

Newsline

A publication of Volunteer Services Friends of Meriter



UnityPoint Health
Meriter

May 2017 Issue 44



Important Dates

May

5/26—Blood Drive 8:30-2:30
McConnell Hall

5/29—Volunteer Services Office CLOSED for Memorial Day

June

6/7—PRN Uniforms Shoe Sale 7:00-5:00
Surgical Waiting Room

6/7—10/25—Farmer's Market 2:00—6:00
Hospital Main Entrance

6/27, 28, 29—Nutman at MBC & Surgical Waiting Room

July

7/4—Volunteer Services Office CLOSED for Fourth of July

7/28—Blood Drive 8:30-2:30
McConnell Hall



“Volunteering is at the very core of being a human
No one has made it through life without someone else’s help.”
-Heather French Henry

...and the
Oscars
go to...



Volunteer Services held some very fun events so far this year!

Volunteer Recognition Luncheon was held on March 7th at the Sheraton Hotel. Our theme was “The Oscars” and everyone was encouraged to wear Oscar attire. Eighty attendees dined on Italian Stuffed Chicken Primavera, Soy Glazed Salmon and Vegetable Lemon Penne Pasta with Red Velvet cake for dessert! To start the recognition off Mary Jones read a toast and we all enjoyed Sparkling Juice in champagne glasses!! We played games Oscars Trivia Quiz and Acceptance Speech Ad Lib!! Two of

the speeches were picked for our “Star Volunteer” recipients to read!!! James Arnett cruised the crowd and asked attendees “What’s Your Volunteer Story?” (more pictures on pages 2,3 and 4)

Happy 1st Day of Spring!

Are you excited for Spring???? Longer days of daylight, the disappearance of snow, rolling down our car windows to breathe in the fresh spring air, and seeing the colorful heads of crocus, tulips and daffodils in our yards. On the first day of Spring, Monday, March 20th, Volunteer Services received 200 potted primrose and pansies from Klein’s Greenhouse to share with our hospitalized patients. We wanted to let our patients know that the Friends of UnityPoint Health – Meriter volunteers are thinking of them on this first day of Spring and wishing them a beautiful day!! (more pictures on page 9)



Scholarship Reception!

On May 3rd a reception was held at the Sheraton Hotel for Friends of UnityPoint Health-Meriter Scholarship recipients, their guests, Scholarship Committee members and staff.



The group enjoyed a pizza and salad dinner! Dessert for the evening was a S'More bar offering the chance to toast your marshmallow right at the bar!



...and the
Oscars
go to...



UnityPoint Health-Meriter Volunteer Recognition Luncheon Sheraton Hotel—March 3, 2017



Star Volunteers for 2017!

Bob Vogelzang,
Patient
Information
Desk & AYS!



Lifetime Achievement Award

Jane Wise who started on 2/1/71 and is celebrating 46 years of volunteering her time in various areas including President of the Friends Board of Directors.
(Laurie Ingwell, Jane Wise & Phil Ingwell, Advisory Council Chair)



Brenda Johll,
NICU Cuddler,
Flower Delivery,
Special Projects,
Advisory Council
member!

A Toast to the UnityPoint Health-Meriter Volunteers

Raise your glasses in the air
And give three rousing cheers to all of the
extraordinary super Volunteers.

They always share their time with
enthusiastic hearts.

They appear from out of nowhere to do
their special parts.

Whenever there's a project or a task to be completed
you can always count on them,
they never are defeated.

Their smiles are genuine and their
attitudes are winning.

Surely they must be the ones
who keep this old world spinning.

So if there is a job to do – don't shrink back
in fear

Just seek out the expertise

Of a UnityPoint Health-Meriter VOLUNTEER!





Isabel Hubbard



Mary Ann Stefonek



Karen Smith, Karen Peckham, Andrea Grosse



Betty & Phil Ingwell



Barbara Bruce, Richard Korth, Julie Hannifan



Tom & Bev Royston



Marti Crume-Ryan
Brenda Johll



Rod Witte



Stan & Laura Nielsen



Julie Henneman
Lucy Sorenson



Bernice Brekke

"I'm struck by how often our volunteers rise to the challenge. They succeed at living our values because they stay focused on the small things that truly differentiate us from other care providers: a caring smile, a warm greeting, a listening ear, an offering of support—a genuine desire to help people find their way to get the care they need." *Kevin Vermeer, President & CEO UnityPoint Health* (From Focus-More Than Words on a Wall)



Joan Curtin



Karen Hein



Peggy Herman



Beverly Crapp



Kristi Betts



Yum!

