



BAPTIST HEALTH

LEXINGTON

VOLUNTEER VOICE

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Many Thanks & Well Wishes for
Gift Shop Manager Carla Conley

Carla Conley, Gift Shop Manager at Baptist Health Lexington for almost 22 years, has decided to retire at the end of April. As Carla prepares to begin this new chapter of her life by living near her grandchildren and the beaches of South Carolina, we want to recognize the significant contributions Carla made during her tenure as Gift Shop Manager.

When Carla took the baton of leadership for the Gift Shop at Baptist Health, the shop was located on the first floor of the South Tower in a very small space across from Café South. The Gift Shop used an old cash register and the Gift Shop actually had steps that had to be negotiated - which caused more than one person to stumble.

In 1998, Carla led the first of FOUR cash register conversions for the Gift Shop and the Volunteers who staff the Gift Shop. Each change was big and necessary to stay current with technology in retail, but none was bigger than that first step. The latest update took place just last year.

Carla also provided leadership when the Gift Shop moved in 1999 to its current location in the lobby of the 1720 Building. It was anticipated this building would soon become the center of the hospital campus. While it took about seventeen years for this to happen, we are thankful for the visionary planning during the 1990's. With the move, the Gift Shop transformed from being merely a place to pick up essentials, candy, and token gifts to become one of the preferred shopping destinations in Lexington!

The Gift Shop had its first makeover in 2006 when carpet was replaced with durable flooring which totally changed the physical appearance of the shop. Almost 10 years later, another makeover occurred when the countertops were changed and large windows were installed. This coincided with the renovation of the building's lobby.

Another milestone occurred in 2016 when the Gift Shop started taking payroll deduction as payment for items purchased by employees. Carla's desire since starting as manager was to only use payroll deduction in the Gift Shop when technology would allow this to be a completely electronic process. The wait was long, but definitely worth it!

Since the Gift Shop is the fundraising arm of the Auxiliary (of which all Volunteers are members), the primary objective of this position is certainly to make money. Over these 22 years, the total sales in the Gift Shop have been approximately \$9 million, with approximately \$2.5 million in net revenue (net profit). Since 100% of net revenue benefits patients and families of Baptist, this type of financial success has enabled the Auxiliary to help meet many different needs around the hospital over the last two decades.

Thank you, Carla, for providing such capable leadership in the Gift Shop for the last 22 years! Every Volunteer wishes you the very best in retirement!

Upcoming Events:

Dillard's Sale

April 26 - 27
Cafeteria Lobby

Volunteer Recognition Luncheon

April 28
Noon
Hospital Auditorium

\$5 Jewelry Sale

May 11 - 12
1760/1780 Atrium

New Gift Shop Manager

When Carla Conley announced her plans to retire earlier this year, it was obvious just how important a decision finding her replacement would be because of Carla's many contributions during her time as manager.

Because the Gift Shop Manager is so vital to funding the many good things the Auxiliary does, Sue Brandstetter, Auxiliary President; Candy Field, Auxiliary President-Elect (and Gift Shop Volunteer); Becky Witt, Auxiliary Treasurer (and Gift Shop Volunteer); and Teresa Stephenson, Gift Shop Volunteer not on the Auxiliary Board, all participated in the group interview of candidates for Gift Shop Manager. The group was blessed to have multiple, qualified and capable candidates from which to choose. However, the candidate who rose to the top is someone familiar to many in the Auxiliary, and that is Amanda Walker.

Amanda Walker has been the Lifeline Coordinator at Baptist Health since 2008. However, Amanda has quite extensive experience in retail beginning at the young age of 16 when she started working at Sears in Fayette Mall. By the time she was 18, Amanda had proven herself to the point she began selling diamonds and other fine jewelry and was one of the top sales persons. Amanda continued this job through college as she completed her degree at UK in Healthcare Management.

Amanda found the blending of her two passions - retail and healthcare - when she became the Gift Shop Manager at Ephraim McDowell Hospital in Danville, KY, for four years. Amanda's efforts turned a simple shop into a boutique destination in ways similar to the transformation that took place at the Baptist Health Gift Shop during the same time. Amanda is excited to once again serve in a retail management role in healthcare. Of course, everyone will want to officially welcome Amanda when she begins her new role in May!



Summertime is VolunTeen Time!

Applications are now being accepted for the summer VolunTeen program and can be submitted through the Volunteer Services website - www.bhlexvolunteers.com

The deadline for applying for this year's program is **April 23rd or when capacity is reached** - which will probably be before this date. So, if you have a grandchild, child, neighbor, or friend who might be interested in participating, they are strongly encouraged to apply as soon as possible! All the other key details about this year's VolunTeen program are on the website.

