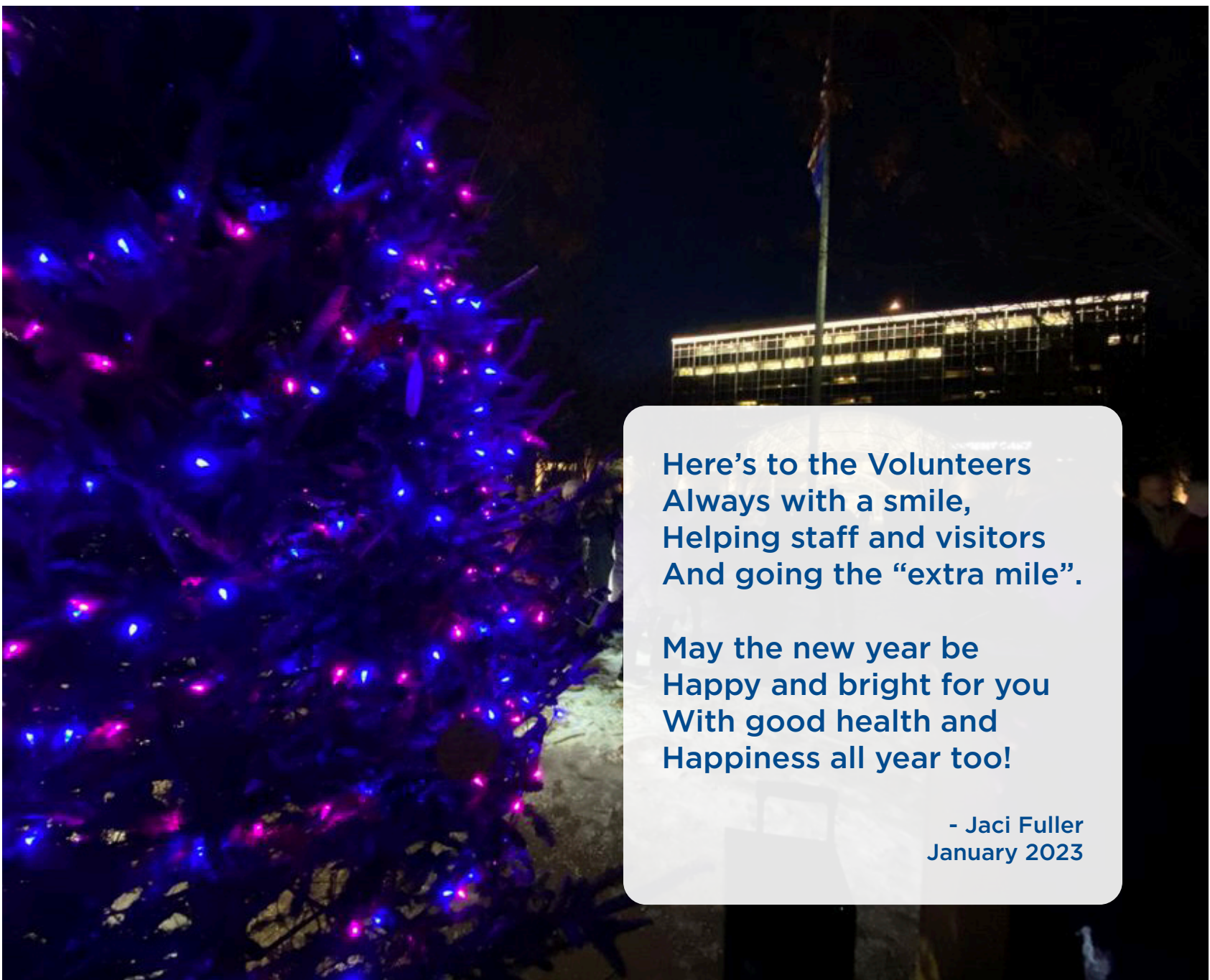




# Volunteer Partners NEWSLETTER

Winter 2023



Here's to the Volunteers  
Always with a smile,  
Helping staff and visitors  
And going the "extra mile".

