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Winter 2018-19 Newsletter

***Message from the Northwestern District Chair***

Ginny Bosse – Flambeau Hospital Auxiliary, Park Falls

I hope that 2019 is a wonderful year for every MEMBER of the Northwestern District and for every member of your local Partners groups! May each of you thrive during this winter, rather than simply survive it!

A new year means that 2018 President, CHE, and PPE reports are due to me at 1360 Boettcher Rd. Park Falls, WI 54552 or [gbosse@live.com](mailto:gbosse@live.com) postmarked by January 31st. I will use them to create my reports and send the CHE reports on to Beth Burnham. Remember that having your reports in by the deadline is worth 10 Honor Points, which is ¼ of the points needed!

Fall is now a memory, as are our two big fall Partners events. The ***Fall Northwestern District Meeting***was hosted by Essentia Health St. Mary’s Hospital Superior Auxiliary on Tuesday, September 4th. The usual NW District reports were given and a proposed budget for 2019 was approved. The hospital’s response to the Husky Refinery explosions and fire was described by guest speaker Terry Jacobson, St. Mary’s Hospital Superior’s CEO. It was very interesting – and reassuring that our hospitals have emergency plans. In fact, it got me thinking about Flambeau Hospital’s emergency preparedness, and I wondered about it enough to ask our hospital’s CAO if he or someone else would talk about it at our FHA Annual Meeting. He enlisted Bob Pfaff for our Monday, January 14th, Annual Meeting. (Just a thought: your hospital’s emergency preparedness could be an education topic for one of your meetings.)With the loss of Shell Lake, the NW District is down to an even number of Partner groups, so a lottery was held to determine the groups to host the next six NW District meetings. As a result, Spooner will host the Northwestern District’s 2019 Spring Tour meeting, which will be on Tuesday, April 2nd. Each president should receive an invitation sometime in February. I hope each group will have a goodly number of people attend, as it is a chance to meet the newly installed President Jan Molaska, who lives in Wausau and President-Elect Peg Larson of Oshkosh. Also attending will be new state PPE Ron Williams from Menomonee Falls and state CHE Sherry Jelic of Sun Prairie. Because the Bylaws presented at the 2018 Partners Convention weren’t adopted, there will be some tweaking done and another presentation given during Spring Tour. Mark your calendars and get your members signed up!

***Thank you to every Northwestern District member who helped with hospitality***

***at the 2018 Partners of WHA Convention in Stevens Point! You did a wonderful job***

***making it run smoothly and more enjoyable for everyone there!***

Because most of our members are unable to attend, I will share some of my memories with them, through you sharing this newsletter with your members. The state convention had the theme, Volunteers – Our Every Day Heroes. Opening Keynote Speaker Michael Koles spoke on *Attracting, Retaining and Rewarding Volunteers in the New Millennium*. I’ll share a few of his points that struck me enough to write down: Servant leadership is what you want in volunteers. In Wisconsin, 70% of EMTs and firefighters are volunteers. Define the project tasks. Build relationships. Ask if the person wants to help; guilt trips don’t work. Ads don’t work for 91% of people; only 9% of volunteers will respond to an ad. Volunteers respond best to personal asks. Create bonds between volunteers; create a feeling of being part of the same likeminded, goal-oriented “Tribe”. About 90% of people say they would like to volunteer, but only about 25% do. Often the reasons they don’t are that nobody asked, they feel they don’t know enough, or that the tasks seem boring. Match tasks with volunteers’ passions: uncover volunteers’ passions, offer them volunteer opportunities, and let them choose their tasks and the where, when and how they will be completed. Being a “Guerrilla Volunteer” (they’re in - they’re out) is okay. Everyone needs feedback, especially if it is positive: catch them doing something right! Be caring and gentle if correction is needed. Remember that diversity of thought is needed in organizations. Give rewards, both group and individual (but be careful that you give rewards that they like and want) and have ceremonies. The Platinum Rule is, “Treat others as they would like to be treated.”

Ending Keynote Speaker Beverly Epps, past president of the Association for Health Care Volunteer & Resource Professionals (AHVRP) spoke on *Service Excellence*. Parking is often someone’s first experience at a hospital, and the parking volunteer and/or volunteer at the Front Desk may be the first faces seen, making volunteer standards of behavior extremely important. Volunteers need to show courtesy, dignity, and respect, keep patient families informed, listen, and be responsive and observant (watching behaviors for clues to the person’s emotional state, as well as the state of their health). She used the acronym AIDET for Ackowledge, Introduce, Duration, Explanation, and Thank for the various pieces of a hospital volunteer’s role. Volunteers are also a part of what determines patient loyalty to the hospital, so never underestimate your importance – or your responsibility to do a good job.

