

**AHA 2016
COMMITTEE ON VOLUNTEERS (COV)**

Lynn Smith (Chair)
Auxilian
CHI St. Vincent-Hot Springs
Hot Springs, AR



Lynn Smith began her volunteer career in 2001 at Medical Center of South Arkansas (MCSA) in El Dorado. Positions she held at MCSA include Newsletter Editor, Secretary, Vice-president and President. Lynn was also appointed to the MCSA Auxiliary Board and served on both the Scholarship and Membership Committees. In 2008, members of the Arkansas Hospital Auxiliary Association (AHAA) elected her state Newsletter Editor. Lynn was AHAA President-elect in 2010 and held the position of state president the next year. During her term, she was instrumental in leading the board to “go green” and to establish an AHAA website. Lynn also served on the Arkansas Hospital Association (AHA) board. Subsequent duties have included being a member of the Past Presidents Advisory Committee and the state Handbook Committee. After a recent move to central Arkansas, Lynn is volunteering in the Gift Shop at CHI St. Vincent-Hot Springs.

Barbara Muesing (Immediate Past-Chair)
Auxilian
Essentia Health
(First Care Medical Services)
Fosston, MN



Barbara Muesing serves as a trustee and auxiliary member at Essentia Health in Fosston, MN. She is past-president of the Minnesota Rural Health Association and the Health Care Auxiliary of Minnesota (HCAM). During her term on the HCAM Board, she wrote a proposal to the Otto Bremer Foundation to fund board development, advocacy initiatives, and leadership development, resulting in HCAM being awarded \$20,000 in 2010. Ms. Muesing also serves on the Minnesota Hospital Association Trustee Council, the Northwest Minnesota Regional Development Partnership Board, and the Community Health Board for Polk, Norman and Mahnomen counties in Northwest Minnesota. Ms. Muesing is past chair of the Riverview HealthCare Crookston Auxiliary. Her career experience at the University of Minnesota includes service as Extension District Director in Northwest Minnesota, Executive Director of the University of Minnesota Board of Regents, and First Lady at the University of Minnesota Crookston. She holds a bachelor’s degree in home economics, and a master’s degree in educational administration.

Angela Smith, CAVS (Ex-Officio)
System Director, Volunteer Services
Summa Health
Akron, OH



Angela Smith is responsible for managing volunteer programs at several hospitals, overseeing the gift shops and auxiliaries, and developing Summa's corporate reinvestment process to further social responsibility initiatives. She also manages a grant and sponsorship process, employee volunteer program, and other community initiatives. Her experience includes volunteer management positions at the Sisters of Charity Health System and Akron General Health System. She holds a master's in public administration with a concentration in non-profit administration from the University of Akron. She is a Certified Administrator of Volunteer Services. In 2014 she received the Athena Young Professional Leadership Award from Inside Business Magazine and Athena International, an organization focused on the advancement of women in professional roles. In 2016 she will be the president of AHA's Association for Healthcare Volunteer Resource Professionals (AHVRP).

Frechia Barrett
Auxilian
DeKalb Medical at North Decatur
Decatur, GA



Frechia Barrett serves as an auxilian and volunteer at DeKalb Medical at North Decatur, where she has served on the auxiliary board of management in several offices. She volunteers in the outpatient surgery department. Ms. Barrett has been active in the Georgia Hospital Association's Council on Auxiliaries/Volunteers' Board of Management, having served as district director, vice president of education/legislative awareness chair, conference chair, and president-elect. She is also active in the DeKalb Symphony Orchestra Guild, DeKalb Retired Teachers Association, Doctors for Global Health, and North Decatur United Methodist Church. A retired educator, Ms. Barrett received her bachelor's, master's, and specialist's degrees from Georgia State University.