May the new year be  
Happy and bright for you  
With good health and  
Happiness all year too!

- Jaci Fuller  
January 2023

The Volunteer Partners newsletter is published three times a year to communicate information of interest and usefulness to volunteers and friends. We welcome all suggestions and comments. You may contact me at 715-225-3978 or email me at [Jaci.Fuller@hshs.org](mailto:Jaci.Fuller@hshs.org) Jaci Fuller, Information Desk, Newsletter Coordinator and Friendship/Welcome Committee. **VOLUNTEER PARTNERS MISSION STATEMENT** In partnership with HSHS Sacred Heart Hospital, the Volunteer Partners will provide compassionate, supportive services for patients, their families and hospital staff; promote community awareness of the Hospital's mission; and raise funds for Hospital needs.

## CEO Note

Dear Volunteer Partners:

Thank you for creating a beautiful Love Lights ceremony in December. Your ceremony provides comfort to those who have lost loved ones. You give the community an opportunity to reflect on the season and those they wish to memorialize. Your work on this event is truly appreciated.

After the hustle and bustle of the Christmas season, the new year brings a chance to reflect and refocus. Through our mission, we offer hope. That's what's so unique about what we do at our HSHS hospitals. It's not simply about taking people in and fixing their bodies. It's about fueling their souls by offering joy, hope, love and compassion. This – our mission - is what sets us apart.

We're proud of the care we provide, and without your service to our hospital we wouldn't be able to do what we do best. Your dedication to Sacred Heart does not go unnoticed. The warm smiles, excellent customer care and knowledge you provide are second to none.

Sincerely,



President and CEO,  
HSHS Sacred Heart and St. Joseph's Hospitals



## A Note From Your President

Sadly, the President of the Volunteer Partners of HSHS Sacred Heart Hospital Council, Carol Dittmar, will be moving out of state. We wish Carol the best of luck and good health in her new home. We will miss you, Carol, as you embark on your new adventure. Thank you for your dedication, talents and leadership for the Volunteer Partners.

May God Bless you and your family.

# Volunteer Services Manager Notes

Reflecting on 2022, it was the year of the start of our “rebuilding”. We were able to finally bring back Pet Therapy, Eucharistic Ministers are going strong again and now we are just awaiting the final go ahead for the Threshold Singers and the Footsteps Program to return....then we will be back in full swing offering our services to the departments with Sacred Heart Hospital!



At the beginning of 2022, we had 44 volunteers serving HSHS Sacred Heart Hospital. At the end of 2022, we currently have 47 volunteers. Although we have seen some volunteers leave us this year, new ones have joined us and I have been excited to see more and more people reaching out to volunteer just recently. With the visitor restrictions opening up at the Hospital, we are in need of more volunteers to help at the information desk and all the other volunteer areas. Please spread the word out to your friends and family!! We would love to have them join our volunteer team.

I hope the Holiday Season brought you much joy this year and I want to wish you a fantastic 2023 year!

*Brandy Sifora*

Manager of Volunteer Services

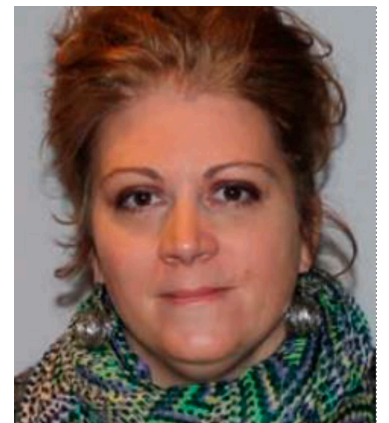
## Gift Shop News

If you ever purchased something from the Gift Shop, you know there is the potential for that item to become a favorite treasure over time. An ornament you put on the tree every Christmas reminding you of how fast your children are growing up. A mug you received from a co-worker/friend that makes you feel closer to them every time you pour a cup. A pocket token you always carry with you now that you picked up during a darker time but now makes you feel safe

and calm. These gifts become more memorable because they connect us to a moment in time that is now gone but we can still feel in our heart. This makes our world brighter and happier and we all need a little of that in our lives!

