



HSHS  
Sacred Heart  
Hospital

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 e-mail me at Jaci.

Fuller@hshs.org.

Jaci Fuller, Volunteer Partners Newsletter Coordinator.

#### 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.

# HSHS SACRED HEART HOSPITAL VOLUNTEER *Partners*

WINTER 2020

## *Happy New Year to all!*

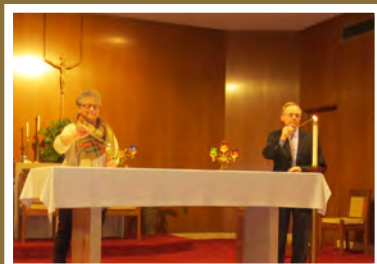
The Love-Light ceremony took place December 1, 2019, in the Father Christopher Chapel, on a wintry December Sunday. Those attending enjoyed beautiful harp music and refreshments before the ceremony, followed by the lighting of the trees.



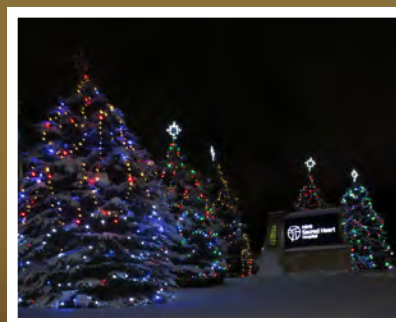
*Beautiful music before the ceremony provided in the Atrium by a harp ensemble led by Bethany Shuda*



*Carol Dittmar provided uplifting music in the Chapel*



*Lighting of the colored candles by former presidents Bill McCullough and Sandy Gobler*



*Lighting of the trees following the program in the Chapel*

*Threshold Singers provided soothing music in the Chapel*



*Nativity lights for all to see*



### *Dear Volunteer Partners,*

I want to congratulate all of you for your hard work on the wonderful Love-Lights event held in December. Whether you were in charge of the fundraising, refreshments, decorations or greeting, each of you made an impact on this year's event. When all is said and done, you raised more than \$24,000 this past year, which will be gifted to The Healing Place.

The Healing Place was established by Monsignor Edmund Klimek to help people as they journey through grief after a loss. It is such a wonderful service our hospital offers to our community at no cost. The Healing place has no doubt helped thousands of people in its 30 years of existence. You've heard me say this before, but it's worth repeating: we could not do what we do without you. You help us in so many ways. At HSHS Sacred Heart, we have 224 amazing volunteers who have gifted our hospital with 25,413.25 hours of service this past year. I am being very specific because every minute – every second – you are here matters to our visitors, our patients, their loved ones and to us.

I want to recap some of the exciting certifications and awards our hospital earned in 2019. Both HSHS Sacred Heart and St. Joseph's hospitals and Compass One – our hospital's nutrition services vendor – received an award of excellence from the state of Wisconsin for ongoing efforts to create and support a diverse workforce. Our hospitals are proud to partner with the Division of Vocational Rehabilitation to offer meaningful work to those with disabilities.

The Prevea Cancer Center at HSHS Sacred Heart Hospital earned renewed accreditation from the Commission on Cancer. This is wonderful, as our hospital has been accredited by the Commission on Cancer for the past 43 years.

Also, our hospital's cardiac rehabilitation program was recertified by the American Association of Cardiovascular and Pulmonary Rehabilitation. And our hospital was among only 17 in the state to be recognized by the University of Wisconsin Organ and Tissue Donation for our commitment to saving or improving lives through donation.

Both HSHS Sacred Heart and St. Joseph's hospitals earned the "Partner for Change" award from Practice Greenhealth – an organization dedicated to environmental sustainability in healthcare.

And, for the first time ever, our two hospitals' echocardiography labs were accredited by the Intersocietal Accreditation Commission in the area of adult transthoracic echocardiography. Echocardiography is used to assess different areas of a person's heart and can detect heart disease or signs of serious cardiovascular conditions.

