

## DIRECT FROM YO

It's been quite a year. I firmly believe the saying, "Take life as it comes, not as you order it."

If anyone had told me when I joined AHVRP over fourteen years ago, that I would go on to serve on committees, then the board, and now this year as the AHVRP President, I would never have believed them. In 2014, we heard about –Redefining the H in Health care. The H is a powerful brand. People know what's behind it when they need it.

- Where is health care going?
- Outpatient and community base is increasing.
- Integration, Population Health & Community Connections.

**In 2017- we heard about the TRIPLE Aim.** This is the framework to maximize their performance of the health care system. This has been helping us align volunteer services with the rest of the organization. It has helped us "tell the story" about how we help our volunteers have a measurable impact on the patient experience and patient care delivery model.

I am so glad I took the chance and joined AHVRP and became involved. Being involved in AHRVP has been one of the best experiences in my professional and personal life. Here's a quick snapshot of just "some" of the events from 2017:

- **Strategic planning** with the board for our 49th Annual Conference in Phoenix, Arizona with a theme of "COMPASSIONATE Care: COMMITMENT to Service."
- Celebrations with our fellow DVS members of **National Healthcare Volunteer** week in April. This year the Independent Sector, a leadership forum for charities, foundations and corporate programs estimated the value of volunteer hours at \$24.15 per hour\*.
- In May, I was proud to be able to attend the **American Hospital Association (AHA) Annual meeting** in Washington, D.C.
- I was able to sit in on the **Committee on Volunteers (COV) meeting**. This group supports the AHA mission and policy agenda by its activities in public policy development; participating in AHA grassroots advocacy and provides the Association with the benefit of its community perspective on issues related to the health care field.
- I was also able to be a part of the **State Auxiliary Leaders (SAL) meeting**. This group consists of the presidents, president-elects and legislative chairs from state volunteer and auxiliary associations. These associations guide their state's volunteer programs and enhance communications among members and their health care governing boards, management, and hospital staff.

- Participation with the talented and professional group of people on the AHVRP Annual Conference Planning Committee. This year's committee brought us a chance to experience and learn so much in Phoenix from September 23-26th. We were able to visit over 40 vendors, listen to dynamic plenary speakers, informative concurrent sessions and networking sessions, first time attendee sessions and poster sessions. AND, we also had the opportunity to attend a FUN Night at Rawhide and an AHAPAC event with David Wasserman.

So, where do we go from here? I will still be on your board as Immediate Past President for 2018 and will remain involved as the Nominations Committee chairperson. This means we are looking forward to the future of AHVRP and helping our volunteers and each other continue to show the value that we bring to our organizations.

On my way to the Wisconsin Hospital Association state convention in Green Bay, I noticed a billboard that simply said, "Wear your Passion." It was advertising the Packer's Pro Shop and purchasing your favorite NFL player jersey. I immediately was focused on the message, "Wear your Passion."

Each of you "Wear your Passion." when you work with volunteers and volunteer as a volunteer in the community. You can see it in the smiles, kind words, gentle touches, and offering of, "How can I help you?" Your passion is what makes the volunteering groups and profession so special.

We will all have such a wonderful year in 2018. We invite you to "Wear your Passion." It is our chance to attend the 50th anniversary for AHVRP in Chicago, Sept. 28th to Oct. 2nd. We will be celebrating GOLDEN OPPORTUNITES: Patients, Community, You!, with the 2018 AHVRP President, Kristyn Ireland.

**Thank you from the bottom of my heart for your support and friendship. Our AHVRP Members are the best.**



Yolanda Voigt, CAVS  
2017 AHVRP President