

**AHA 2017
COMMITTEE ON VOLUNTEERS (COV)**

**Margie Beadles, Chair
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 is a past president of her local auxiliary and serves as an advisor on the current board of directors. She served as a steering committee member in the development and implementation of the CoxHealth Patient and Advisory Committee (PFAC) in 2012. Ms. Beadles is a past president of the Missouri Association of Hospital Auxiliaries and also served in other state leadership positions. In 2010 and 2013 she served on the Association for Healthcare Volunteer Resource Professionals (AHVRP) Annual Conference planning committees. She has given programs on customer service and presented on various topics related to the volunteer's role in today's healthcare at conferences at the local, state, and national levels. As a past president of Ozark, MO Rotary and current member of the board of directors of the Finley River Community Foundation, she stays very active in her community. Ms. Beadles and four other women founded Impact 100 Ozark, a women's philanthropic organization, which provides transformational grants to non-profits in their community. She was recently elected as the first president of the 100+ member group. A retired educator, building principal, and district administrator, Ms. Beadles received her bachelor's degree in education and master's degree in educational administration from Missouri State University. She and her husband Thomas (also a CoxHealth volunteer) reside on twenty acres southeast of Springfield in Ozark, MO.

**Lynn Smith (Immediate Past-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.

Yolanda Voigt, CAVS (Ex-Officio)
Director of Aspirus Volunteers
Aspirus Wausau Hospital
Wausau, WI



Yolanda has served as director of volunteers at Aspirus Wausau Hospital for 16 years, managing almost 700 volunteers. Prior to that position, she worked in human resources and the patient accounts department. Yolanda has worked at Aspirus Wausau Hospital for 36 years. She is currently a board member of AHA's Association for Health Care Volunteer Resource Professionals, and will serve as president in 2017. She has also held a variety of leadership positions, including president, with the Wisconsin Association of Directors of Volunteer Services. She has also served on boards and committees in her community, including the library board, United Way and United Cerebral Palsy. She is a Certified Administrator of Volunteer Services.

Jerry Berley
Volunteer
Ouachita County Medical Center
Camden, AR



Jerry Berley has been a member of the Ouachita County Medical Center Auxiliary since 2006. During that time he has served as a gift shop buyer, membership coordinator and president of the auxiliary. Under his leadership, the auxiliary won six state outstanding achievement awards. In addition to serving in the local auxiliary, Jerry held several statewide offices, including president, of the Arkansas Hospital Auxiliary Association. He is retired from the National Federation of Independent Business and currently works as the minister for the Walnut Street Church of Christ in Warren, Arkansas.

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.

Marlene Cochran
Auxilian/Volunteer
Medstar Franklin Square Medical Center
Baltimore, MD



Marlene Cochran has served as an auxilian/volunteer at Medstar Franklin Square Medical Center since 2005. She served four terms as president of the auxiliary, one term as president of the Maryland Association of Hospital Auxiliaries and is currently vice president at Medstar auxiliary. In 2008, she received the Dailey Record Health Care Heroes Award. Under her leadership at Medstar, membership was increased, the gift shop was relocated with renovations, annual fundraising events were started, and a Halo volunteer program was introduced. This program focuses on increasing patient and family satisfaction and healing by providing an outlet for listening and compassionate support. She is a retired Registered Nurse with a Bachelor's degree.

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.

Kristy Fidler, CAVS
Director, Volunteer Services
Charleston Area Medical Center
Charleston, WV



Kristy Fidler is the director of volunteer services for Charleston Area Medical Center's four hospitals and an outpatient cancer center. She and her staff manage the efforts of approximately 350 volunteers and she serves as an ex-officio member and liaison for the four hospital auxiliaries. Kristy is president of the West Virginia Directors of Volunteer Services and is active in AHA's Association for Healthcare Volunteer Resource Professionals (AHVRP). She earned a bachelor of arts degree in psychology from West Virginia University, has worked with volunteers and non-profits for more than 15 years and is credentialed as a Certified Administrator of Volunteer Services.

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.

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.

Sandra Marshall, CAVS
Director of Public Relations, Philanthropy
and Volunteer Services
LRGHealthcare
Laconia, NH



Sandra Marshall has been in volunteer service administration since 1997 and in 2015 was the president of AHA's Association for Healthcare Volunteer Resource Professionals. In her two-hospital system she oversees volunteer services, marketing, public relations, community relations, the gift shop and philanthropy. She has served on the AHVRP board of directors since 2011 and has held a variety of leadership roles in state and regional healthcare volunteer organizations. Sandra received the Sally Proctor Award in 2005, the highest award LRGHealthcare gives for work on behalf of the community. She was the first employee to receive this award, which is traditionally given to a community leader. She also received the Award of Excellence in 2012 from the New England Association of Directors of Healthcare Volunteer Services. Sandra has served on several local boards, including the New Hampshire Charitable Foundation, the Spaulding Youth Center and the chambers of commerce. She holds the AHA's Certified Administrator of Volunteer Services credential.

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



Rozen Patterson has served as an auxilian/volunteer at Broward Health Medical Center, Salah Foundation Children's Hospital and Chris Evert Children's Hospital since 2005. She served two terms as president of the auxiliary and is president 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.

Nancy Viele
Volunteer/Auxiliary
Hurley Medical Center
Flint, MI



Nancy Viele began volunteering at Hurley Medical Center after her retirement in 1996 as the hospital's nursing department secretary. She held leadership positions, including president of the hospital's auxiliary. In addition, she has served in various statewide and regional capacities, including president of the Michigan Association of Healthcare Advocates. During her service, she spearheaded collaborative initiatives to strengthen volunteer services, improve communication, enhance education and strengthen membership. She currently serves that organization as counselor. She attended Martin Luther College in New Ulm, Minnesota, and Michigan State University. Nancy also volunteers at the Ruth Mott Foundation Home as a grounds docent and at the Flint Humane Society.

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.