As you can see, we have a lot to celebrate, but we're not in this line of work for awards or accolades. Our mission is to serve people – who many times are at their worst – with respect, care, competence and joy. We couldn't possibly fulfill our mission without each and every one of you. From the bottom of my heart, thank you for all that you do.

I hope you enjoyed a blessed Christmas with family, friends and loved ones. May the New Year be one of good health and joy!

Sincerely,

Andy J. Bagnall  
President and CEO, HSHS Sacred Heart Hospital

### *A note from your "fellow volunteer" and President*



It is my sincere hope that you had a Blessed Christmas celebrating the birth of our Savior. Our Hospital is named after the Sacred Heart of Jesus, and part of its mission is "to reveal and embody Christ's healing love for all people." During this new year, let's renew our commitment to carrying on that mission as volunteers of HSHS Sacred Heart Hospital.

The Love Lights event on December 1 ushered in the Christmas season at the Hospital. As a singer in several choirs and a cantor at my church, I'd like to focus on the musicians who inspired and entertained us at the event. The harp ensemble that played in the atrium as we enjoyed refreshments before the ceremony was truly outstanding. Thanks to all of them for their wonderful music. One of our Volunteer Partners Council Members, Carol Dittmar, entertained us with her superb piano playing skills in the chapel as we prepared for the ceremony. Finally, I want to commend the Threshold Singers who sang during the ceremony. This talented and devoted group of women sing healing and palliative songs at the bedside of those who are seriously ill or dying. Since most of the Love Lights are in memory of loved ones who have passed on, the songs that they sang were most appropriate for the occasion. Their excellent performance of these reflective and meditative songs was very moving.

In October, the Partners made a donation of \$33,000 toward the renovation costs of the Prevea Cancer Center at the Hospital. This was the second of three donations totaling \$100,000. In September, the Commission on Cancer, a quality program of the American College of Surgeons, granted a three-year renewed accreditation to the Center. In October, the Center obtained a new state-of-the-art linear accelerator, further enabling the Center and Hospital to offer the very best cancer care to patients in the Chippewa Valley.

Thanks to all who helped make successful our Book and Gift Sale, the Nutman Sale and the Jewelry and Gift Sale which were held the past few months. On the tentative dates of February 12 and April 8, volunteers will again be bussing tables at the Pizza Ranch as we did last year to raise funds. Look for the announcement of the definite dates and times, and please volunteer or dine there at those times to assist us in this fundraising effort.

We distributed items to 294 people at our Hospital's Coat and Blanket Drive on the 5th of October. Remaining items went to King's Closet.

The new bicycle rack and the relocated statue of St. Francis of Assisi near the chapel entrance were donated by the Volunteer Partners. We hope you can attend the dedication ceremony which will be held this spring.

Thank you to all of our wonderful volunteers for your dedicated and generous service to our Hospital. May you be richly rewarded and enjoy a Blessed New Year!

Steve Werner  
Volunteer Partners President

## VOLUNTEER PARTNERS

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### *Directly speaking...*

Can you believe that New Year 2020 has arrived! It is difficult to wrap my mind around uttering the words "It is 2020." Isn't that supposed to be what our eyesight is considered to be good...2020 vision? What about 2020 hindsight? I've experienced 2020 hindsight, but I've never enjoyed 2020 vision.

This coming year will mark my 20th anniversary of employment at Sacred Heart Hospital. I can't tell you where the time went. But I can tell you I've thoroughly enjoyed being part of the Volunteer Partners. We've realized many wonderful accomplishments over the years, shared joy, laughter as well as some sorrowful times.

People have come and gone - especially our students who are with us for a short time before they move forward into their life career paths. Programs have been implemented and then some phased out with new ones on the horizon. Always evolving. Looking back with that 2020 hindsight, I can't say I'd change anything regarding our remarkable volunteers and the compassion, kindness and care they had and you carry in your hearts and wear in those smiles you freely give to others.

