

Volunteer Updates



Froedtert
West Bend Hospital

May/June 2023 Issue

Director's Letter

We ♥ our Volunteers

I absolutely love this time of year as it brings with it many things to celebrate. Not only are the spring colors, blooms, birds and (somewhat) warmer weather something to celebrate but knowing summer is just around the corner is as well. One of the more important things we celebrated recently is YOU our FABULOUS VOLUNTEERS!

The Spring Volunteer Recognition Luncheon was held on April 20 at West Bend Country Club and we were finally able to be back in person. It was a great day as we celebrated those receiving milestone hour pins. Being together again to share warm greetings and hearing the many conversations and laughter was proof positive of the genuinely amazing volunteers we are so fortunate to have. If you were unable to attend, make sure to reach out so we can get your appreciation tumbler gift to you.

A main focus of the Volunteer Services department this year has been to grow our membership. A number of recruitment efforts are underway and part of this is to make sure we are sharing the many benefits of being a volunteer at Froedtert West Bend Hospital. Below is a summary of those benefits that we also wanted to make sure you were aware of.



- Volunteer appreciation events
- Service recognition awards
- National Volunteer Week celebrations
- Free annual flu vaccination
- 20% gift shop discount and an outpatient pharmacy discount with ID badge
- Scholarship opportunity for eligible senior high school volunteers (\$3,000)
- Free parking

In July, we are excited to announce we will begin a bi-monthly, volunteer Coffee Hour. The Coffee Hour will be held the second Monday in July, September and November at 9:00 a.m. in the garden café at the hospital. Complimentary coffee will be provided. We encourage you to attend as a way to connect in person, particularly for our offsite volunteers, and for when you just don't have the time to visit with one another when you're volunteering for a shift. A flier with more information and dates is included with this newsletter. Please join us and consider bringing a friend, family member or neighbor who might be a good candidate for volunteering. This is a great opportunity to meet other volunteers and, for those who might be interested in hearing more about the program, to learn about what opportunities are available. Hearing firsthand from you, *our volunteers*, is the best way to engage others to hopefully get involved.

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One important announcement, that will be implemented beginning July 1st, is the return of our volunteer uniform. The time and energy you share as a volunteer is admirable and deserves to be recognized. One way to recognize not only your presence but the value you contribute to our hospital and health centers is to make sure you are visible. In addition to the volunteer lanyard and ID badge that you are already wearing, we will be asking you to please wear the blue logo vest, polo shirt or long sleeve shirt that was provided to you last year. If a new volunteer, or you are interested in purchasing additional apparel, please reach out to Kayla Weninger at kayla.weninger@froedtert.com.

With this being our May/June newsletter, I would like to close by wishing all of our Mothers and Fathers a Happy Mother's Day and a Happy Father's Day.

THANK YOU all for choosing to share your time, energy and talents with us!

A handwritten signature in black ink that reads "Ann Johnson".

Volunteer Services Director
Froedtert West Bend Hospital

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Membership

Adults = 63

Teens = 2

Volunteers Needed

Volunteer Areas Available:

- Hospital Ambassadors Desk- responsibilities include welcoming and assisting patients, families and visitors entering the hospital. Hospital Ambassadors will provide some patient transporting.
- Pleasant Valley Health Center Greeter- responsibilities include welcoming and assisting patients, families and visitors entering the health center.
- West Bend Health Center Ambassador Desk (Located on Paradise Drive)-responsibilities include welcoming and assisting patients, 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-responsibilities include providing customer service including cashiering, restocking and pricing.

Fundraising

- **Groth's Plant Sale**-March 30th-June 30th
- **Cookie Sale**-May 9th (8:00AM-12:00PM)
- **Nothing Bundt Cakes Sale at ISC Building**- May 17th (9:00AM-11:00AM)
- **Crumbl Cookie Sale at Froedtert West Bend Hospital**-May 22nd (12:00PM-3:00PM)

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

Well Wisher Happenings

Warm weather has arrived and so has seasonal merchandise! Well Wisher is ready to help with your gift, garden and fashion needs. We have great gift ideas for Mother's Day as well as fun patriotic and garden decor. We'll even take care of the wrapping for you!

Make sure you stop in to see our spring and summer apparel and accessories! We have pretty tops and on trend dresses great for summer events. Watch for the ever-popular LuluB skorts, tops and dresses in bright prints and fabrics with cooling comfort and sun protection. Finish your outfit with a new handbag and coordinating jewelry.

Well Wisher is welcoming new volunteer cashiers. If you or someone you know might be interested in joining our team, please contact Keri Schwartz. Our cash register is touch screen and extremely user friendly.

Well Wisher Volunteer Discount Guidelines

In appreciation of your service, all active Froedtert West Bend Partner Volunteers will receive a 20% discount on regular priced merchandise effective May 1, 2023. To make sure gift shop cashiers have the best opportunity to provide accurate and efficient service, please follow these guidelines:

- Present volunteer id badge, prior to cashier starting to ring purchase.
- Cashiers will rely on volunteers to show id badge, they will not ask if you are a volunteer.
- Volunteer is not eligible for discount if id badge is not present at the time of purchase.
- Discount valid only at time of purchase on regular priced merchandise. Credit is not available after purchase.
- Cards, candy and snacks excluded from the discount.
- Discount is only valid on regular priced merchandise.
- Froedtert West Bend Hospital Partner/Volunteers are eligible for Well Wisher discount.