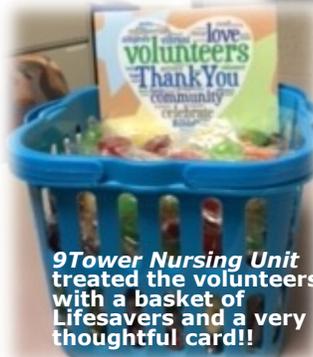
Treats in the Volunteer Services office!



Dressed for the Oscars!



Lilah & Ed Kowieski



9 Tower Nursing Unit treated the volunteers with a basket of Lifesavers and a very thoughtful card!!



Joan Bradle, Paula Keimel, Char Haug, Gert Holmes, Karen Schilling and Joe Hodgeson



Arlene Moody



Elaine Tregoning



Carol Johnson



Allison Baker

Sample from Oscars Trivia: **1.** Valentino is a famous dress designer. His ball gowns sport what signature color? A. Black B. Gold C. Violet D. Red **2.** What is the most famous movie car in history? A. Lincoln B. Chitty Chitty Bang Bang C. DeLorean D. James Bond Aston Martin **3.** What was the longest movie to win the Oscar for Best Picture? A. Gone with the Wind B. Star Wars C. Cleopatra D. War and Peace **4.** Who has hosted the most Academy Awards? A. Johnny Carson B. Billy Crystal C. Jerry Lewis D. Bob Hope (*Winners won Theater Candy to enjoy when they watch a movie!*)

Clean Hands Save Lives: Wash In, Wash Out, Every Time

Katelyn Harms, MPH, Infection Preventionist and Nathan Bubenzer, RN, Infection Preventionist

This is the name of our new hand hygiene initiative at UnityPoint Health-Meriter. Hand hygiene is a general term that applies to hand washing with soap and water, use of alcohol based hand rub or surgical hand antiseptics. The purpose of hand hygiene is to remove debris and transient microorganisms from the nails, hands, and/or forearms. Hand hygiene will also reduce resident microorganisms to a minimum and inhibit rapid rebound growth.

All staff, providers, volunteers, and contracted individuals will perform hand hygiene upon **every entry and exit** of an occupied patient room. Hand hygiene will also be performed in accordance with the World Health Organization's (WHO) 5 moments for hand hygiene using only organization-approved products:

1. Before contact with a patient
2. Before performing a clean or aseptic procedure
3. After exposure to body fluids
4. After contact with a patient
5. After contact with patient's environment

In addition to these criteria, hand hygiene will also be performed

1. Before eating
2. After using the bathroom
3. Before and after glove use
4. As department policy dictates



Recognition Pins Awarded to Volunteers with Milestone Hours!



500 hours
Bert Penn, Mary Welch
Brenda Johll, Cathy Foltz



2500 hours
Tom Royston and Joan Bradle



6000 hours
Paula Keimel & Lucy Sorenson



1000 hours
Karen Emery and Wayne Fergusson



3000 hours
Dennis Ganshert, Elisabeth Kunske
Bob Germann, George Falor



8000 hours
Grace Thommesen



1500 hours
Bob Vogelzang, Rod Witte
Carolyn Carlson, Peggy Herman



4000 hours
Julie Henneman & Antoinette Schwoegler



7500 hours
Laura Nielsen, Pat Wilker, Mary Grossman



2000 hours
Carol Johnson & Sharon Smith



5000 hours
Betty Ingwell, Lilah Kowieski, Carol Hohol-Johnson, Bev Crapp



17000 hours
Bernice Brekke

Friends of UnityPoint Health-Meriter Healthcare Scholarship Recipients—2017



Thirty-three High School Seniors will be attending college this fall with financial support of \$1,000 each thanks to the Friends of UnityPoint Health—Meriter healthcare scholarship program.



A reception was held in their honor on May 7th at the Sheraton Hotel.

Gratuities received from Greenbush Garden Bistro, Dr. Joe's Coffee Clinic and Valet Parking finance the scholarship program, which aids students who are pursuing a healthcare career.