Did you make any New Year's resolutions? Goals? I have done both. If you'd like to share yours with me, I will be most happy to share mine with you so we can coach each other to a successful outcome.

My wish for you in 2020 is to look forward with hope, joy and gratefulness. Hope for the future of our country, joy in those you carry close in mind and heart as well as grateful for what you have that has special meaning in your life that makes each day a bit better than the day before.

Ephesians 3:16-17 (NLT) - I pray that from his glorious, unlimited resources he will empower you with inner strength through his Spirit. Then Christ will make his home in your hearts as you trust in him. Your roots will grow down into God's love and keep you strong.

May God Bless,

Mary Pengra, WWD Director  
Volunteer & Community Services

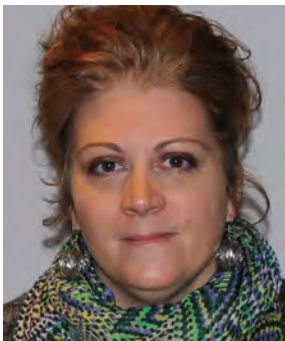
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## *Bill of Rights* for Volunteers

- \* The right to...be treated as a colleague.
- \* The right to...a suitable assignment
- \* The right to...receive information about HSHS Sacred Heart Hospital
- \* The right to...receive training for the service duties at hand.
- \* The right to...continuing service education.
- \* The right to...sound guidance and direction.
- \* The right to...promotion and a variety of experiences.
- \* The right to...be heard.
- \* The right to...be recognized.



### Gift Shop News



I have been at Sacred Heart Hospital almost 20 years now and after all this time, one question still perplexes me...are good people drawn here or do people do better after working/volunteering here? If you ask why they choose SHH, there always seems to be some divine intervention on the path here. But on the other hand I see colleagues and volunteers all around me, EVERYDAY, rise up and do better for those around them. And after all this time, the good feelings start carrying over to other aspects of my life. I return carts for someone parked in the handicap stall at the grocery store, I pay for the stranger in line ahead of me when they come up short or I give my umbrella away when I walk into a building and the person walking out doesn't have one; easy for me to do without much thought.

I see others do these meaningful good deeds and helpful acts of kindness on a daily basis in the Gift Shop. I'm pretty certain most colleagues have received chocolate as a "thank you" at one time or another. Just simple acts that make the day better for another human being and also your soul.

So, the question still remains, are we drawn here or do we become better because we work here? I may never know the answer, but I do know when I walk through these doors I feel better and want to do better. I am not the only one who witnesses this kindness daily and participates in it as well. Singing to a patient when they ask or buying a piece of candy for a patient on their way out the door during a discharge will make them smile.

Each of us do good while we are here, and that positive feeling gets carried over to other aspects of our life and touches others' lives as well. When you start to notice the little things all around you, the day is a little better for you and others as well.

Jen Stuber, Gift Shop Coordinator

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### Board Updates



#### A 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 TAG (Tuition Assistance Grant): Mary Jacobs, Evalena Sinz, Donna Hoffmann, Sister Helenette (Odilia Veronica) Baltes.

Our sympathy and prayers to the following volunteers on the loss of a loved one, or are experiencing serious illness: Pat Janowitz, Mark Richter, Susan Donahue, Kathy Herfel, Bob and Sharron Greene.

#### PUBLIC POLICY AND EDUCATION

##### WHA WISCONSIN 2019 HEALTH CARE WORKFORCE REPORT

Among the major challenges identified in this year's report::

- Escalating demands of an aging population; the population over age 75 will increase by 75% from 2017 - 2032 increasing the number of those requiring more intensive health care.
- Increased competition over a shrinking workforce; the population under age 18 will grow by only 3.2% from 2017-2030.
- A rapidly changing environment; hospitals have moved from paper to electronic health records in just a decade, and 75% of hospitals now provide access through telemedicine. With rapid technology changes, come challenges.
- Increased regulatory demand; meeting regulatory demands requires many hours. Physicians and clinicians devote more time to the electronic health record than they do face-to-face with patients.

