



THE PULSE

Fostering the development of existing hospital and healthcare auxiliaries, providing educational opportunities to our members and encouraging involvement and collaboration with community organizations to improve healthcare.

PRESIDENT'S REPORT

by Diane Heuser, HAND President

HAND's very first Auxilian of the Year is Pat Conlin of Williston. Pat has given the Williston hospital more than 63 years of volunteer service as an auxilian. Her family was there to share this event with her. What a wonderful person to be our very first recipient!

The Wishek Hospital Auxiliary did a wonderful job hosting the 2018 HAND Convention. I've heard many positive remarks about the speakers; the day; the HAND Auxilian-of-the-Year; and the memorial service. Thank-you to each of the Wishek auxiliary members for putting together a great convention. Also, thank you to Pam Cook who made herself available to assist in coordinating arrangements.

The 2018 Incentive Award winners are Jamestown Regional Hospital Auxiliary and Sanford Partners in Fargo. The 2017 Incentive Award winners shared how each used their \$500.00. Minot used theirs to purchase an activity cart, song-books and bingo cards; and Valley City helped furnish the new palliative care room.

Other HAND news:

- North Dakota's HAND Districts were changed from 4 to 3
- The 2019 Convention will be at the Richardton Abbey with the Dickinson Auxiliary hosting
- A total of 13 hospitals were represented at the 2018 convention
- Pam Cook, NDHA liaison to HAND, has new ways to support HAND with alternative educational methods. See her report for more info!

Please consider hosting the 2020 HAND Convention. It will be here before we know it!

Also, now that HAND has 3 Districts, we need hosts for the fall District Seminars. Please let me know if you can host this event for your District. We also need District Chairs for Districts 1 and 3. It has been mentioned that co-chairs might be helpful. Do you have a friend who would co-chair with you?

So many changes as we strive to take our auxiliaries into the future and we encourage your participation as we do our best to help everyone achieve this goal.

The Pulse is published three times per year and is our information link to the auxiliaries in our state organization. Please submit your news regarding activities, fundraiser, and success stories for membership recruitment. The best ideas come from groups who can share their successes. Submit your articles to Pam Cook at pcook@ndha.org. **The deadline for the next Pulse is September 1.**

2017-18 HAND Officers and District Chairpersons

President:
Diane Heuser
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Immediate Past President:
Becky Hill
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Vice President:
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Treasurer:
Sonja Graber
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Wishek, ND

District 1 Chair: Vacant

District 2 Chair:
Carly Jonas
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Wishek, ND

District 3 Chair: Vacant



Check us out on Facebook!

DISTRICT I

ALTRU ALLIANCE, GRAND FORKS

by Charlene Wifall

Greetings from Altru Alliance in Grand Forks!

We have many exciting things happening in Grand Forks! We have had several speakers attend our meetings with requests for funding. The requests will be discussed at our Gifts Committee meeting in July. Our Board has hosted our \$6 and our Masquerade Jewelry sales recently, which were both successful fundraisers. We will host Linen and Book sales in the fall. During Valentine's Day, we sold 36 singing telegrams! Our Gift Shop Manager & Gift Shop Chair are meeting with the architects to help design the gift shop in the new building. A new item selling quickly in the Altru Alliance Gift shop this spring is the Pinch Me Therapy Dough. It is a holistic, drug-free portable stress-reduction tool. A wonderful gift for patients, families and staff. Melissa Huotte attended the HAND conference in April. She learned many ideas using Social Media. Marcia Wehe and Mike St. Onge recently awarded five nursing scholarships to Altru employees through the professional nursing committee.

Enjoy your summer!

SANFORD HILLSBORO

by Sandy Johnson, President

Sitting on the patio, enjoying my morning cup of coffee, listening to the birds singing, it's hard to believe we were in the throes of winter just a few weeks ago. After a very late, cool spring it is wonderful to be enjoying summer weather!

Our auxiliary has had a busy spring. We had our annual Spring Luncheon/ Bake Sale/ Raffle in April. Residents from the Nursing Home enjoyed helping peel potatoes for potato salad. We also served beans, bar-b-ques, egg salad buns, and homemade pies. The luncheon was enjoyed by all the residents of our medical facility as well as many members of the community.

Auxiliary members agreed to donate \$2500 to the Music Therapy Program at Hillsboro Sanford for the purchase of a 40 inch drum table as well as other instruments for the residents to use. Music therapy has been a wonderful and stimulating program for our residents and we are happy to fund some of their needs! We gave candy bars with a note of appreciation to all staff members of our medical facility for Hospital Week. We heard from many that they really appreciated being recognized for their service!