Margie Beadles
Auxilian/Volunteer
CoxHealth
Springfield, MO



Margie Beadles serves as an auxilian/volunteer and as a member of the Hospital Advisory Board at CoxHealth in Springfield, MO. She served as a steering committee member in the development and implementation of the CoxHealth Patient and Family Advisory Committee (PFAC) in 2012. She is a past president of the Missouri Association of Hospital Auxiliaries and also served at the state level as secretary, leadership/legislation conference chair, annual state convention chair, and president-elect. In 2010 and 2013 she served on the Association for Healthcare Volunteer Resource Professionals (AHVRP) conference planning committees. Ms. Beadles has given programs on customer service and presented on various topics at conferences throughout Missouri. As a past president of Rotary and board member of the Finley River Community Foundation, she stays very active in her community. A retired educator and administrator, Ms. Beadles received her bachelor's degree in education and master's degree in educational administration from Missouri State University.

Kelley Boothby, CAVS
Director, Volunteer Services
Hartford Hospital
Hartford, CT



Kelley Boothby has been a volunteer administrator at Hartford Hospital since 1995. Ms. Boothby served a three-year term as a board member for the AHA's Association of Healthcare Volunteer Resource Professionals. She also served as president for the New England Association of Directors of Healthcare Volunteer Services and the Connecticut Association of Directors of Volunteer Services of Healthcare. Ms. Boothby shares best practices and program information as a presenter on a local, regional and national level. She served on Hartford Hospital's community benefits committee in preparation for the federal reporting mandate. Ms. Boothby is a recipient of both the Connecticut Award for Professional Excellence and the New England Award for Professional Excellence. She has a master's degree in education.

Deborah M. Brookshire, CAVS
Chief, Voluntary Services
Southern Arizona VA Health Care System
Tucson, AZ



Deborah Brookshire manages more than 1,300 volunteers in a variety of patient engagement and customer service areas. She has worked in volunteer administration for 16 years and 21 years as a federal employee. She has held leadership and committee positions within the Veterans Administration, as well as with AHA's Association for Healthcare Volunteer Resource Professionals, the Arizona Society of Volunteer Administrators in Healthcare and Tucson Society of Volunteer Managers. She holds AHA's credential as a Certified Administrator of Volunteer Services. Deborah was graduated from the University of New Hampshire with a bachelor's degree, and from Statue University of New York with a master's in education.

Meg Fallows
Volunteer Coordinator
Kadlec Regional Medical Center
Richland, WA



Meg Fallows has been in her position since 2004. She manages more than 500 volunteers who serve in 25 different areas. The volunteer program includes auxiliaries, other adults, students, junior volunteers and dogs. She is the immediate Past President of the Washington State Society of Directors of Volunteers in Healthcare Services. In 2015 she served on the AHA Hospital Award for Volunteer Excellence screening committee, as well as the AHA's Association for Healthcare Volunteer Resource Professionals Committee on Nominations. She has presented at several conferences, including the Washington State Association of Hospital Auxiliaries state conference. She holds a bachelor's degree and a post-graduate certificate in education from universities in England, as well as a master's in business administration from Pfeiffer University. She is certified through the Washington State University Institute of Volunteer Management.

Vicki Holcombe, CAVS
Director, Volunteer Services
Baptist Beaumont Hospital
Beaumont, TX



Vicki Holcombe manages the hospital volunteer program and retail operations. She annually engages 450 adult, college and teen volunteers assigned to 30 service areas in the hospital. She oversees management of the gift shop, which generates more than \$300,000 in annual sales. She has served on the board and held leadership positions with AHA's Association for Healthcare Volunteer Resource Professionals and was president of the Texas Association, Directors of Volunteer Services. She holds a bachelor's degree in mass communications from Lamar University and AHA's Certified Administrator of Volunteer Services credential.

Earline Kelley
Auxilian
Freeman Health System
Joplin, MO



Earline Kelley serves as a volunteer and auxilian at Freeman Health System. She was President of the auxiliary for two years, and has served on the Advocate Board of the system's autism center. On a weekly basis, she volunteers in both the surgery desk and the ICU. Ms. Kelley has received numerous recognitions for her volunteer work, including Freeman Health System Volunteer of the Year, Freeman Health System's Recognition for Outstanding Service in the Autism Center, and recognition for outstanding community service from the Joplin Globe newspaper. Ms. Kelley is the past-president of the Missouri Association of Hospital Auxiliaries, which represents 84 hospitals. Ms. Kelley is currently retired, having spent her professional career in administrative roles in clinics and physician practices.

