Welcome back to "Visiting Vignettes". Because many chapter editors or presidents share their chapter newsletters, we know that some chapters are resuming their meetings after a short summer break. We are incredibly proud of the difference made by visitors like you who realize that heart events don't take the summers off and you continued to visit heart patients and families sharing hope and encouragement.

The National Education and Training Conference in San Antonio was an outstanding conference filled with superb speakers sharing the latest in cardiovascular medicine, technology, workshops and seminars with "how to" information and opportunities for participants to share information on a variety of topics. Although the Accredited Visiting Program was not on the schedule, thanks to many who used the networking time to ask questions about re-accreditation training, procedure for counting TAVR patient visits, and ways to recruit more Accredited Visitors.

What information should be covered in the annual reaccreditation training?

Log on to the website and download the Reaccreditation Presentation from 2017 Conference found HERE. Of utmost importance regardless of the format chosen, it is suggested that the Visiting Chair or designee spend time explaining the Rules of Conduct.

You may get questions about the rules in general. Their purpose is to firmly establish what Accredited Visitors should and should not say or do when visiting. This ensures that Accredited Visitors know what is expected of them, and helps to pinpoint problems that may arise. Present and explain each Rule of Conduct carefully.

Allow enough time to discuss each rule, and allow the opportunity to elaborate on each based on local conditions and chapter experience.

Stress the quality of Mended Hearts patient and family visiting and the importance of exercising good judgment when visiting.
Realize that the major portion of the training will be devoted to the *Rules of Conduct* and that each chapter visiting chairperson may present the discussion of this information in different ways. The basic instructions remain the same, and the interpretations should be consistent, but the presenter's style and technique may vary.

Be prepared to answer the "why" for each of the rules. Most of the reasons are obvious, but a few often raise questions. (Typical reasons will be outlined in the October issue.)

**How are TAVR patients counted?**

*TAVR* patient visits are counted the same as any other Mended Hearts visits, either pre-procedure or post-procedure. Chapter leaders should coordinate and record the phone calls and/or in-person visits to *TAVR* patients monthly. The number of *TAVR* visits can be submitted to national on annual visiting reports.

**Ways to increase membership and recruit more Accredited Visitors:**

Chapters should look for opportunities to cooperate with nonprofit health agencies and other self-help groups. (Many communities have volunteer information centers that serve as a resource for citizens to use.) This type of cooperation can be a big help in Accredited Visitor training and a useful addition for referring individuals who have experienced a heart event to Mended Hearts.

Many people volunteer to be an Accredited Visitor because they themselves were visited when they were hospitalized. Often, however, the potential Accredited Visitor needs to be asked to become accredited. Appealing to the general membership at a chapter meeting is another approach toward recruiting Accredited Visitors.

Cardiac Rehabs are excellent places to recruit new visitors. These people have taken charge of their recovery and are learning how to maintain a healthy lifestyle. The hospital cardiac rehab program is also a great place to find new chapter members who may also want to become Accredited Visitors at a later date.

Recruiting Accredited Visitor candidates must not take place while a person is a hospital patient or is still recovering from a heart event. The purpose of a Mended Hearts visit is to offer support and encouragement, not to recruit new visitors or solicit membership in Mended Hearts. If a patient indicates the desire to become an Accredited Visitor, the Accredited Visitor should invite that patient to a Mended Hearts meeting to find out more about the organization.

The bottom line is that wherever you meet a group of people, someone in the group either had a heart event or has a family member or friend with a heart event. Have your elevator statement ready at all times to share that Mended Hearts is the largest cardiovascular peer-to-peer support network in the country.

Heartfelt Regards,
Future Questions/Topics

We want to hear from you!
Other challenging questions for this newsletter may be emailed to fredoniabw@att.net.