Our auxiliary purchased window shades and valances for the Assisted Living dining room and provided funds for the kitchen to buy 2 large coffee urns and 2 large roasters. We planted flowers on the patios and around the medical facility for residents and others to enjoy and gave geraniums to family members in remembrance of loved ones who had passed during the year. These were given at a Memorial service held May 24th at Hillsboro Medical Center.

Two members of our auxiliary attended the State HAND Convention held in Mandan in April. Thanks to the Wishek Hospital Auxiliary for a very inspiring and informative day!

Auxiliary members enjoyed a Volunteer Appreciation Breakfast hosted by our medical facility in April.

We will again be sewing a quilt top in June for a quilt to be raffled off at our Pie and Ice Cream Social in October. We always have a good turn out of willing volunteers for this fun day of quilting!

Our auxiliary doesn't meet in June or July but we have many opportunities to volunteer our time. Some of these include shopping with residents at the Dollar General Store, bingo and serving the Father's Day Picnic. We also help with the Auxiliary Rummage/Bake Sale put on by the Activity Department that raises money for resident outings for the coming year.

Have a wonderful summer!

SANFORD MEDICAL CENTER PARTNERS, FARGO

by Mary Stenson

Every North Dakotan loves spring! Not only is it green and life-affirming the schedule also include some of our favorite events!

For Partners this involves the spring membership meeting held on May 16. Our program explained some of the services offered at Roger Maris Cancer Center including the Wig room (every patient can receive one wig a year); the Cold Cap program (which assists patients with reducing hair loss); massage therapy; Look Good Feel Better classes (taught by Cosmetologists to teach women about make-up and hair through treatment). It was very inspiring to hear the various ways those patients are assisted. The Business meeting included the election of officers for 2018-2019.

Partners were also briefed during the Board meeting about the Veteran's Club which has been built at SMCF (the new hospital) This space is the result of donated funds and will serve veterans, their caregiver and transportation provider while the veteran receives services. It is a very pleasant space for the veterans to hang out, have a cup of coffee, read the paper and visit with fellow veterans. Sanford Sioux Falls has a similar space.

Char Feldman, Historian for Partners Board of Directors shared a beautiful piece during the May 16 meeting and we wanted to share it with all of our Pulse friends. Her writing reminds us of the important ministry of Hospitality. With her permission we gladly share it!

The Importance of Hospitality

Char Feldman, Board Historian, Sanford Gifts volunteer

Recently talking with a friend who told me she switched her Christian faith. Since birth she had been one religion but now in her late 60's she switched to another. I was shocked. I asked her why. A few years ago, she moved from Fargo to live on the family farm about an hour west. She went to the church of her faith, was not greeted warmly and shown friendship. So, she went to the church of another faith and was surrounded by generosity and friendliness. Result: she switched her religion. Her God is the same, but she changed membership in a lifelong religion because of she was treated. It had nothing to do with God, with the minister, it had to do with people and a welcoming environment. What her new religion had that her birth religion did not - hospitality.

The definition of hospitality is the friendly reception and treatment of guests or strangers or the quality or disposition of receiving and treating guests and strangers in a warm, friendly, generous way.

Synonyms: Welcome, friendliness, warmth, kindness, generosity, openness

Since 1962, for 56 years, the volunteers of St. Luke's, Meritcare, and now Sanford have been all about one thing - providing hospitality to guests and strangers. It's no small thing.

Why? Why is this so important? It seems like a small thing in the big arena of healthcare. Isn't it enough that the staff at Sanford are professional and competent? Do we really need hospitality within the hospital walls? The story about my friend, you might ask, what does that have to do with Sanford? We're not a church. No, but we are a part of the Sanford community, from the surgeon to the housekeeper to the volunteer. Hospitality matters.

I do know that as volunteers we extend hospitality every day of every week of every month. It is the core of everything we do. It is why I volunteer. We cannot control who enters the doors of Sanford, but we can show warmth, kindness and generosity to insure strangers will enter a Sanford door not once, but many times. Hospitality...the core of a volunteer. Let us continue to be hospitable for the next 56 years. God Bless!

