuley League has now pledged \$25,000 to Sparrow Hospice Services for Hospice Patient Scholarship Assistance. This funding will supplement patient's existing insurance or fully support their stay in Hospice. This will allow many patients to receive the full benefits of Hospice care who would otherwise have been unable to do so. We will be fulfilling this pledge over a three year period.

Peg Wilfong continues to provide invaluable funding to our group through sales of her hand crafted items. In 2013, Peg's sales accounted for a total of \$2,150. She devoted a conservative estimate of 352 hours to designing, creating and selling her crafts. Her sales also entailed traveling to numerous craft bazaars and setting up everything for display. Her sales directly benefit Hospice, as do all our funds.

Both sales and donations at the Thrifty Sparrow Resale Shop have been consistently strong throughout 2013. Our volunteers do an amazing job of sorting, pricing and selling a large volume of donated materials each day we are open. Two of our volunteers, Pat Johnson and Polly Johnson, have been instrumental in finding and restoring furniture for use as much needed display racks in our shop. They have also collected large numbers of items from the community to sell at the Thrifty Sparrow.

Donna Skinner continues to keep the Thrifty Sparrow visible in the local media through her hard work as our Publicity Chair.

Our current membership stands at 13 active members.

Officers for 2013-2014 are: President, James Tellner; Treasurer, Anna Feldpausch; Recording Secretary, Dorothy Schneider; Publicity Chair/Volunteer Mentor, Donna Skinner.

James Tellner, President

### **MERCY LEAGUE**

The Mercy League continues to try and make the patient and family/friends feel comfortable and know that we are there to assist them. We serve coffee, tea and hot chocolate. We call back to OPS if they are getting concerned about their family member and let them know when they can talk to the doctor after surgery. We assist Escort/Information Service when they are busy by taking a patient or family back to OPS.

This year we donated \$75 to the Hospice Roof Top Gardens. Mary Ellen Ruch, one of our past volunteers, helped get this project started when she lost a daughter in Hospice.

Some of our volunteers helped in other areas when the request for extra services was made.

Joy Powis, Past President of Mercy League, received an award for 35 years of service. Several of our members received rewards for years worked.

Our membership is down this year due to health reasons and the need to go back to work. Our members are very committed to their duties as a Mercy League Volunteer and have worked extra shifts when there was a vacancy. They have stayed past their shift to fill in or just help out when busy. We are collaborating closely with OPS as to patient volume and adjusting accordingly.

Our members enjoy what they do and try to make the surgical experience as pleasant as it can be.  
Respectfully,

Peggy Gonser, President

### **NEURO NAVIGATORS**

The Neuro Navigators group is in its seventh year of providing service and support to families and visitors of patients in the Neuro ICU and Neuro-Stepdown units. During 2013, these units were moved to floors 9 and 10 of the Tower and our volunteers now maintain the family lounge on the 10<sup>th</sup> floor.

We added three new members in 2013, ending the year with 13 active members. Our group provided over 815 hours of volunteer service.

Tsveta Lambo, 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 other office assistance requests.

Thank you to all the volunteers for offering extra office support to the Volunteer Services Department and for your patience through our transitional period of hiring a new Administrative Assistant. Special thanks to Fred Cogswell who helps enter information into the volunteer computer database and to Norma Pulice who helps organize volunteer groups for volunteer service requests we receive from departments throughout Sparrow.

Lauren Baird, Coordinator

### **PATIENT CONCIERGES**

Our Patient Concierges Volunteer group's role is to support non-medical care needs of patients. The volunteers are assigned to one or two nursing units and the nursing staff supports them with direction on who to visit. The patient concierges primarily visit with patients and they check the room for items that may need attention.

The program has been very successful in meeting patient needs for companionship; however, the group needs the leadership and structure of a volunteer president. Happily, Cindy Harrington, from the Women's Board, has stepped into that role for us and in early 2014 she began training and organizing new units for the program. Under her leadership, our volunteers are flourishing and the program is gaining in popularity!

Thank you to all the Patient Concierge Volunteers who have selected to volunteer in this role. Your time, talent and special gifts are much appreciated and valued by our patients, family members, and caregivers.

Melissa Sherry, Director of Volunteer Services

### **PEDIATRICS**

We have 29 Pediatric volunteers, consisting of adults, teens, and college students. They are absolutely wonderful, and we just couldn't function without them. They provide services in three key areas.

Special event volunteers bring a variety of enjoyment such as music and massage therapy, craft projects, and pet therapy dogs to our unit.

Our one-on-one volunteers give children wagon rides and visit children in their rooms. Parents are able to take a break to eat, shower, or go for a walk when someone is with their child.

Playroom volunteers directly assist the Child Life Specialist and help with planned activities and playing games. Our Child Life staff appreciates all of the activities that come from the craft ladies in Peds Arts & Crafts.

We're looking forward to another good year.

Kelly Hebert, Child Life Specialist

### **PEDS ARTS & CRAFTS**

The Pediatric Arts and Crafts was founded in 1949. We currently have four members. We meet two or three times a month to make craft projects for the children in the pediatric playroom to finish. Our time for 2013 was 600.5 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 like door knobs hangers, bookmarks, magnets. We punch holes in the art foam so the items can be hung onto their IV poles. We send beads to make bracelets, necklaces, key rings, pictures.

Carol Dunn makes cloth balls for the babies and young children. Carol and Bob Dunn donated the fabric and made pillowcases for the children to take home, per request of the playroom staff. We need donated children, floral and sports printed fabric.