In the Gift Shop, we hear stories about gifts purchased from the Gift Shop and they are always

(continued on page 3)



# Gift Shop News (continued)

told with a smile. The gift isn't large or expensive but it is meaningful and year after year, becomes more precious. One story most recently was a mug a woman had received when she gave birth to her second daughter at Sacred Heart. She loved that mug and used it every morning and now that very same daughter is about to have her first baby and she wanted to give her daughter the same "special mug experience" that she might have for the next 30 years as a remembrance of when her daughter was born. She found one that she thought would be the perfect mug for the next 30 years.

There are so many things in our life that are disposable but every once and awhile, a little gift will come into your life from a friend or family member that tugs at your heart and you know you're going to have this a long time. Treasures come in many forms and I'm sure you already have treasures around you, from vacations mementos to friends you lean on for support but take time to appreciate all you have. And please continue to share your stories with us in the Gift Shop. We love to hear them! We are fully open to the public and our hours are Monday through Friday 8-5. Stop by and see if you can find any treasures you can't live without today!

*Jennifer Stuber*

Gift Shop Coordinator

3



## Time to Remember

The Volunteer Partners wish to extend our sincere and heartfelt sympathy to the families and friends of the following volunteers, who will be honored in the Tuition Assistance Grant (TAG) Program: Dorothy Walter, Lillian Hagg and Elizabeth Stabenow.

*(In memoriam, the Volunteer Partners have donated to the HSHS Sacred Heart Hospital TAG. This program provides financial aid to hospital colleagues who seek to advance their knowledge and skills through continued education.)*

May God give you...  
For every storm, a rainbow,  
For every tear, a smile,  
For every care, a promise  
And a Blessing in each trial.  
For every problem life seeks  
A faithful friend to share.  
For every sigh, a sweet song  
And an answer for each prayer.  
(Author unknown)

# Public Policy and Education

The American Hospital Association has issued a new report showing how drug companies' unlawful actions on the 340B Drug Pricing Program are harming both hospitals and patients. To better understand this topic, we need to go back to 1992 when Congress created the 340B Drug Pricing Program to allow providers that treat high numbers of uninsured and low-income patients the ability to purchase certain outpatient drugs at discounted prices and use those savings to "stretch scarce federal resources as far as possible, reaching more eligible patients and providing more comprehensive services." For 30 years, the program has been a critical lifeline for many eligible providers and their patients, especially in the face of chronic underpayments from both Medicare and Medicaid.

An April 2022 report from American Hospital Association revealed the results of a brief survey of more than 300 hospitals and health systems to understand the financial and operational impact of drug companies' actions to limit 340B pricing to 340B hospitals with community and specialty pharmacies. There are over 1,300 critical care hospitals in the US, roughly 21 percent in the states surrounding and including Wisconsin.

The following are results of that survey:

- The average 340B critical access hospital (CAH), hospitals with 25 or fewer beds serving rural communities, reported losses of approximately \$507,000 while the average 340B disproportionate share hospitals, (DSH), reported losses of \$2.96M. Critical Access Hospitals represented 45 percent of the survey respondents and the DSH represented 43 percent of the respondents.
- On average, CAHs reported 44 percent of their total savings came from the 340B Program via the community and specialty pharmacies.
- Overall, 10 percent of responding hospitals reported \$10M or more in financial impact, which indicated the magnitude of the harm that drug companies' actions have laid on the 340B hospitals and their ability to care for their patients.

On Nov. 14, 2022, the American Hospital Association issued a new report showing how pharmaceutical companies' actions continue to unlawfully deny discounts at the 340B hospitals, community contract pharmacies, and have taken a major toll on the hospitals and the patients they serve, particularly small critical access hospitals (CAHs).