*(Continued on next page)*

### **WHA WISCONSIN** *Continued*

The report includes recommendations for health care leaders, educators and policy makers, targeting workforce recruitment and retention, providing team-based health care delivery, wise use of technology and monitoring regulatory burdens. There are not “one size fits all” regulations, Understanding all the parameters of healthcare helps us make wise decisions and affect what happens in our future.

Information obtained from the December 05, 2019 edition of the WHA Newsletter.

Sharon Schug, PPE Chair

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## **COMMUNITY HEALTH EDUCATION**

### **VOLUNTEERING IS THE BEST KEPT SECRET FOR MENTAL HEALTH**

It is generally understood that helping others make a person feel good but there is a link between volunteerism and psychological well-being. Studies have found that helping others has tangible benefits both mental and physical, such as lowering blood pressure and reducing feelings of depression.

Rodlescia Sneed, a public health research associate at Michigan State University, has studied the impacts of volunteerism. The individuals who participated in her study showed improvements in depressive symptoms and purpose of life.

Oxytocin is a stress hormone that has a calming effect. This neurotransmitter spikes in persons who regularly volunteer. Adults over 50 years of age who volunteered at least 200 hours a year have a lower risk of hypertension. The link between volunteerism and psychological well-being is an emerging field of study so underlying functions are not fully understood.

Cathy Barkovich, Community Health Education Chair

## **TAG (TUITION ASSISTANCE PROGRAM)**

Are you a colleague or volunteer at Sacred Heart Hospital, St. Joseph's Hospital, or the LE Phillips-Libertas Center and taking classes toward a degree in the healthcare field this year? If so, you may be eligible to apply for one of five \$1,000 Tuition Assistance Grants that the Volunteer Partners will be awarding this year. For more information, please call Mary Pengra, the Director of Volunteer Services at 715-717-4074 or email her at Mary.Pengra@hshs.org, or visit the Tuition Assistance section of the Documents/Resource-Center page of the Hospital's intranet.

The Volunteer Partners are pleased to offer this assistance to support those colleagues or volunteers who are furthering their education so that they may further carry out the Hospital's mission of providing high-quality Franciscan health care. The determination of the financial need of each of the applicants, along with their interviews, will be of special importance in selecting the recipients of the grants.

TAG applications must be returned to the Director of Volunteer Services by January 31.

Steve Werner  
TAG Committee Chair

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### **A NEW YEAR WISH**

How quickly the years go by.  
2019 is history - 2020 is here!  
Volunteers making a difference,  
every day - every year!

Greeting visitors and patients  
With a smile and cheerful way,  
Delivering flowers to patients  
- helping colleagues each day!

Not asking for thanks,  
Volunteers are the best.  
Here to make a difference  
In the lives of all the rest.

So to all the volunteers  
Here's a wish for you:  
Happiness and good health  
be yours the new year too!

Jaci Fuller - 2020

### *Past Events*

#### **JERRY WAY CONCERT**

The Volunteer Partners of HSHS Sacred Heart and St. Joseph's Hospitals offered a night of music with Jerry Way at Regis High School on September 10, 2019. Jerry plays guitar and sings original toe-tapping music. It was a wonderful evening enjoyed by a small, but appreciative audience! Money raised was divided between the hospitals for their Volunteer Partners Tuition Assistance Grant (TAG) Scholarship programs. Please watch for other fundraising opportunities sponsored by the Partners.

Kathy Herfel

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#### **WEST CENTRAL DISTRICT MEETING**

The West Central District of the Partners of WHA held their fall district meeting on Thursday, October 27, 2019, hosted by the Cumberland Healthcare Volunteer Partners, Cumberland. Representing the Volunteer Partners of HSHS Sacred Heart Hospital were Bill McCullough, Steve Werner, Carol Dittmar and Jaci Fuller.