Back Row: Payton Poe (Oregon), Cortney Mullenberg (Oregon), Corrie Mae Matthias (Oregon)
Front Row: Isabella Lenz (Stoughton) and Danica Keisling (Oregon)



Back row: Jaleah Price (Exploration Academy-Verona), Angelyn Banach (Sun Prairie), Madison Barnet (Sun Prairie), Aurora Greane (Madison-West)
Front Row: Holly Wickstrom (Verona) and Vivian Wilhelms (Wauunakee)



Back row: Hannah Lemke (LaFollette) and James Neusen (Madison-Memorial)
Front row: Hawi Bedaso (LaFollette) and Trelor Elder (LaFollette)



Edgewood High School

Back row: Rachel Thoma, Alex Thomas, Julianna Kuecker, Ben Gilles, Siera Petet
Front row: Tia Parisi and Laurel Smith



Back row: Jessica Jacobs (Deerfield), Mary Jane Kunz (DeForest), Sydney Reitz (DeForest)
Front row: Isabelle Dreischmeier (DeForest) and Erica Camarato (DeForest)



Middleton High School

Back row: Andreas Kyrvasilis, Molly Grindle, Arshad Habib
Front row: Elizabeth Berryman and Kristen Reikersdorfer



Congratulations!
Jacob!

Kari Haugen presenting award on behalf of the Haugen

Don Haugen Scholastic Award for Exceptional Volunteerism Jacob Wehler (WI Heights)

Jacob and Dennis Ganshert at WI Heights Scholarship Awards Night!

Community Health Education Report—*Sherry Jelic, CHE Chair*

Spring tour this year focused on our CHE project—**drugs and dreams**—the opioid epidemic. We had lots of discussion, which is just the way we want to start. Two terms that were consistently used were abuse and addiction, but there is a difference between these terms. Taking a medicine in a way that is different from what the doctor prescribed is called prescription drug **abuse**. It could be (a) taking a medicine that was prescribed for someone else, (b) taking a larger dose than you are supposed to take, (c) taking the medicine in a different way than it was intended—crushing tablets and then snorting or injecting them, and (d) taking the medicine for another purpose, such as getting better sleep, reducing stress, or getting high.

Abusing some prescription drugs can lead to addiction, or dependence. These include narcotic medications, sedatives, tranquilizers, and stimulants. When a person is addicted, they are not able to control their drug use and may continue using the drug despite the harm it causes. Drug addiction can cause an intense craving for the “high.” A person may want to quit, but cannot do it on their own. Drug addiction causes serious, long-term consequences, including problems with physical and mental health, relationships, employment, and the law.

Some important information was shared by the speakers at district meetings. In 2015, 20.8 million people aged 12 and older had a substance use disorder—1.5 times the number of ALL cancers. About 71% of those who abuse got it from a friend or family member. Heroin is usually not where addiction begins, but often where it ends. Taking opioids increases the risk of becoming heroin addicted by 40 times! But, for every 1 heroin death, 2 deaths are caused by opioids. Patients who receive an opioid prescription from their health provider believe it is safe, over half get more than needed, 60% hold on to them, and 20% share their prescription.

The current Wisconsin initiatives are trying to target the beginning of this process by getting opioids out of people’s hands. Prescriber and community education, and tracking/monitoring the number of opioid prescriptions (the Prescription and Drug Monitoring Program (PDMP) which went into effect April 1), are intended to decrease the number of prescription opioids written. Keeping medications safe at home, proper medication disposal guidelines, and community take-back programs are intended to decrease the excess medications getting into the wrong hands. Naloxone access and more treatment options, including both inpatient and outpatient treatment centers, strive to address the growing numbers of those addicted.

It’s a BIG problem. What action can we take? First, become aware of the risks. Safely STORE and DISPOSE of opioids. Support organizations that are working to end the abuse. And, support legislation and funding intended to address and help end the crisis. **PLEASE!**

Friends of UnityPoint Health-Meriter Healthcare Scholarship Committee—2017

The number of persons over 65 years of age is expected to increase from approximately 35 million in 2000 to an estimated 71 million in 2030. In the United States all persons aged greater than 65 years have at least one chronic condition, and 50 percent have at least two.

The Wisconsin healthcare workforce continues to see shortages of healthcare personnel. In particular 40% of Wisconsin nurses say they will be retiring in 10 years or less. There is a shortage of CNAs. Vacancies in these areas have doubled since 2012.

UnityPoint Health-Meriter should be proud to have helped raise \$33,000 for our Scholarship Program so we can encourage High School students to pursue a career with high future job demands.