For each of the three educational workshop time slots, there were four choices of varied topics. Unfortunately, at least to my and many others’ minds, there was an extra meeting after the Tuesday workshops ended that was not part of the convention program, but put on by a dissident group, but allowed by Partners. The purpose of the meeting was to convince delegates to vote for the dissident group’s candidates (Rose Raska for President-Elect and Barb Jamerson for Secretary) and to vote NO on the proposed Partners of WHA Bylaws. Thankfully, the two nominated by the Partners of WHA’s official, duly-elected Nominating Committee, Peg Larson for President-Elect and Sharon Scott for Secretary, were elected during Wednesday’s Annual Meeting, as was Julie Steiner for Treasurer. Unfortunately, the amended Bylaws were not adopted because they failed to reach the two-thirds majority necessary. I am grateful to Jan Molaska for keeping me on the Partners Bylaws Committee, which had worked for a year to create the new Bylaws document then six months to familiarize Partners members with it. Having been created over 50 years ago and amended numerous times over the years, the Bylaws have become poorly organized, redundant – or even contradictory – on some topics and are missing other important ones. Therefore, fixing these problems needs to be done! Don’t be surprised to hear more about the Partners Bylaws at the 2019 Spring Tour District Meeting!

***Message from the Northwestern District CHE Chair***  **Beth Burnham – Partners of Spooner Health, Spooner**

Hi everyone, just a few passing thoughts as we end our topic on Opioids: The crisis continues but there have been some efforts made to effect change, such as less scripts being written for opioids and more emphasis on alternate options for treating pain. There is an attempt by legislators to enact laws that address the role that Big Pharma has played in providing extreme amounts of opioids to pharmacies and clinics that encourages some to prey on a vulnerable population. As citizens, we can advocate for changes and hopefully one day see a measureable decrease in addiction and overdose deaths. Our new topic for 2019 actually goes hand in hand with the old one. Mental Illness will be an issue we cover probably for the next two years. It is a subject that has been sorely neglected for many years, and we are seeing the results of that neglect. Persons suffering from depression or personality disorder find relief in anything that will ease their pain even for a little while. In upcoming articles, we will cover several of these diseases and how they are much like alcoholism. They must be treated as such. We all know of, or are related to, someone who struggles with these issues. Hopefully we can share our thoughts and try to look for ways to help. See you soon.

***Message from the Northwestern District PPE Chair*** **Ginny Bosse – Flambeau Hospital Auxiliary, Park Falls**

The government shutdown has already become the longest one in U.S. history. The effects of it have not all come to light yet, and are not even all predictable.

The new Congress has a Senate with a Republican majority and a House of Representatives with Democratic majority. The Executive Branch, i.e. the President, is a Republican, but one whose views are supported by only a minority of his own Republican Party. The Republicans did not eliminate the Affordable Care Act, though it was their supposed main goal for the last two years while they had the Presidency and both chambers of Congress. Many Democrats are proposing Medicare for All legislation to be introduced in the House.

The outgoing Wisconsin Legislature voted to limit the powers of the incoming Governor and Attorney General because they are of a different party from those who maintained a majority in both the State Senate and State Assembly.

We are living in interesting, and some say scary, times. As time goes by, we all need to pay attention to what is going on in the federal, state, and local governments and be prepared to advocate for healthcare accessibility, our local healthcare providers, and our fellow human beings, all of whom need and deserve quality healthcare.

**District Chair-Elect Needed!**

**I hope that every member in the Northwestern District is looking at themselves, and at the members they volunteer with, as potential District Chair-Elects. The job isn’t difficult. It does take time – but everything worth doing takes time! I will help the new Chair-Elect “learn the ropes” and continue to help after the person becomes Chair. In their final year as Chair-Elect, the Chair-Elect attends the spring Partners of WHA Board meeting along with the Chair, in order to get acquainted with the state officers and other district chairs around the state, with what the Board does, and with how they do it. There is even a written timeline to help guide you throughout the year! Please consider volunteering!**

**P.S. My second term as NW District Chair ends at the 2020 Spring Tour Northwestern District Meeting, which will probably be in early April of 2020.**

**I will turn over the District Chair materials to someone on that date and not continue as Chair after that meeting. There are approximately 15 months until that date, and, as stated above, it would be of benefit for the next NW District Chair to spend those 15 months as NW District Chair-Elect!**

***News from around the Northwestern District***

Note from Ginny: I asked for local updates by December 10th, but didn’t have time to write the newsletter until now.