The morning program included Dona Johnson, FNPBC, Polk County Psychiatric Nurse Practitioner, speaking on the topic "Mental Health and You." Following a welcome by Mike Putsch, CEO of Cumberland Healthcare, Karl Nader, Cumberland Healthcare, gave a talk on "Mental Health - Let's Talk About it."

The District business meeting was held after lunch, followed by round table discussions on volunteer-related issues. As a fundraising event for the District, theme baskets were raffled.

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#### **BOOK AND GIFT SALE**

The Collective Goods - Book and Gift Sale - held on October 16 and 17, 2019, netted \$558.90 to the Volunteer Partners. Father John Schultz was the winner of the drawing. Shoppers enjoyed the wide variety of gifts available. Thanks to all of the shoppers who made the sale a success and to the volunteers who assisted.

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#### **JEWELRY SALE**

The \$6 Jewelry and Gift Sale was held on December 5 & 6, 2019 in the Rotunda. Shoppers could choose from a large variety of items, and they also enjoyed refreshments furnished by the Volunteer Partners. There were cookies, snacks, punch and coffee offered to shoppers. The net profit was \$762.79. The winners of the drawings were Jen Benrud - PREVEA Clinical Administration, Serena Larson - Histology Lab; Sue Vowinkel - Pharmacy, and Kris Bowe - Patient Financial Services. Thanks to all of the shoppers and to the volunteers who assisted.

#### **DO IT WELL, MAKE IT FUN.**

Ron Culberson, author and speaker, gave presentations last fall to colleagues and volunteers on "Do it well, Make it Fun." Culberson, NSW, CSP, CPAE is a former hospice social worker, middle manager and senior manager whose mission is to change the workplace culture so that organizations are more productive and staff more content. The following were key points of his talk:

Life is not about seriousness. It's about excellence. If you are good at what you do and make the processes in your life and work more fun, you will find balance and deliver more value.

1. Think about how you want to be remembered and make this your goal in life.
  2. Write down your values and put them where you can see them every day.
  3. Pay attention to the moment. Don't obsess about the future or the past.
  4. Change your perspective to reduce stress.
  5. Look for humor that's all around you.
  6. Align yourself with fun and creative people.
  7. Approach all communication with empathy and clarity.
  8. Break down the boring parts of your work and look for ways to make them better and more fun.
  9. Find ways to make projects enjoyable at every step of the way.
  10. Start meetings with something fun.
- It's not about the days in your life but the life in your days.

-Abraham



### THE NUTMAN SALE

The Nutman Sale, held on November 4 and 5, 2019 was a popular event, which netted \$257.81 to the Volunteer Partners. Shoppers enjoyed the large variety of candy and nuts. Janice Lorentz, Volunteer, won the door prize. The Volunteer Partners are appreciative of all who visited and shopped at the sale and the volunteers who assisted with the fundraising event.

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### HYGIENE KITS COLLECTED

Thank you to all who contributed to the hygiene kits recently collected, in partnership with the Eau Claire and Chippewa County Homeless Schoolsites programs. We collected 175 kits for middle and high schoolers. In addition, St. Olaf's Church gifted us with 183 travel hygiene kits, which were divided between both programs. Your generosity has and will continue to brighten the holidays and help to create a better start to the new year for those in need throughout our communities.



### BRINGING COMFORT AND JOY TO PATIENTS

No one wants to be in the hospital over the holiday but the Volunteer Partners at HSHS Sacred Heart Hospital brought some hope and good wishes to the patients during the holiday season. Christmas Santa stockings and hats were delivered to the parents of babies born during the week of Christmas. On Christmas Eve morning Volunteers Partners Council President and volunteer Janice Lorentz delivered to patients in the Hospital an angel ornament and bookmark with an angel poem, with wishes for healing and good health in the new year.