DISTRICT II

CHI MERCY HEALTH AUXILIARY, VALLEY CITY

by Diane Heuser, Secretary

We just finished (May 10th) our annual Calendar of Cakes fund raiser. This is our biggest fund raiser of the year. There is a lot of planning for this event, but the afternoon of fun is well worth it. Our auxiliary members pick a month, plan their table decorations and bake a cake. Of course the month is chosen well in advance of the event.



Seven members of our auxiliary attended the HAND convention in Bismarck April 25th. The speakers provided great information (HIPAA, Health Advocacy, Generations Working Together and Fund Raising in the age of Social Media).

Our June meeting will be our annual potluck lunch. We are also planning a membership recruitment tea in July.

JAMESTOWN REGIONAL MEDICAL CENTER

by LaRue Odenbach

And the work of the Auxiliary goes on at Jamestown Regional Medical Center (JRMC). The craft, bake and used book sale was a great success. The employees and attendees look forward to the homemade bake goods, and a good selection of craft items, as well as used books for sale. The leftover books were donated to the hospital relay for life group to sell at their rummage sale.

The Auxiliary purchased 10 chemo bags to be given to patients starting chemo in the Emergency Department or Clinic. The bags are filled with items that cancer patients would like to have and then delivered when the patient starts chemotherapy.

All hospital volunteers were honored at the Tuesday, April 17, Volunteer Recognition Dinner at the Reiland Center. Alice Williams was selected as the JRMC Auxilian of the Year.

Seven auxiliarians attended the HAND Convention hosted by Wishek, April 25 at the Baymont Inn in Mandan, ND. Our President Eunice Sahr won two of the prizes. Our auxiliary also received one of the \$500 incentive awards. We will be brainstorming ideas to use the award.

On May 1, we held our first salad luncheon at Temple Baptist Church in Jamestown. The tables were beautifully decorated and there were salads galore. At the end of the luncheon, attendees were invited to fix a plate and take it home. This is an event we will probably do again, but with less salads.

Auxiliarians continue to serve wherever they can at the hospital, as well as make pillows, burp cloths, blankets and knitted caps. Many new items have been added to the gift shop and items are turning over quite quickly. We have had difficulty having enough individuals to fill the shifts, but as the snowbirds returned, that problem has been reduced. Our Volunteer Coordinator has expert retail experience and her work and guidance have been very beneficial for our gift shop.



HEART OF AMERICA MEDICAL CENTER, RUGBY

by Bev Paul

Greetings from HAMC Auxiliary in Rugby!

March we had our Salad Luncheon, which is always a big fundraiser and goes over well. Also in March, three of our Auxiliary ladies go to Market buying for our great gift shop, if ever in Rugby, please stop by to see all the great items we have displayed.

April we have our Volunteer Appreciation Luncheon, this is always a great day to honor all the Volunteers. Our Volunteer award this year went to Linda Childress, Congratulations, again.

We had 10 of our members attend the HAND meeting. Thank you Wishek for hosting; you did a great job. May 2nd - 11 board members attended the NDLC GALA, which was great, Marge Heilman, one of our board members was awarded the NDLC Volunteer of the year, which she well deserved, CONGRATULATIONS, we are all very proud of our caring dear friend.

Although We do not meet in the summer, we still do some gardening in our plot at HAMC garden.

Have a great summer.

CARRINGTON MEDICAL CENTER AUXILIARY

by Renee Riedesel, President

Carrington Medical Center Auxiliary is now in District III! The State Board proposed changing our Districts from four to three, and we all voted in favor of this. There were seven of our members that attended the State HAND Convention. We enjoyed the speakers and getting to meet our State Board Officers and several fellow Auxiliaries. A couple of us were lucky enough to be winners of silent auction items too! Thanks again to Wishek for hosting this. Their young Auxiliary members are an inspiration!

Our Auxiliary has been busy with several fundraisers. We had our Easter Bake Sale March 29th. It seems like everyone likes to have someone else do their baking for them, and we had a lot of goodies, including some gluten free! In April, we had our popular taco-in-a-bag luncheon. May found us hosting Collective Goods (formerly Books Are Fun). They have a variety of things for sale, along with lots of books.

Our Auxiliary also supported the Carrington Movie Theater by volunteering to take tickets and sell pop and popcorn for the month of May. Several of our volunteers also cleaned up and planted flowers in the gardens and planters around the hospital and clinic.

We remodeled our gift shop, the Happy Heart Hutch, with new carpet, a new desk and fresh paint. We had a grand re-opening sale with 20% off and received several positive comments about the new look. If you haven't visited our gift shop for a while, come and check us out!