Thank you Friends of UnityPoint Health-Meriter Scholarship Committee Members



Back row: Dennis Ganshart, Anna Kosmach, Liz Sepulveda, Rod Witte (Scholarship Committee Chair)

Front row: Jane Hill and Laura Nielsen

Suggestion Box Request from a Volunteer: "Can you put something in the Volunteer Newsletter or an e-mail out to all volunteers about the Safe Room Key sticker on doors in all units. Very few of the therapy dog volunteers knew about this and I imagine other "old timers" don't either.—Karen Peckham

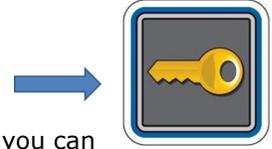
Security Alert: Getting Safer During Violence

If life threatening workplace violence is occurring, think of your options as three choices and in this order:
 (*Three options recommended by the US Department of Homeland Security for workplaces)



Related to hiding out....this symbol will be found on the upper corner of select doors to designate to staff it is a **Key Security Room**.

This means you can lock the door and there is a phone so you can call outside the organization for help.



Skills For Excellent Customer Service

- Always SMILE
- Be Friendly and Introduce Yourself
- Be Kind
- Greet All
- Don't Turn Your Back on People
- Be Aware of Peoples Needs
- Don't Share Your Problems
- Ask How you Can Help
- If You Don't Know the Answer, say, "I'll Find Out for You!"
- Acknowledge Them When They Leave
- Keep a SMILE in Your Voice

Use the LAST Acronym:



I Follow LAST to Put My Customers FIRST:

L = LISTEN to the feelings of the customer

A = APOLOGIZE for the experience they had, but do not offer excuses

S = SOLVE the situation whenever possible. Offer to forward their concern to an appropriate person.

T = THANK them for bringing their concern to you and providing UnityPoint Health-Meriter the opportunity to improve.

Volunteers Deliver Smiles!



In Memory of Friends of UnityPoint Health-Meriter Volunteers and their volunteer service, \$20 is donated to the Foundation's FOM Memorial Fund! This fund is used to purchase yarn that Meriter volunteers who knit use to make newborn caps for the Birthing Center. We remember the following volunteers who have passed away from February to May 2017:

In Memory

- Alice Dyer*—Birth Family Services and Heart Center (1985-2008)
- Michael Brennecke*—HELP (2016-2017)
- Margaret Murray*—Gift Shop (1986- 2015)
- Joyce Leadley*—Gift Shop and Flower Delivery (1987—2007)
- Lois Reimann*—Gift Shop (1980—2011)



Friends of UnityPoint Health-Meriter Advisory Council Contributions Foundation Project Mother-Baby Expansion Matching Gift

UnityPoint Health-Meriter is expecting . . . more babies in 2018!

Already the busiest birthing hospital in the state, Meriter is preparing to deliver even more babies in the coming year. A recent agreement signed with Group Health Cooperative of South Central Wisconsin is expected to bring an additional 850 births to Meriter.

Current birthing and neonatal intensive care space will be renovated to create more patient rooms, family spaces, ultrasound suites, a milk laboratory and additional work stations for staff. The total project cost is estimated at \$15.5 million.

UnityPoint Health-Meriter Foundation is busy raising \$1.7 million to surround newborns and their families with advanced, state-of-the-art care in an atmosphere that is friendly and comfortable. The Friends of UnityPoint Health-Meriter have generously partnered with the Foundation and committed to a **\$75,000 matching gift challenge** to help purchase 40 specially-designed lounge chairs for "kangaroo care" in NICU patient rooms.



NICU dad, Hau Pal, provides kangaroo care to his twin daughters, Emalee and Avalyn.



Kangaroo care involves skin-to-skin contact between parents and infants. The physical benefits for these tiny newborns include regulating body temperature, breathing rhythms, and more time in deep sleep.

The Friends \$75,000 matching gift challenge has been established to inspire other volunteers to join in the fundraising effort for the Mother-Baby Expansion. Room naming opportunities are available for generous donors at set giving levels.

To learn more about the Mother-Baby Expansion Project and ways you can support this effort, please contact Amy Recob, Director of Development, at (608) 417-5304 or amy.recob@unitypoint.org.



Friends of UnityPoint Health-Meriter Advisory Council Contributions

Greenbush Garden Bistro—renovates with new tables and chairs

Friends of UnityPoint Health-Meriter approved funding \$45,000 toward the new tables and chairs.