### FIRST BABY

For the first baby born at Sacred Heart Hospital in the new year, the Volunteer Partners gave a beautiful layette set and \$100 into a savings account for the baby. Pictured are the proud parents (the father works in the hospital cafeteria!) being presented the gifts by Steve Werner.



Steve Werner, Volunteer Partners Council President

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## Upcoming Events

### ADVANCE DIRECTIVES

The Volunteer Partners are considering sponsoring an Advance Directives Seminar on June 1, 2020, in the Monsignor Klimek auditorium. All area residents, over the age of 18, who have not completed this important form, should attend. A speaker will explain the form and volunteers will be on hand to sign as witnesses. More information will be available at a later date.



## VOLUNTEER PARTNERS

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*Upcoming Events, continued*

### **PIZZA RANCH FUNDRAISING EVENT**

The Volunteer Partners will be hosting a fundraiser at the Pizza Ranch with tentative dates of February 12 and April 8, 2020. We are anticipating financial success and will try to avoid a snow storm like we had on April 10 last year! So, put the dates on your calendar and come out to volunteer for a few hours, or just to enjoy some of the finest broasted chicken in the State! Watch for future notices as to the dates and plan to attend. Volunteers will be serving and acting as hostesses for the evening. Bill McCullough is the chair for this fundraising event.

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### **VOLUNTEER PARTNERS COUNCIL MEETING DATES**

January 27, 2020

February 24, 2020

March 23, 2020

April 27, 2020 (and Annual Business Meeting/Volunteer Recognition)

May 18, 2020

June 22, 2020

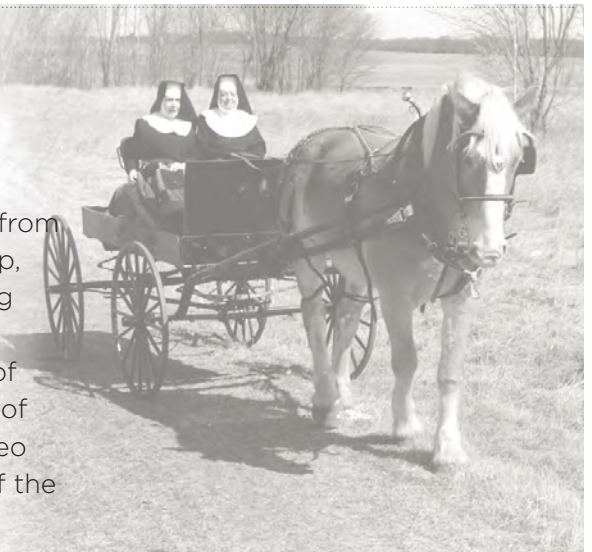
All volunteers are invited to attend the meetings from 10:15 – 11:30 a.m. Hospital updates, Gift Shop news and committee reports are reported each month during this time. Plan to attend!

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### **BACK IN TIME**

#### **JOURNEY TO AMERICA: OCTOBER 11 - NOVEMBER 8, 1875**

The Hospital Sisters of St. Francis are pleased to share a treasure from their archives with our colleagues: the diary of Sister Crispina Topp, OSF (May 24, 1850 – January 26, 1927). Sister Crispina was among the 20 Sisters of Germany who were chosen to be missionaries in America and their arrival in November 1875 marks the beginning of the health care ministry that continues today through the service of thousands of colleagues throughout Illinois and Wisconsin. A video diary entry (Daily Reflection) is also available on the homepage of the local intranet site.