April was volunteer month, so we treated all of our volunteers to the movie "Wonder". It was an inspiring movie with a great message, if you haven't seen it, I'd recommend it. Afterwards we enjoyed dessert and a thank you gift. We appreciate all of our Auxiliary members who volunteer their time and talents to support our activities and fundraisers!

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To view the American Hospital Association's "Power of One" video, follow this link or type it into your internet browser: <https://aha.app.box.com/v/powerofonevideo>

To view other resources the American Hospital Association has for auxiliaries/volunteers, follow this link or type into your internet browser:
<https://www.aha.org//issue-landing-page/2017-12-11-volunteers-and-auxiliary-leaders>

DISTRICT III

CHI ST ALEXIUS HEALTH AUXILIARY, DICKINSON

by Myrna Weber

It was so fun to get to "re-meet" all of our HAND officers at our April State meeting!

Our Auxiliary has been very busy with various activities since March, when we wrote our last reports. Our members have worked so hard and are always so willing to volunteer, no matter what the job entails! We had a fun Volunteer Appreciation Brunch on April 17th. All volunteers with 10 hours or more were recognized with certificates, volunteer pins, etc. Brunch prepared by our own Hospital staff was delicious! It's a "Thank You" for donating so many volunteer hours!

The first \$5 Jewelry Sale of this year was held on April 18 and 19. We have several volunteer "couples" who volunteer to help these ladies unload and reload their products, which is soooo appreciated by them. Such beautiful products...it's always hard to believe everything is only \$5.00! Then several of our volunteers assist the ladies throughout the two days. Super success this year ..355 customers, 1,570 items sold and our commission was \$1,570!!

The Discount Bedding Fair was May 14—16. Beautiful blankets, pillows, sports blankets, etc. We had an excellent attendance realizing a profit of over \$3,000!!

We have had two Blood Drives since my last writing and each one seems to be more successful than the last. Thanks to a team of hard working volunteers to call and be hostesses.

We tried a new fund raiser on May 19th...a vineyard & winery tour and tasting session at our local winery here in Dickinson. Such a FUN afternoon, was well attended, got to taste 3 different wines plus lunch was delicious! The owner of the business gave a presentation regarding the various grapes grown there, the process of making wine, etc. We made a nice profit and have decided that we WILL do this again next summer!

The highlight of our spring was attending the State HAND meeting. Such interesting speakers, fun baskets prepared by each District, delicious lunch, etc. We were proud that our Auxiliary had the most members, per District, in attendance...13! Thanks so much ladies for all of the hard work preparing a fun day for all of us!

Our Auxiliary is already gathering ideas for next year's State meeting, which we are hosting in Richardton. Should be a fun, informative day! We're looking forward to a record breaking attendance!

~Just when the caterpillar thought the world was over, it became a butterfly! ~

CHI WILLISTON MEDICAL CENTER AUXILIARY

by Phyllis Stokke

We would like to thank Wishek and the HAND officers for hosting the convention in April. We are so proud that our nomination, Pat Conlin, was chosen as 2018 Auxilian of the Year. A special thank you for arranging a table for her family that day. On May 16th we hosted a community tea at the hospital in her honor. She is so dedicated to the hospital activities and the community.

May 1st we delivered small flower vases to all the inpatients at the hospital. Instead of May Baskets we gave May flowers. The response was great.

We are planning our 25th anniversary Garden Tour. A breakfast brunch with garden information will precede the tour. We are hoping for favorable weather so the plants and yards will be at their[best.

After the garden tour we will have a vacation for a couple of months and then return to full activities in Sept.

ST JOSEPH'S AUXILIARY, MINOT

by Judith Stein

Our guest speaker at the March meeting was from Dakota Hope Clinic and which we also contribute to at our annual Love Tree Ceremony. The Clinic supports young mothers to be and they also have a male program for the fathers to be. The Clinic also has support for the women who have had an abortion.

Also in March some of our members bring cakes and help serve the residents at the Edgewood Birthday Party. The cakes are cut up and toppings put on and entertainment is provided by our Vice President Judy Randle playing piano.

At the State Hand Convention, member Judy Randle reported on our project of the Cash Incentive award we won last year. We purchased song books, bingo cards, and an activity cart for the residents at Edgewood Vista.

Our President Becky Hill submitted our deceased members from the past year for the Memorial Service at the Convention which need to be mentioned. They are Marguerite Frank, Sula Bruins, and Carol Linster and are truly missed.