In 2013, we delivered 1754 craft items and 227 pillowcases.

Carol Dunn, President

### **POPCORN SALES**

This group consists of various members, all involved in this and other volunteer groups, who pop popcorn, on a limited basis, on the St. Lawrence Campus. Through their efforts, a check for \$600 was turned into The Foundation ear-marked for Hospice House. The members remaining in the group will continue their efforts at the St. Lawrence Campus.

Toby Carter

### **SERVICE AUXILIARY**

Presided over the Service Auxiliary Board meetings on the third Thursday in June, September, October, November and January.

Attended the Gift Shop buyer's meeting in the months of May, June, September, October, November and January. Also participated in the Buyer's Trip to Atlanta.

Met with Melissa Sherry, director of Sparrow Volunteer Services, many times to discuss issues including the relocation of the Gift Shop.

Worked with the three shop managers to develop goals and timeline of special sales for the gift shop. The shop was able to meet the goals of reducing the inventory and increasing the profit margin.

Respectively submitted,  
Nancy Ellis, President

## **SPARROWS**

The "Sparrows" is a small group of very dedicated women who donated a total of 1466 hours of service to Sparrow Hospital in 2013. We made and donated 1458 items to the hospital to be used in making their patient's stay more pleasant and comfortable. These items consist of toys, dolls dressed in hospital gowns, baby hats, baby blankets, crib closets and neck pillows.

We have just finished our 60<sup>th</sup> year of service to Sparrow Hospital. Donna Bernitt, our last remaining charter member, celebrated her 60<sup>th</sup> year as a volunteer at the Women's Board luncheon last May.

We work from 9 am to 12:30 pm on the first Monday and the third Wednesday of the month in the volunteer room at St. Lawrence. However, you can come and go as you please as long as the required hours are met.

We work all twelve months of the year so it is possible to be able to spend the winter in Florida or the summer at the cottage and still be an active member of our group. Many members also give extra time working at home. A member is required to give a minimum of 35 hours per year but most of our members give many, many more than that. We are always looking for new members and you do not have to know how to sew to participate. There is always something that anyone can do.

Eleanor Korroch,  
President

## **SURGICAL LOUNGE - SPARROW**

In February of 2013 the Surgical Lounge President, KC Pullman resigned. Co-Presidents Sharon Trumpie and Patty Antaya were elected at the spring meeting. To involve more of the volunteers, the training is now conducted by Nancy Selby, Les Starr, Liz Febba and Karen Whitmeyer. Volunteer scheduling is more efficient following the move to an online calendar that allows each volunteer access for editing. While this enhancement has been well received, oversight is still needed and provided by Colleen Maxwell and Sara Stid who make sure all the slots are filled for the Surgical Lounge. Sharon Foust and Laura Beal monitor the Pre-Op Lounge. This division of duties has been very successful. Volunteers provided 11,300 hours of service covering the combined needs of our two lounges. Construction to add a Men's and Women's restroom in the Surgical Lounge was completed in December 2013.

Patty Antaya, Co-President

Sharon Trumpie, Co-President

## **TEEN VOLUNTEERS**

The Teen Volunteer program is just one of three volunteer groups at Sparrow Hospital. We service Teens in the 9<sup>th</sup> through 12<sup>th</sup> grade, ages 14 to 18. There are two options for any Teen who wants 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 that are not able to commit to the regular program during the school year. 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. During 2013, 161 Teens participated in the year-round program while 48 Teens choose to help during their summer vacation. The 209 Teens contributed a total of 7523 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, and Program Coordinator, Tracy Feazel, whose assistance and directions have been invaluable. Many thanks also to Gina Spencer and Karol Lynch, members of the Women's Board, who have provided tours for the Teens as part of the onboarding process.

Susan Herner  
Youth Volunteer Coordinator

### **TLC CRITICAL CARE**

Critical Care Lounge had a successful year! Most of our times are covered with our dedicated volunteers. The communication in the group is great, with the covering of times where someone may be on vacation or ill.

Our minimum of 50 hours a year is exceeded annually by our volunteers. In addition we have two full membership meeting/dinners in the spring and fall.

A special thanks to our board members, President Elect, Patti Schertzing; Carol Coscarelli, Treasurer; Alice Cook, Recruiting; Ruth Bergh, training and Judy Van Peenen, Secretary, and our two Members at Large, Tim Catton and Joyce Hatch.

Our goal for 2014-2015 is to have every time, week day and week end covered with one of our volunteers. The main responsibility of our volunteers to assist families and friends of the critically ill patients.

Submitted by,

Sally Vescolani, President TLC Lounge

### **TLC ONCOLOGY**

We end the year with a few less people but with a few new members. It looks to be a bright future. The group put in over 2000 hours of service.

The TLC group has well-earned reputation for long term commitment from its volunteers. So it was difficult for the group to have three of our members have to leave us for various reasons. Judy Riley, Leslie Lacy and Margaret Bucklin will be greatly missed.

We currently have 23 members who are both regular members and substitutes. These volunteers have provided great service to the patients and staff of the Sparrow Cancer Center.

We are looking forward to the new cancer center that is being planned in the near future. The volunteers are anxious to help support a new facility.

In all we conclude 2013 with good cheer and look forward to serving the patients and staff of the TLC Oncology Center in the New Year.

Benjamin Kinsey  
President, TLC Oncology Volunteer Group