The passage of the Inflation Reduction Act in August 2022 will hopefully stem the tide of unlawful pricing actions taken by the drug manufacturing industry. There are two powers granted under this legislation. The first power given is to address the ability of the federal government to negotiate deep discounts directly with drug makers for some of the drugs that cost Medicare the most. Drugs here must be among the 100 most costly to Medicare.

The second power given to Medicare is known as the "inflation rebate". This provision has precedent with Medicaid, which covers over 82 million low-income Americans where the inflation rebate has been used over the past 30 years. The significance of this provision is that it applies to Medicare as well and will take full effect in 2023 with Medicare planning to collect rebate payments for some drugs as early as April 2023. The Congressional Budget

Office released numbers in September estimating a savings to Medicare of \$170B over the next decade. Although the Inflation Reduction Act is now law, the details will not be determined until the process known as Rulemaking and Guidance. It is in that process that the price will be negotiated with resulting strong lobbying efforts by that industry.

Progress, for sure, but long overdue! Stay tuned!

*Bill McCullough*

Public Policy Chair  
Partners of WHA

---

## Partners of WHA Conventions

The Partners of WHA 2022 State Convention was held Oct. 11 - 12, 2022, at the Chula Vista Resort, Wisconsin Dells, hosted by Iva Mulhern and Patsy Pippin, Western District. Educational and interesting workshops were offered and the theme was “Helping Hands, Touching Hearts”. Wednesday was “Wear Red Day” and attendees were dressed in red. At the closing program, Past President and Nominating Committee Chair Jan Molaska was honored for her dedication and work for the Partners of WHA. The 2022/23 State officers were installed by President Peg Larson, as follows: Sharon Scott, President; Patsy Pippin, President-elect; Iva Mulhern, Secretary and John Tully, Treasurer. Representatives from HSHS Sacred Heart Hospital attending included Kathy Herfel, Judy Peak, Bill McCullough, Carol Dittmar, Bonnie Olson, Jaci Fuller and Brandy Sikora.

The 2023 State Convention for the Partners of WHA will be held on Oct. 3 - 5, 2023, at the Holiday Inn Convention Center, Stevens Point. Betty Oddo, West Central District and volunteer member of HSHS St. Joseph’s Hospital, is the Chair. The Committee is in the process of planning an educational and interesting convention. The theme for the 2023 convention is “Dreams - Tomorrow’s Reality”. We are looking for committee members to assist with putting the convention on so if you are interested, please reach out to Brandy at 715-717-7439 or brandalee.sikora@hshs.org. Roles include registration, hospitality, raffles and many more!

# Community Health Education

## Medication Use and YOU

*Submitted by Jaci Fuller*

**Content provided from workshop at the 2022 Partners of WHA Convention: Medication Use and YOU. Presented by Scott Larson, Pharmacist**

*- Gunderson, St. Joseph's Hospital and Clinic Hillsboro*

**“Any symptom in an elderly patient should be considered a drug side effect until proven otherwise.”**

*- J. Gurwitz et al. Brown University Long-Term Care Quality Letter, 1995.*

**The adverse effects of inappropriate drug use are largely preventable. The means to prevention includes better education and training of caregivers, health providers and consumers, and more effective deployment of health professionals who can effect change.**

*- Daniel Perry, Executive Director of the Alliance for Aging remarks at the American Society of Consultant Pharmacists Annual Meeting, November 12, 1997.*

Any symptom in any patient should be considered a drug side effect until proven otherwise. Ask, ask, ask - then ask again. Communication is key.

Drug induced illness (especially in the elderly) can be complicated by lack of understanding and awareness of physiology, pharmacodynamics, pharmacokinetics and drug-drug interactions.

### **Pricing of medications: Is the drug plan the best one?**

1. Ask - do you need the medication?
2. Ask - Will your insurance cover it?
3. Ask - will another medication that costs less do the same thing?
4. Ask - will another pharmacy sell the medication less expensively?
5. Ask - Can the manufacturer help?
6. Ask - How much if I pay cash?
7. Ask - Is there a discount for a larger quantity purchase for 90 days versus 30 days.
8. Ask - Do I need the medication (if in the MD office or ED) now?
9. Ask - How long will I take this medication?