Betty Leonard
Volunteer and Trustee
Lincoln County Medical Center
Ruidoso, NM



Betty Leonard serves as a volunteer and buyer in the gift shop and is an elected trustee for the Lincoln County Medical Center. She is past president of the Lincoln County Medical Center Auxiliary. Under her leadership, the auxiliary reinstated a program to help discharged patients receive prescription medications if they could not afford the medicine. She is president of the New Mexico Hospital Association Auxiliary Services organization. She has lived in several states and been active in civic organizations, advocacy efforts, charitable events and churches. She is a retired paralegal/legal secretary and Realtor.

Eileen McConville, CAVS
Director, Volunteer & Auxiliary Services
New Hanover Regional Medical Center
Wilmington, NC



Eileen McConville manages 830 volunteers and 40 paid staff members in a multi-hospital regional trauma center, including three retail shops and a hospitality house. She serves as liaison to the auxiliary board and is responsible for overseeing its \$1.2 million budget. She has worked in volunteer administration for 11 years. She has served on committees of AHA's Association for Healthcare Volunteer Resource Professionals, as well as leadership positions with the Southeastern Healthcare Volunteer Leaders and the North Carolina Society for Directors of Volunteer Services. She holds a bachelor's degree in business administration from Iona College and a master's degree in business administration from the University of North Carolina at Wilmington. She is also certified by AHVRP as a Certified Administrator of Volunteer Services.

Rozen Patterson
Auxilian /Volunteer
Broward Health Medical Center/
Chris Evert Children's Hospital
Ft. Lauderdale, FL



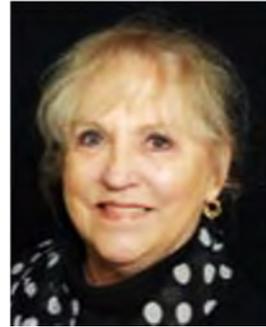
Rozen Patterson has served as an auxilian/volunteer at Broward Health Medical and Chris Evert Children's Hospital since 2005. She served two terms as president of the auxiliary and is president-elect of the Association of Florida Healthcare Auxiliaries/Volunteers. Under her leadership, the auxiliary has increased its membership, renovated the gift shop, introduced a computerized volunteer management system and implemented new programs to improve the patient experience. The new services include an adult pet therapy program, a patient ambassador program, a patient care team that makes comfort rounds and ICU family dinner nights. A retired educator and high school administrator, she received her bachelor's degree in education from Knoxville College in Tennessee; her master's degrees in guidance and counseling and elementary and secondary administration from Westminster College in Pennsylvania; and her doctorate degree in school administration from NOVA Southeastern University, Ft. Lauderdale, FL.

Louis Peltier
Volunteer
Mercy Hospitals of Bakersfield
Bakersfield, CA



For the past 10 years Louis Peltier has served as a volunteer with Mercy Hospitals of Bakersfield. He served as chair of the California Association Hospital and Health Services (CAHHS) Committee on Volunteer Services in 2013 and 2014. In conjunction with that position, he was a member of the California Hospital Association Board of Trustees, the CAHHS, and the California Healthcare Foundation and Trust. He has also served as president of the auxiliary at Mercy Hospital, and president of the Southern San Joaquin Valley Area Council. Louis was a member of the Friends of Mercy Foundation Board from 2011-2012 and will be returning to the board in 2015. He attended the University of California at Los Angeles.

Diane Westbrook
Auxilian
River Falls Area Hospital
River Falls, WI



Diane Westbrook is a 38-year member of Volunteers in Partnership with the River Falls Area Hospital, including four terms as president. She has also held the roles of treasurer, health education chair, and chair of various fundraising committees. During her time on the education committee, Ms. Westbrook initiated a car seat safety program and an initiative to increase youth volunteer participation at the hospital. Ms. Westbrook has served in numerous leadership positions in the Partners of the Wisconsin Hospital Association, which represents more than 12,000 volunteers and auxiliaries. She currently serves in the role of public policy chair for the group, and has previously served as president for a two-year term during which she accomplished her goal of recruiting 900+ new members to the organization. Ms. Westbrook is a retired optician and manager of an optical practice.