



Minnesota Association of Healthcare Volunteers

2021 PRESIDENT'S ANNUAL REPORT

submitted by Jane Denovchek, MAHV President

This time last year, there was quite a bit of hand-wringing as we realized the 'business as usual' was not in the forecast; healthcare volunteers were (mostly) unable to return, and the pandemic was still very much with us. An over-arching theme for 2021 emerged: **engagement**. We did our best to answer the question - how do we keep member organizations engaged when they have been side-lined from their facilities, fundraising events and gathering in person?

What we accomplished:

- Established the MAHV-elous Awards for Outstanding Volunteers and awarded 48 of them. Every district had recipients and their stories were highlighted on www.mahv.org. Thank you to board member Phyllis Ducey (Community Memorial Hospital, Cloquet) for setting up the process and initially coordinating the awards. The MAHV-elous Awards will continue in 2022 with a team of volunteers, coordinated by Bev Johnson-Moberg (Fairview Range, Hibbing).
- Waived membership fees for 2021 and set reduced membership fees for 2022. Brand new members (never been members) will receive a complimentary membership their first year.
- Made 2022 membership renewal easier by separating renewal/payment from survey information.
- 15+ e-newsletters/e-communications went sent out through the free MailChimp platform.
- Got more comfortable (and skilled) with virtual gatherings:
 - Virtual forums Spring and Fall 2021. Fall forums featured keynote speaker Dr. Rahul Koranne, president and CEO of MHA, and "Unstoppable Volunteers," a presentation by Bev Johnson-Moberg, MAHV president-elect. District C also featured presentations by Sarah Backman (Steven's Community Medical Center, Morris) and Amy Reineke (Community Health Strategist).
 - Averaged 70 participants across each season, with several member organizations hosting groups.
 - Virtual board meetings and annual meeting
 - Free webinars in April and June 2021: Be the Exception (Annie Meehan) and Resilience and Re-entry for Healthcare Volunteers (Dr. VanAhn), averaging 60 participants
 - First-ever regional conference for healthcare volunteers with our counterparts in Wisconsin, North Dakota and Iowa: two days; 125 participants; two key notes and nine breakout sessions. MAHV reps on the planning committee had a major leadership role in the conference. Special thank you to Kelly Owens (MAHV Conference Chair); Theora Goodrich (District A Chair); Jody Bjerke (MAHV Treasurer/Data Manager) and Janene Riedeman (MAHV board member and AHV rep) for their work to make this experiment a success.

- Created a new module based on Bev Moberg’s presentation at the fall forum on “Unstoppable Volunteers”
- Re-established connection with MHA. From Dr. Koranne’s presentation, “Looking Forward: Lessons from COVID” I share three highlights:
 - Healthcare suspended competition and worked together – all Minnesotans who needed a bed, have gotten one (though maybe not in their immediate community)
 - No longer refer to just needing beds to care for patients, but Care Capacity, the ability to provide healthcare in a given community. It refers spaces (beds, facilities), stuff (PPE, ventilators, medications) and staff. Minnesota is doing OK on the first two, but staffing is a crisis requiring both short and long-term strategies.
 - Advocacy is important. For example, \$250 million earmarked for frontline workers’ pay is tied up in MN legislative gridlock. Citizen and organizational lobbying can make a difference
- Recordings of Dr. Koranne’s and Bev Moberg’s presentations are available at www.mahv.org until the end of the year

I am grateful for the opportunity to serve as MAHV President these past 2+ years. I am especially grateful to all of you who continue to support the work of MAHV – and to those who stepped in and stepped up to try new things during these months and months of uncertainty. Many of you assumed multiple roles at the state, district and local levels to keep healthcare volunteers as engaged as possible and maintain the vitality of our commitment and service. Thank you.