# Love-Lights

The Volunteer Partners again this year sponsored the Love-Lights Program, with contributions totaling more than \$14,000. All profits benefit the hospital and this is a major fundraising event for the Volunteers.

The lighting of the Christmas tree ceremony took place on Tuesday, Dec. 6, at 5 p.m. Due to COVID restrictions, the prayer service and lighting of the trees was held outside in the Healing Garden. Carol Dittmar, President of the Volunteer Partners Council, gave the welcome, followed by a greeting from John Wagner, President and CEO, HSHS Sacred Heart and St. Joseph's Hospitals. Father John Schultz led the service and Bill McCullough, Volunteer, read a Christmas verse, "If You Look for Me at Christmas". The Threshold Singers provided beautiful Christmas music.

The white lights are for deceased adults; blue lights – deceased child; red/green lights – living relative/friend; gold light – living/deceased veteran/active military and purple light – living/deceased pet.

The Volunteer Partners thank all those who participated in the Love-Lights Program, remembering and honoring loved ones and all who contributed. Our thanks to the Threshold singers for providing the beautiful Christmas music, Father Schultz for leading the service, the Communications Department for providing the Donation Booklet, and the volunteers who helped in the event.

The Christmas trees, as well as the Nativity scene, were lit during the Christmas season.





# A Bit Of History...

## Time Capsule

On Oct. 6, 2014, a ceremony was held in the Father Christopher Chapel for employees, volunteers, physicians and other providers to contribute an item for the Time Capsule (part of the 125th anniversary of HSHS Sacred Heart Hospital).

The Volunteer Partners, represented by Sylvia Emerson, Volunteer Partners Board of Directors 2014 President, and Mary Pengra, Volunteer Services Coordinator, contributed a scroll for the volunteers. The scroll, wrapped in the Volunteers' brochure and tied with a gold ribbon, contained a copy of the first constitution and bylaws of the Guild signed on Dec. 15, 1939; a copy of the Daily Point of Light Award certificate awarded the Volunteer Partners in April 2013 and signed by the 41st President of the United States, George H.W. Bush; and a bookmark stating, "Honoring and Celebrating our Volunteer Heritage 1939 -2014: 75 Years of Caring Hearts and Helpful Hands".

The Time Capsule will be kept permanently in the Chapel, to be opened in 2064 which is 50 years from the date of the ceremony.

## Auxiliary Newsletter Won Awards

The Sacred Heart Hospital Volunteer won the award in 1976, 1977, 1978, 1979 and 1981, for the Best of Large Hospital Auxiliary Newsletters category. The awards were part of the Wisconsin Hospital Association of Auxiliaries awards sponsored by the Wisconsin Hospital Association. According to a newspaper article dated Oct. 31, 1979, the Sacred Heart Auxiliary is a 400-member volunteer organization dedicated to serving Sacred Heart Hospital and its patients through projects within the Hospital and in the community.

## Wanted: Enthusiastic Council Members

Do you want to belong to an active, enthusiastic and committed group of volunteers? Then the HSHS Sacred Heart Hospital Volunteer Partners Council is the answer! For more information on serving on the Volunteer Partners Council, contact Brandy Sikora, Volunteer Manager at 715-717-7439 or [Brandalee.sikora@hshs.org](mailto:Brandalee.sikora@hshs.org)

## THANK YOU!

Thank you to all who contributed articles and suggestions for the newsletter. Please contact me if you have any questions or suggestions.

*Jaci Fuller*

Newsletter Coordinator

# Birthdays

May your day be Merry and Bright, and a year of good health and happiness!!

