

Kentucky Hospital Association *Volunteers Spring Conference*



May 16, 2023
Hyatt Regency Hotel
Patterson Ballroom
Lexington, Kentucky



**Kentucky
Hospital
Association**

*Committee
on Volunteer
Services*

Kentucky Hospital Association *Volunteers Spring Conference*



May 16, 2023
Hyatt Regency Hotel
Patterson Ballroom
Lexington, KY



Volunteers are at the heart of the hospitals they serve. Kentucky is fortunate to have many individuals who lend their time and talents to care for others. Together these individuals are making a difference for patients, families, hospital staff, and their communities. Each year, the Kentucky Hospital Association (KHA), in conjunction with the KHA Committee on Volunteer Services (COVS), honors the individuals and facilities who excel by striving to create new systems, programs, and/or processes to achieve positive change for health care in their community.

CONFERENCE REGISTRATION

Online: www.kyha.com/events

Registration Fee: \$50.00

Email: volunteers@kyha.com

ACCOMMODATIONS

Hyatt Regency Lexington

401 W High Street
Lexington, KY 40507

Room Reservations

Online Room Booking:

<https://www.hyatt.com/en-US/group-booking/LEXRL/G-KHSX>

Hotel Phone Number: 800-233-1234

Group Reference Code: G-KHSX

Room Rate: \$149

Room Block Closes April 25, 2023

For more information, contact:

Shea Lykins at: slykins@khyha.com or 502-992-4356

Tammy Wells at: twells@kyha.com or 502-992-4370

CONFERENCE AGENDA

Tuesday, May 16

8:00 a.m. (ET) - Registration

8:00 - 10:00 a.m. - Sponsor Breakfast

8:30 - 9:30 a.m.

CONCURRENT SESSIONS

▶ **Kentucky Hospital Gift Shop Managers Association (KHGSM)**

Gift Shop Managers are invited to attend this session for a meeting and membership campaign.

▶ **Auxiliary Presidents Meeting**

Auxiliary Chairs and Vice-Chairs are invited to attend this session.

9:30 - 10:30 a.m.

High Touch vs. High Tech Communication

Wendy LeBorgne, Ph.D., CCC-SLP

Voice Pathologist, Vocal Athlete Specialist, & Communication Consultant
CEO/Owner - Professional Voice Consultants, LLC

Communication stems from the



CONFERENCE AGENDA - CONTINUED

Latin word *communis* which means sharing of common ideas or feelings. During COVID-times our sense of community and in turn our communication shifted. We now live in a highly technology-driven environment, face-to-face conversation has decreased; and the world of texts, tweets, and mass email has forever changed the face of communication in the health care workplace. By 2019, millennials (ages 20-35) outnumbered boomers (ages 52-70) in adult population. Generation X (ages 36-51) will outnumber boomers by 2028. From the young intern to the seasoned CEO, companies are required to effectively communicate across generations in the workplace. This interactive workshop will provide insights into what type of communicator YOU inherently gravitate towards, how to use your communication strengths to your advantage in an ever-changing technological world, and give you strategies to most effectively relate across patient populations and generations.

Objectives:

- Identify a deeper understanding of your most effective (preferred) personal communication style
- Describe effective strategies to maximize communication with technology
- Implement effective strategies to maximize communication across generations

10:30 - 11:00 a.m. - Break with Sponsors

11:00 a.m. - 12:00 p.m.

Hand Massage Therapy

Cathrine Weaver

Hand massage is a gentle-touch option for addressing a variety of needs. The health benefits of massage, including hand massage, are well documented and include potential for relaxation, reduced stress, relief of physical discomfort, and increased social connection.

This is an interactive session that discusses the basics of hand massage. The session does not provide training to perform hand massage in your setting. Use of the technique demonstrated in this presentation is for individual, personal



use only, and as such is in no way intended as professional massage training, education, or intervention. Please consult your facility administrators for use of this, or any other complementary/integrative practices, with those you serve.

Objectives:

- Recognize the benefits of hand massage
- Identify contraindications to giving a hand massage
- Demonstrate basic hand massage technique

12:00 - 1:15 p.m.

Lunch and Volunteer Awards Ceremony

- Induction of Officers
- Carol Walters Teen Volunteer Scholarship Award
- HANDS Awards

1:15 - 2:15 p.m.

CONCURRENT SESSIONS

▶ Kentucky Society of Directors of Volunteer Services (KSDVS) Meeting

Directors of Volunteer Services are invited to attend this session for a meeting and membership campaign.

▶ Pitch Perfect Networking Session: Discussing Your Organization's Hot Topics to Create a Winning Game Plan for Fundraising, Recruitment, and Retaining

One of the best ways a volunteer can support their organization is by talking about it with other like-minded people and transferring their enthusiasm to their team. An effective game plan and pitch can spark great conversation for recruiting, inspire actions for fundraising events, and help volunteers reconnect with purpose for service.

In this session, participants discuss their current game plans for fundraising, recruiting, retaining and how it produces game winning actions.

Objective:

- Develop your game plan and pitch to grow your department for future success

2:15 p.m. - Adjourn