Changes in Lifeline Leadership & Support

When Amanda Walker accepted the challenge of Gift Shop Manager, one person stood out as the logical choice as her successor as Lifeline Program Manager. This person is Stephanie Henry. Stephanie has been with the hospital for 13 years, and with Home Health during this entire time. Stephanie's role with Home Health has been one of developing relationships in the community to make service providers aware of the variety of services offered by Home Health. Stephanie also helps orient new Baptist Health physicians to all that Baptist Home Health can provide their patients.

Stephanie has actually worked closely with Amanda (and Amanda's predecessor, Paula Clancy) in advocating for Baptist services within the community. Stephanie has also been the primary advocate for Lifeline with Home Health by helping staff identify Home Health patients who can benefit from Lifeline Service. As a result, Baptist Home Health is the largest source of patient referrals for Lifeline.

Stephanie recently finished her MBA with a focus on Healthcare Administration and welcomes the opportunity for program management experience in a way that continues to directly benefit patients. On a personal note, Stephanie is married and has two young boys. Stephanie's husband owns and operates a boat repair shop in Paris, and Stephanie recently completed a 1/2 Marathon at DisneyWorld!

Another change affecting Lifeline is Rachael Sisk, Lifeline Financial Assistant, deciding to pursue an opportunity within the hospital allowing her to have full-time employment. Rachael joined the Lifeline team three years ago when Lifeline transitioned to QuickBooks to manage billing and began providing administrative support for Baptist Health Corbin's Lifeline program. Rachael's expertise proved invaluable during this transition. Also, by gently working with Lifeline patients and families, Rachel personally helped recover over \$20,000 in payments that would have otherwise gone unpaid! Thanks, Rachael!

As Rachael moves into her new position, Laura Montgomery will soon take on the role of Lifeline Financial Assistant. Laura has extensive experience in the healthcare setting both from a patient care perspective as well as the financial side of things. Laura finishes her MBA this summer and is excited for the opportunity to join the Lifeline team in April and learn her new responsibilities.

Change in Volunteer Services Support

Lisa Perun has provided support for Volunteer Services and Lifeline for almost four years. Recently, Lisa decided to take another position within the hospital that is only weekends. This will allow her the opportunity to pursue some other interests while staying with the hospital. Lisa's excited about her new responsibilities but will greatly miss the daily and weekly interaction with Volunteers who have come to mean so much to her! Let Lisa know how much you will miss her warmth and compassion!

As Lisa shared her plans to leave, Bridget Starr expressed an interest in rejoining the Volunteer Services team. Many may remember Bridget from her time working with our Student Volunteers. Bridget began with the hospital in 2009 and became the first full-time Student Volunteer Coordinator in 2011. For the past two years, Bridget brought the same enthusiasm and energy to the hospital Foundation. However, Bridget found she missed the challenge of finding ways to immediately and directly impact the experience of patients and families when working with Volunteers. Because Bridget has maintained her professional certification through the American Hospital Association as a Certified Administrator of Volunteer Services (CAVS), her primary responsibilities will be coordinating the efforts of adult Volunteers and associated projects. Please welcome and encourage Bridget in her new role!

Happy Birthday to you!!

March

- 2 Renda Denham
- 3 Joan Carroll
- 9 Maria Cruze
- 9 Carol Kenner
- 10 Bonnie Johnson
- 11 EJ Lankford
- 12 Donna Baker
- 15 Joyce Craig
- 20 Madeline Powell
- 21 Jean Yates
- 22 Pete Clark
- 31 Pat Owens
- 31 Ellen Woodruff



April

- 10 Stephen Brown
- 13 Teresa Stephenson
- 16 Lois Noland
- 17 Kim Cobham
- 19 Candace Field
- 22 Tom Dixon
- 22 Dot Gough
- 22 Linda Harpe
- 25 Ellie Withrow
- 26 Betty Bunting
- 28 Barbara Hench
- 28 Shannon Lindsay

Contact Us

Volunteer Services

1740 Nicholasville Rd
Lexington, KY 40503

Phone: 859-260-6670

RSVP: 859-260-6800

Fax: 859-260-4418

Email:

bhlexvolunteers@bhsi.com

Visit us on the web:

www.bhlexvolunteers.com

Baptist Health Lexington Volunteer Services



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1740 Nicholasville Road
Lexington, KY 40503