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### **A PRAYER OF THANKSGIVING**

Lord, we thank you for the privilege of living in a land of opportunity, beauty and plenty.  
We thank you for a religious heritage and freedom to worship as we may desire.  
We thank you for houses of worship that lead us toward heaven.  
We thank you for friends across the street, throughout the land and around the world.  
We thank you for the ability to help the less fortunate in our own and other lands.  
We thank you, God, for strength to work, for minds to plan and hearts to appreciate the good things you provide.  
Amen



### JANUARY

01/01 Janelle Harrison  
01/01 Trevor Sigdahl  
01/05 Sharon Schug  
01/07 Karleen Notham  
01/08 Bonnie Olson  
01/14 Dave Nelson  
01/15 Rita Brunner  
01/18 Kayla Pocernich  
01/18 Pam Weiland-Schuster  
01/21 Sharon Stearns  
01/21 Judy Snudden  
01/22 Judi Teske  
01/26 Marge Gharrity  
01/30 Leora Hansman  
01/31 Anna Allen

### FEBRUARY

02/05 Jack Ruppelt  
02/10 Susan Donahue  
02/11 Denise Madland  
02/11 Sara Hansen  
02/11 James Klotz  
02/11 Areonna Schreiber  
02/17 Sharon Schank  
02/18 Noah Cork  
02/19 Emily Ries  
02/21 Moira Kneer  
02/23 Susan Norgaard  
02/25 Georgia Haley  
02/26 Carol Dittmar  
02/28 Pat Thorsbakken

### MARCH

03/01 Pam Cavanaugh  
03/08 Jan Lorentz  
03/12 Pat Rumpel  
03/17 Griffin Treanor  
03/23 Kathleen Petersen  
03/24 Bob Hagman  
03/24 Mary Gervais  
03/29 Kathy Ruscin

### APRIL

04/04 Judy Peak  
04/04 Pat Janowitz  
04/05 Connie Olson  
04/11 Judith Schroeder  
04/16 Sylvia Emerson  
04/16 Martha Munger  
04/17 Mary Burt  
04/19 Gerri Bainter  
04/22 Jaci Fuller  
04/22 Russ McElroy  
04/22 Mary Ryberg

## ON YOUR BIRTHDAY

You volunteer your time  
And put others ahead of you.  
You never expect recognition  
For all that you do.  
This wish is for all  
To have a Happy Birthday!

# VOLUNTEER PARTNERS

## New Volunteers Welcome

Welcome to the volunteers who have joined the Volunteer Partners Program at HSHS Sacred Heart Hospital since May, 2019. You are providing a valuable service to the patients, their families and Hospital staff while being a critical part of the Hospital's healing mission as you give your time and talents. Thank you for your service!

### ADULTS

Jim Walker

### COLLEGE

Danyel Bernstein      Aeronna Schreiber  
Noah Cork              Trevor Sigdahl  
Lindsay Jilot  
James Klotz



## DATES TO REMEMBER

Date	Event	Location
February 12, 2020	Pizza Ranch Fundraiser	Pizza Ranch (Tentative Date)
March 18, 2020	Advocacy Day	Madison
April 8, 2020	Pizza Ranch Fundraiser	Pizza Ranch (Tentative Date)
April 27, 2020	Annual Recognition/luncheon	Monsignor Klimek Auditorium

## 80th Anniversary



Judy Peak, council member, cutting the cake



Sharon Schug, council member, arranged the historical display for the 80th Anniversary Open House.



# Volunteer Partners CELEBRATE 80 Years of Service to the Hospital

The Volunteer Partners of HSHS Sacred Heart Hospital celebrated their 80 years of service to the Hospital with an Open House on Wednesday, November 6, 2019. Attendees enjoyed visiting the historical tables and displays. There was a short program, with Eric Butters leading the group in prayer. Council President Steve Werner welcomed everyone and introduced Andy Bagnall, President and CEO who thanked the volunteers for their years of service to the Hospital. Mary Pengra introduced the past presidents of the Volunteer partners Board of Directors in attendance. Some of the past presidents talked of their experiences. Refreshments were then served..



Kathy Kovell and friend



Volunteers, Jan Ray and Ceil Marshall enjoying refreshments.

# 1939-2019



Past President who attended the Open House: L-R: Dick Hazelton, Bonnie Olson, Etta Johnson, Pat Janowitz, Margaret Berg, Mary Ann Ogan, Sharon Schug, Sandra Harman and Bill McCullough.