

Volunteer Updates



Froedtert
West Bend Hospital

January/February 2023 Issue

Director's Letter

Cheers Volunteers!

As 2022 draws to a close, looking back, I can't help but be grateful for everything we've been able to accomplish because of you, our amazing volunteers. While membership numbers have been impacted these last several years, and we are half the group we used to be, we would not have been able to accomplish all that we did this last year if it wasn't for our committed volunteers. We feel very fortunate to continue to have such a dedicated group and we thank you for your generous gift of time.



I would like to thank the Love Light Trees Planning Committee for another very successful virtual event that kicked off on December 4th. I always enjoy this community-wide, month long event, because of the comfort it brings to those looking to honor or remember someone special during the holidays.

Santa and Mrs. Claus were onsite again for the annual poinsettia and lap blanket deliveries on December 21st for those needing to be in the hospital over the holidays. This year, 80 of the beautiful plants were able to be purchased from the funds raised through the volunteer special fundraisers and Well Wisher Gift Shop proceeds. Patients also greatly appreciated receiving the lap blankets that our talented and dedicated volunteer sewers and knitters continue to provide. To our faithful sewers and knitters, thank you, and we are hoping to replenish the supply since we were able to share just over 40 blankets with patients!

After thoughtful discussions with our Birth Center leaders, I wanted to share with you an update regarding the Cuddler volunteer role, one of the last service areas we have been working to bring back. Unfortunately, in light of COVID and changes with the Eat, Sleep, Console (ESC) rooming protocol for new mothers, Cuddler volunteers simply have not been needed like they were. It is because of this inactivity that we have decided to discontinue the program. While we realize this is disappointing, we hope our Cuddler volunteers will consider providing service in one of the other areas we have available under the Volunteers Needed section in this newsletter. One area in particular that may be of interest, as it provides direct patient interaction similar to Cuddlers, is our Patient Companion volunteer role. For more information, please reach out to Keri Schwartz (keri.schwartz@froedtert.com) to see how to get involved in this area.

The end of the year brings with it the annual review of volunteer hours to ensure that everyone has met the required 15 hours of service. While the majority of our onsite volunteers are using Volgistics to log in and out for their shifts for tracking, for those who are offsite volunteers, please make sure to report your volunteer hours for the year to Kayla Weninger (kayla.weninger@froedtert.com) by January 13 so we make sure to capture all of the service you provide.

Thank you again for your wonderful gift of time and your many talents. I look forward to the successes ahead in 2023!

Ann Johnson

Ann Johnson, Director
Volunteer Services
Froedtert West Bend Hospital

Spread the word about volunteering and invite family members and friends to join you!

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Membership

- Adults = 75
- Teens = 4

Volunteers Needed

Volunteer Shifts Available:

- Hospital Ambassadors Desk- Volunteer responsibilities include welcoming and assisting patients, their families and visitors entering the hospital. Hospital Ambassadors will provide some patient transporting.
- Pleasant Valley Health Center Greeter- Volunteer responsibilities include welcoming and assisting patients, their families and visitors entering the hospital.
- West Bend Health Center Ambassador Desk (Located on Paradise Drive) - Volunteer responsibilities include welcoming and assisting patients, their families and visitors entering the hospital. Hospital Ambassadors will provide some patient transporting.
- Patient Companion- Provide companionship to inpatients through comfort rounding, reading, playing cards and doing activities as well as communicating patient needs to nursing staff as necessary.
- Gift Shop Cashier
Volunteer responsibilities include providing customer service including cashiering, restocking and pricing.

Fundraising

- **Cookie Sale**-January 24th (8:00AM-12:00PM)
- **Volunteer Bake Sale**-February 14th (8:00AM-12:00PM)

To sign up, or if questions, please contact Kayla Weninger at 262-836-8075 or kayla.weninger@froedtert.com.

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Gift Shop

Thank You Partners!

Thank you for your continued support of your Well Wisher Gift Shop! Thank you for sharing your time and providing our patients, visitors and community with excellent customer service, a friendly smile and listening ear. Thank you for shopping with us and telling your friends and families about us. Without you, there would be no gift shop!

Well Wisher Gift Shop



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Team Lead Updates

Mailroom - Patient Folder Totals for Froedtert West Bend Hospital

- November 2022- **460** folders assembled
- December 2022- **441** folders assembled

Birth Center- Folders and Baby Packets

- November 2022-Folders= **110** and Baby Packets= **110**
- December 2022-Folders= **105** and Baby Packets= **35**

WHA Partner Updates

- WHA Advocacy Day, April 19 at Monona Terrace Convention Center in Madison. If you are interested in attending the event, please email Kayla Weninger.

Health Education

NOROVIRUS

These are a group of viruses that attack the intestinal tract and are highly contagious. They are a leading cause of food borne illness, most often in the food service industry from infected workers not wearing gloves. Noroviruses are very common in closed, crowded environments such as daycare centers, nursing homes and residential care facilities, hospitals, schools and cruise ships. Noroviruses can stay on surfaces and objects for days to weeks, and can withstand hot and cold temperatures and many disinfectants,

Sources of infection include: Ingesting tiny particles of feces or vomit from an infected person; direct contact with an infected person through the sharing of food or utensils; touching contaminated surfaces and putting fingers in the mouth; eating or drinking contaminated foods or liquids; septic tank leaks into the well. Water treatments are ineffective.