"There will be more seating available with larger tables to accommodate larger parties/families. Many of the current table are worn out and are in need of repair/replacing. These new tables will be a bit higher and therefore easier for customers to sit down and get up. We are also looking at tables that will accommodate handicap customers. The new furniture will give the Bistro a more upscale look to partner with the upscale menu, as well as being more comfortable for all of our guests." - *Michelle Miller, Manager, Bistro & Dr. Joe's Coffee Clinic*

The new Bistro furniture should be here 6-8 weeks from now. That means they will need to swap out the old for the new. The 14 rectangular tables/chairs, 6 rounds/chairs, and 4 squares/chairs will be made available through the [Buy and Sell page of MyMeriter](#). The money received from the sale of these tables and chairs will go to the Friends of UnityPoint Health-Meriter.

Please contact Julie Hannifan, Manager, Volunteer Services at 608/417-6026 or Julie.hannifan@unitypoint.org if you are interested in purchasing a table and chair set. The rectangular tables are priced at \$50, the rounds and squares are priced at \$25. The price includes the chairs.

Eventually (timed with the arrival of the new table and chairs) the items will be moved to 1 East near the Flower Delivery Room so it is close to the loading dock. It will be 1st come, 1st served and those buying furniture will have a way to load it into their vehicles. Delivery date of the new furniture is yet to be determined.

Watch for more information!



\$25/table includes chairs



\$50/table includes chairs



\$25/table includes chairs

Volunteer Services Welcomed 81 New Volunteers January—May 2017

4 Tower Welcome Desk

Adam Kelly
 Eva O'Melia
 Noah Szmanda + Birthing Center
 Francesca Van + Birthing Center
 Lindsay Nelson + ER
 Kaley Larson + HELP

Animal Assisted Activities

Mimi Levinson
 Courtney Weis

At Your Service

Amanda Cook
 Courtney Johnston
 Jean Purcell

Birthing Center

Maddie Ebert
 Hillary Fleming
 Olivia Hassinger
 Nicole Meyers
 Jamie Trembula
 Sophie Eldred + ER
 Sarah Langer + ER

Special Projects

Kathryn Gerhardt

Emergency Svcs

Daksh Bhargava
 Rebecca Breiter
 Emily Jakubowski
 Molly Nerison
 Monique Olson
 Anthony Purcell
 Christopher Selzer
 Jared Strauch
 Tara Johnson + Heart & Vascular
 Ian Rumball + Heart & Vascular
 Kristin Ehlert + Joint Care
 Thomas Hazenfield + Team Up
 Taylor Schleusner + Team Up

Heart & Vascular

Sam Gallo
 Abigail Noonan + Team Up
HELP
 Mikaela Bray + Perinatal
 Sara Bugliosi
 Courtney Gaines
 Isabelle Martinez
 Justin Platt
 Thomas Staniszewski

Tanveer Vasdev
 Megan Walusiak

William Dyke + Team Up

NICU

Christa Borowitz
 Britney Luce
 Lisa Martin
 Christy Middleton
 Pattie VanDyke
 Edyie Walther

Knitter

Marla Dahlk
 Liz Michaels
 Cara Nastali
 Sally Roepke
 Liz Seymour
 Jewel Sherchok
 Rangshing Sherchok
 Tara Sherchok
 Iona Smith
 Deb Vande Hey
 Madeleine Young

Outpatient Therapy

Lucas Lippert

Perinatal

Carly Maves

Pharmacy

Kaitlin Babula
 Joann Huynh
 Cali Lunowa

Physical Therapy

Matthew Hansen
 Lena Hedberg
 Kylie Jacobsen
 Tyler Moses

Pulmonary

Samantha To

Team Up

Alexandra Dobos
 Andrew Dossman
 Emily Fruehling
 Jack Hermsen
 Angela Jasper
 Jonathan Setzke
 Madison Soukup
 Alexander Voytovich
 Aleksandar Wood
 Abbey Zacharski
 Mariana Zaric



*Happy Summer
 From
 Volunteer Services!*

Volunteer Services Statistics Jan—May

2017

Active Volunteers

510

Volunteer Hours Served

23,903

Volunteer New Hires

82

Volunteer Departures

113

Average YTD Hours Served per Volunteer

46

**Fund Raising
 2017 Revenue
 YTD \$3,270**

**2017 Goal
 \$9,200**



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 Meriter

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