

Personal Membership Group Meetings

The following PMG educational sessions are open to all registered convention attendees, unless otherwise noted.

Auxilians: Missouri Association of Hospital Auxiliaries — MAHA

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WEDNESDAY, NOV. 1

8 a.m.	Crystal Ballroom	MAHA and MAHVRP Vendors Set Up
9:30 a.m.	Sycamore	MAHA Board Meeting
11 a.m.	Crystal Ballroom	Doors Open/Visit Vendors
11:30 a.m.	Crystal Ballroom	MAHA Luncheon — ticket required
12:45 p.m.	Crystal Ballroom	Welcome and Introductions — Johnnie Greenlaw, MAHA Convention Chair, Christian Hospital, St. Louis; and Kay Wright, Manager, Volunteer and Patient Support Services, MU Health Care, Columbia, Mo.
12:55 p.m.	Crystal Ballroom	Vendor/Sponsor Presentations/Visit Vendors
1:15 p.m.	Crystal Ballroom	“Delivering Excellent Customer Service” — Yvette Marsh, Ph.D., Principal, Marsh Consulting, Baton Rouge, La.
2:15 p.m.	Crystal Ballroom	Health Break/Visit Vendors
3 p.m.	Crystal Ballroom	“Facing Everyday Challenges: Understanding Emotional Intelligence” — Yvette Marsh, Ph.D.
5:15 p.m.	Crystal Ballroom	Announcements/Closing Remarks
5:30 p.m.	Exhibit Hall	Welcoming Reception — everyone welcome

THURSDAY, NOV. 2

7:30 a.m.	Exhibit Hall	Complimentary Coffee/Light Breakfast — everyone welcome
9 a.m.	Salons B/C	MHA Opening General Session — “Where Do We Go From Here: Leadership in Turbulent Times” — Doris Kearns Goodwin
10:15 a.m.	Exhibit Hall	Mid-Morning Refresher/Grand Prize Winners Posted
10:30 a.m.	Crystal Ballroom	Visit Vendors
11 a.m.	Crystal Ballroom	Gift Shop Session — “Gift Shop Design: Volunteer Success Strategies” — Millie Hancock, Auxiliary Board President and Manager of The Curiosity Shop, Christian Hospital, St. Louis
11 a.m.	Salon A	MHA General Session — “Exploring the Lean Frontier: Bound Only by the Imagination” — David Wolf, M.D.
12:15 p.m.	Salon B	MHA Awards Luncheon — ticket required — presentation of auxiliary awards
2:15 p.m.	Crystal Ballroom	Informational Round Table Discussions on Auxiliary Prosperity
3:15 p.m.	Crystal Ballroom	Health Break/Visit Vendors
3:45 p.m.	Crystal Ballroom	Announcements/Vendor Drawings for Prizes
4 p.m.	Crystal Ballroom	MAHA House of Delegates Meeting Vendor Displays Closed
5 p.m.	Crystal Ballroom	Announcements/Adjournment

FRIDAY, NOV. 3

7:45 a.m.	Crystal Ballroom	Photo Session — 2017-2018 officers and district directors
8 a.m.	Crystal Ballroom	MAHA Installation Breakfast — ticket required
9 a.m.	Crystal Ballroom	2017 MAHA President’s Remarks — Nancy Redhage, MAHA President, Mercy Hospital Washington
9:15 a.m.	Crystal Ballroom	Installation of Officers — Gaspare Calvaruso, President, Capital Region Medical Center, Jefferson City, Mo.
9:30 a.m.	Crystal Ballroom	Remarks and Presentation of 2018 State Project — Paula Pierce, incoming MAHA President, Capital Region Medical Center, Jefferson City, Mo.
10:30 a.m.		Adjournment