Outbreaks are most common from November to April.

Symptoms: Nausea, vomiting and diarrhea (that can result in dehydration), abdominal pain, headache, fever, body aches. Symptoms develop 12 – 48 hours after exposure, with recovery in about 1 – 3 days. A person can spread the virus up to 2 weeks or more after feeling better.

Treatment: There is no specific treatment for noroviruses. Drink plenty of fluids to prevent dehydration. Avoid consuming dairy products, fatty or spicy foods. Anti -nausea medications may be used. Antibiotics are not given to treat a norovirus.

Avoid travel until 2-3 days after symptoms are gone.

Submitted by Joanne Shirkey,
Community Health Education Lead

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Public Policy

The Wisconsin Department of Health Services (DHS) announced that for fiscal year 2023, it will cover an average of about 90% of nursing homes' costs providing care for residents enrolled in the Medicaid program. Calling the funding increase historic, nursing home advocates noted that in addition to the increase for direct services, there is a large funding increase for support services, which includes a broad array of costs such as those related to administrative services and other operational expenses. The nursing home representatives said those increases consider the diverse needs of providers across the state. WHA President and CEO Eric Borgerding noted, "On any given day, from 10 to 20% of the staffed inpatient beds in many hospitals are occupied by patients who are ready for discharge but waiting for a nursing home placement. Those are staffed hospital beds that are not available for patients with acute, hospital-level care needs." Borgerding emphasized, "Communities, hospital patients, and their families need access to quality skilled nursing facility care so we, of course, support efforts that help ensure that access, including this additional funding. But more than 2,000 nursing home beds have closed since the beginning of the pandemic even with previous funding and support increases. We believe that one of the measurable purposes for this second historic state funding increase in less than two years must be that expected capacity is there when patients, including those covered by Medicaid and Medicare, need it most." This is particularly interesting due to the ongoing discussion the Washington County Board has regarding the future of Samaritan.

WHA President and CEO Eric Borgerding participated in a Wisconsin Health News panel discussion held virtually on Nov. 29. Borgerding and fellow panelists representing doctors, nurses, health plans and nursing homes discussed the impact of the elections on health care-related issues, as well as previewed top priorities for the upcoming legislative session. While the election results did not change the balance of power in Madison, like every election there will be many new lawmakers and staff. Panelists shared their top health care priorities for the upcoming legislative session. For hospitals, Borgerding emphasized reimbursement as an ongoing budget issue. Wisconsin's Legislature has prioritized funding of the Medicaid program over the years, and as a non-Medicaid expansion state, the legislature has not abandoned, in any way, funding that program while at the same time rejecting Medicaid expansion.

Gentle reminder, registration for Advocacy Day will begin in January. This year's event is being planned as an "in person" event on April 19th in Madison. Please consider joining H.E.A.T. This is an awesome opportunity for you, as a hospital volunteer and on a personal level, to be aware of legislative and Wisconsin Hospital Association changes and updates for the continuation of positives for our Wisconsin healthcare-----your "voice" does MATTER.

On a personal note, beginning January 1st I will assume the duties as Partners of WHA State President.....many challenges and changes ahead and I promise to be ever mindful of what is best for the benefit of the entire Partners Organization. I ask for your continued support as my new journey begins, I so value your friendship and proud of our Awesomeness as Partner Volunteers of Froedtert West Bend Hospital.

Have a very Blessed Christmas and may the New Year bring many positives.

Submitted by Sharon Scott, Public Policy Chair

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Parnter Volunteer Highlights:

Love Light 2022 Highlights- We had a total of roughly 1,421 lights donated. The proceeds of this year's event were roughly \$7,165. Thank you to all those who donated to this wonderful event! ☺



Thank You Letter to Partner Volunteer's from a patient who received one of the Comfort Pillows ☺-

Thank you so much
for your
thoughtfulness

Thank you for the
comfort pillow - it was
helpful physically and
emotionally to have someone
care about my recovery!
Being well - Mary L.

Maura Glynn (Partner Volunteer) Reflection Letter ☺-

I was fortunate enough to get the opportunity to volunteer as an ambassador for the front desk at the froedtert west bend health center. My experience was no short of interesting as I witnessed a numerous amount of things I have been learning about in the health field. I saw diversity and learned about cultural differences and how to handle and respond. I learned how to address patients/co workers respectively and assist them in things I was alleageable to, such as wheel chairing a patient, helping them check in, and directing them to their correct location of the hospital, as well as contacting taxis and driver assistants for pick up. I enjoyed doing this, while I got to get to know certain things about a patient as many of them asked what I was going to school for and my goals. I also enjoyed doing this as I know wheel-chairing and directing a patient really helps the staff keep a good flow of time and not falling behind if they have to help a patient. The front desk staff who I mostly directed patients to were wonderful and helped me with any questions I may have had. They were always appreciative of me and helping out as well as their appreciation for the other volunteers. My volunteer coordinators were also amazing and assisted me with any questions and a thorough run through of the things I need to do during volunteering. I really hope I can work with this wonderful staff again in the future once I finish my schooling!

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Poinsettia's for Patients Delivery with Santa and Mrs. Claus ☺-



Froedtert West Bend Hospital Volunteer Services Department

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