**Linda Fish – Partners of Memorial Medical Center, Ashland**

Much has happened in MMC the last several months. The new cafeteria opened Labor Day week-end. Three new providers have joined the hospital clinics and that is helping our Gift Shop, as their patients are coming to Ashland because of a much shorter wait time for appointments. Our Thrift Shop has had a couple of sales records. October sales topped $960.00 and Black Friday was a $400.00 day with everything except Christmas half price. Needless to say, that crew is thrilled.

Our annual Bakeless Bake sale was very successful this year. We made over twice what we made last year. On December 20th, we will be having our annual cookie sale. We will start at 7:30 and by noon everything will be sold. This is a good fundraiser for us and the employees are very generous with giving us a little extra when they pay for their cookies.

Our board has several empty positions. We hope that we will have someone step up and take these positions by our January 19 General Meetings.

Have a Blessed Christmas and Wonderful New Year from Partners of MMC, Ashland.

**Beth Burnham – Volunteers of Spooner Health, Spooner**

Greetings of the season everyone. Hard to believe that Christmas is just around the corner. We have had three Big Events since October. Our Fall Thrift Store Fashion Show was held on Oct. 13th. It was a fun-filled day with laughs and yummy snacks provided by the Alzheimer Respite Volunteers. The attendance was down slightly, but we still managed to share a nice sum of money for our projects. In November, the two-day Holiday Open House was held, and it turned out to be our most successful yet. Many thanks to Allison Posso and Dee McLellan for all their hard work to make it happen! On Dec. 3rd, we held the Love Lights and Silent Auction event. The ceremony was held at 2:00 pm and the attendance was up. Partners realized a nice sum again for our Scholarship Program. In 2019, we are hosting the Nut Man, and I am looking forward to the results. I have heard nothing but great things about it from the other groups that have had it. On a sad note, I need to report that one of our long time members, Maxine Long, passed away Nov. 23rd. She was an amazing volunteer, always willing to help, and she will be missed terribly. Please keep her in your prayers. That is all for now. Have a very Merry Christmas and a Happy New Year.

**Ginny Bosse – Flambeau Hospital Auxiliary, Park Falls**

The FHA gave $30,000 to the Flambeau Hospital this fall for Vidas, an Enzyme Immunoassay Reaction platform with a test menu of over 100 separate assays, for the hospital’s lab. The driving factor motivating the purchase of this instrument is the diagnosis and treatment of sepsis, a very serious condition. The mortality rate for sepsis increases by 7% for every hour that passes before treatment with antibiotics is begun. Less serious perhaps, but more prevalent, is Lyme disease. People who are tested for it will not have to wait the 24 hours it used to take to get the results.

FHA members did well, AGAIN, in the Partners of WHA’s Ticket Raffle, with Rosie Voltz winning the Northwestern District’s basket – a fun coincidence that it was our own district’s basket. PattGolomb won the Amish quilt, the second FHA member to win it in three years! It’s no wonder I have an easy time selling tickets. I sold approximately 40 packets of 6 tickets this year. *Tickets for next year’s raffle will be available for purchase after the spring Northwestern District meeting in April.*

**One More Reminder: Local Year-End Reports**

**Year-End reports are due on or before January 31st.**

**I recently emailed forms to the individuals who need to submit them, if I had their email. You can also download them from partnersofwha.org, or you can call me at 715-762-3193, and I will mail them to you!**

**One copy of the Local President’s report (Note that there are two sides/pages!), Local CHE report, and Local PPE report must be sent to me:**

**Ginny Bosse**

**1360 Boettcher Rd. Park Falls, WI 54552** [**gbosse@live.com**](mailto:gbosse@live.com)

**I will use them to do the District Chair’s and PPE Chair’s Reports, and make copies to send to NW District CHE Chair Beth Burnham, so she can do her reports. I will also update the district roster and send it out.**

***I actually prefer paper copies, because in previous years some of the information did not print from the electronic copy, even though I could see it on the computer screen.***

***If you have any questions, please call me at* 715-762-3193*!***

***Thanks!***

***Ginny***