(These are current in-house volunteers and Council members)

## January

- 5 Sharon Schug, Council Member and Eucharistic Minister
- 21 Sharon Stearns, Council Member and Eucharistic Minister
- 21 Shirley Kosharek, Gift Shop

## February

- 5 Jack Ruppel, Hospitality
- 10 Susan Donahue, Hospitality
- 26 Carol Dittmar, Council Member

## March

- 12 Pat Rumpel, Eucharistic Minister
- 24 Mary Gervais, Gift Shop

## April

- 4 Judy Peak, Council Member
- 4 Pat Janowitz, Gift Shop
- 22 Jaci Fuller, Council Member and Information Desk
- 22 Russ McElroy, Hospitality
- 22 Mary Ryberg, Gift Shop

---

# Holiday Happenings



## Gifts to Patients

Carrying on the tradition of the Volunteer Partners, patients received a small angel ornament, along with a poem and good wishes for a complete and speedy recovery on Christmas Eve. Due to COVID, the gifts could not be delivered by the Volunteer Partners representatives but were on the patients' food trays.



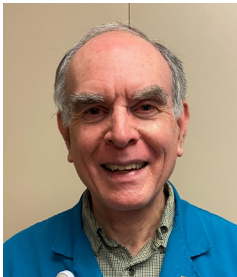
## First Baby In New Year.

The parents of the first baby born at HSHS Sacred Heart Hospital in the New Year were presented gifts from the Volunteer Partners. The gifts included a cuddly bear and a layette set complete with sweater, booties and hat, all made by Volunteer Partner Charlene Stelter. Also included was a lamb nightlight. Congratulations to the happy family!

# Spotlight On Volunteers

This issue, we will “spotlight” the volunteers who distribute Holy Communion to patients who wish to receive it. The job task objective states: *Distribute the Sacrament of the Eucharist to Catholic patients as assigned by Spiritual Care staff. Recommended training may include: meeting with the Spiritual Care Director and orientation by staff to administer and perform Holy Communion. The volunteer should have a strong commitment to the Catholic Faith and Hospital, be a member of good standing of a Roman Catholic worshipping community, have a calming and positive demeanor, respect and maintain confidentiality, and be service- oriented.*

The following are Volunteer Eucharistic Ministers at the present time.



**Steve Werner** has volunteered since 2009, and has been a Eucharistic Minister since the program began in 2014. Steve enjoys bringing Communion to the patients every Monday morning as he feels it is a very worthwhile program. The patients and families are very appreciative. Steve served on the Volunteer Partners Board of Directors (and later the Council) for two three-year terms, serving as President for one year and for several years as the Chair of the Tuition Assistance Grant Committee.



**Pat Rumpel** has volunteered for more than 20 years and has been a Eucharist Minister since 2014. She feels the program is very important for the Hospital. The patients and families appreciate receiving Communion and enjoy praying together. Pat also is a pet therapist volunteer and brings her therapy dog to the hospital on a weekly basis.



**Sharon Schug** has been a Eucharist Minister for approximately 12 years at her church and a Eucharistic Minister at the hospital since 2014. She enjoys being a part of the program and feels it is very worthwhile and an important part of the healing process. Sharon states the patients are very thankful for the opportunity to receive Holy Communion. Sharon served on the Volunteer Partners Board of Directors and was president of the Board for two terms.



**Sharon Stearns** has been a Eucharistic Minister for several years. She participated in the Lay Formation program and was commissioned by Bishop Callahan as a Leader of Prayer through the Diocese of LaCrosse. Sharon volunteers every other week delivering Holy Communion to patients and fills in when necessary. She enjoys providing this service to patients and feels it is a very worthwhile and important program.

**Thank you** all for volunteering your time to this important position! Volunteers do make a difference!



900 W. Clairemont Avenue  
Eau Claire, WI 54701

## Ten Wise Prayers For The New Year

BY WALTER REID HUNT, MINISTER

1. A few friends who understand me and yet remain my friends.
2. Work to do which has real value, and without which the world would feel poorer.
3. An understanding heart.
4. Moments of leisure.
5. A mind unafraid to travel, even though the trail be not blazed.
6. A sight of the eternal hills and the un-resting sea, and of something beautiful the hand of man has made.
7. The power to laugh.
8. Nothing at the expense of others.
9. The sense of the presence of God.
10. And the patience to wait for the coming of these things with the wisdom to know when they will come.