Our April speaker was Rebecca Schmaltz with Vocational Rehabilitation with a lot of information for different disabilities.

Minot had their annual Salute To Seniors May 8th at the Auditorium here in Minot and our member Judy Randle is active in that also.

Edgewood Vista had their Volunteer appreciation dinner May 10th and it was a Mexican theme with prizes and fried ice cream for dessert and the "Tin Star" played .

We had our annual luncheon and our last meeting for the summer May 15th at the Badlands and played Bingo afterwards.

Our last fund raiser for the summer is June 7th at Edgewood Vista with baked items and accessories for sale.



Some special news on our Auxiliary member Judy Randle, as she was inducted into the ND Music Hall of Fame in Aberdeen, SD May 24th. Judy Randle volunteers playing at nursing and assisted living homes, is in the "Fun Time Band", plays accordion at the "Hostfest" and plays piano. She also plays piano at our Victorian Tea in November. Congratulations Judy on your award!

NDHA UPDATE

by Pam Cook

It was great to take part in the Convention in April. I could see the energy you have about volunteering and it was very evident how passionate you all are. You are all very special and are a piece of the puzzle that hospitals could not do without.

At convention, I had briefly mentioned the use of webinars or video conferencing as a means for you to have meetings or educational sessions. NDHA has a video conference system called Blue Jeans. In order to "see" the conference, you will need to have a computer and internet connection. If you don't have sound on your computer, you would need to also call into a free #800 number. And anybody could dial the #800 number and listen, even if you don't have a computer. This would be the same set up for meetings and educational sessions.

For example, let's say I set up a video conference call with District I. I would email an invitation to the auxiliary president's in District I. Those people would then need to click on the link and follow the instructions to connect to the video conference call. Everyone could do it from the comfort of their own homes, or a group could gather at one meeting place and participate on one connection. There are many options.

I look forward to working with you. Have a great summer!



PAT CONLIN

HAND Auxilian of the Year, 2018

Congratulations



MARGE HEILMAN

NDLTCA Adult Volunteer of the Year, 2018

Pat has probably been a member since the auxiliary started. The scrapbooks in the archives and the earliest date of her membership found was 1955 and she was an officer at that time. That makes 63 years of continuous participation. She is a lifetime member.

She is involved in all fund raising events and those number approximately 5 per year. Hospital fund raising events include: Garden Tour, Bedding sale, Jewelry sale, Popcorn Cake sale and the Christmas Bake sale. In the past she has been involved in the Community Charity Ball, Gold Marathon, Relay for Life, Cardiac Capers and Jerry Lewis Telethon.

She is willing to do anything that is needed: decorating hospital Christmas trees, organizing ornament boxes, doing media spots for fund raising events, helped decorate hospital waiting rooms, securing auction items and making extra popcorn cakes.

She supports the mission by her continued positive attitude and physical support to the hospital and the community. She has served in a variety of offices from president to board member.

Records of how many members she has recruited were not found, but she probably doesn't have an exact number either. Records state she has worked hard on recruiting new members and has been co-chairman for a membership tea.

She has been a "near perfect" auxiliary member. She is involved with the hospital, church and community. She is ~ you ask. . . we're not telling ~ years old (she doesn't look it!). She has taught classes at her church and golfs regularly in the women's golf league. She has also been a delegate to the HAND convention.

Marge has volunteered her services at Heart of America Medical Center, Care Center and Haaland Estates' Basic Care facility over the last 20 years.

Marge dedicates most of her time doing hair care for residents at both facilities each week. She has also educated and trained countless volunteers along the way. She takes pride in working with those volunteers until they are able to meet her high standards of hair care for our residents.

Prior to each holiday, birthday or family event, Marge works long hours to ensure each resident has a timely cut, perm or color. This guarantees that our residents look and feel their best on that special day.

Marge engages the Rugby community in many events at HAMC and through the Auxiliary. She continually recruits and encourages people to volunteer their time and talents.

You will never see Marge without a beautiful smile on her face. She carries on uplifting conversations with everyone she meets. Marge is considered a family member to not only the residents in the Care Center and Haaland Estates, but to the staff as well.

Marge is also a member of the HAMC Auxiliary and spends many hours in charge of fundraising events that benefit our organization.

HAMC's mission is to deliver compassionate care by advancing the physical and spiritual well-being of the communities we serve through smart medicine and exceptional services. Marge is the epitome of our mission and is extremely deserving of the award convention.