Team Lead Updates

Mailroom -Patient Folder Totals for Froedtert West Bend Hospital

- March 2023- **653** folders assembled
- April 2023- **318** folders assembled

Birth Center- Folders and Baby Packets

- March 2023-Folders= **50** and Baby Packets= **50**

Cancer Center-

- March 2023-Folders= **12** and Binders= **12**
- April 2023-Folders= **46** and Binders= **22**

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Health Education

TOPIC: KIDS IN CRISIS

Social media, the Pandemic, and vast cultural changes, have left a generation anxious and depressed. Not only kids, but these issues have affected adults as well. And the system designed to support them and us is in tatters. Prior to COVID 19 CDC found 1 in 5 children had a mental disorder and only 20% received care from a mental health provider. Whether kids are facing trauma because of child abuse, or loss of a family member, or everyday anxiety about the virus and unpredictable routines and futures, they need even more support now – all amid a more significant shortage of children’s mental health resources. Even before the pandemic, kids often had to wait months for appointments.

Only 4,000 of 100,000 US clinical psychologists are child and adolescent clinicians. School psychologists are also in short supply. NASP (National Association of School Psychologists) recommends a ratio of 1 psychologist per 500 students; current NASP data estimates it’s 1 in 1200. The COVID 19 pandemic era ushered in a new set of challenges for youth in the US, but US children and teens have been suffering far longer.

In the 10 years leading up to the pandemic, feelings of persistent sadness and hopelessness, as well as suicidal thoughts and behaviors, increased about 40% among young people, according to the CDC. It certainly got worse during the pandemic. In addition to the social isolation and academic disruption, many also lost caregivers to COVID, had a parent lose their job, or were victims of physical or emotional abuse at home. All these difficulties on top of growing concerns about social media, mass violence, natural disasters, climate change and political polarization – not to mention the normal ups and downs of childhood and adolescents can feel insurmountable for them and for those who work with kids.

Psychologists support the new mental health recommendations by the US Preventive Services Task Force, who now recommends regular anxiety screenings for youth ages 8 – 18, and regular depression screenings for adolescents ages 8 – 18. These are not the only factors contributing to the current crisis. Biology also appears to play a role. The age of puberty has been dropping for decades, especially in girls, likely leading to difficulty processing complex feelings and knowing what to do about them. Regions of the brain linked to emotions and social behavior are developing more quickly than regions responsible for the cognitive control of behavior, such as the prefrontal cortex. Those developmental changes drive young people to seek attention and approval from their peers.

Submitted by Joanne Shirkey,
Community Health Education Lead

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Public Policy

WHA 2023 Workforce Report: WI Health Care Falling Further Behind

An aging population compounds workforce challenges and exacerbates the need to grow the health care workforce at a faster rate. Late March, WHA released its [2023 Health Care Workforce Report](#), which highlights data trends and analysis of Wisconsin's health care workforce. According to this year's report, as Wisconsin's aging population continued to depart the workforce, high job vacancy rates persisted as demand for care grew in 2022 putting further strain on the health care workforce to grow at a fast rate. "Wisconsin hospitals are working hard to grow, recruit, retain and support the health care workforce necessary to sustain the high-quality health care Wisconsin citizens expect and deserve. But even with concerted effort, it is unlikely that the health care workforce can grow fast enough to meet the rising health care demand of an aging population."

Every health care profession tracked by WHA experienced a vacancy rate increase in 2021 compared to 2020. The overall vacancy rate nearly doubled, from 5.3% to 9.9%. The report underscores the dual impact on health care of the aging, very large baby boom generation—the so-called "Silver Tsunami." By 2030, one in five Americans will be at retirement age. In Wisconsin, it's closer to one in four. The surge in retirements is a demographic force impacting all industries. Health care faces an additional challenge because health care needs grow as individual's age. Those over the age of 65 make up 20% of the population but account for more than 40% of health care utilization. The last of the baby boom generation turns 65 in 2032, and while the surge of retirements will subside for other industries, the Silver Tsunami's impact on health care demand and the health care workforce will persist for decades to come. Good health care policy supports high-quality health care. Wisconsin's perennial top-ranking health care quality demonstrates the achievements already made, and that must continue to be made together by health care organization leaders, and trustees, health care professionals, educators, policymakers, community leaders and other key stakeholders.

Advocacy Day Recap

Nearly 1,000 hospital and health care leaders, providers, staff, trustees and volunteers participated in Wisconsin Hospital Association's (WHA) annual Advocacy Day April 19th, the first held in person since the pandemic. Former Govs. Jim Doyle and Tommy G. Thompson were keynote speakers sharing a common view on political divisiveness today and encouraged attendees to rise above the partisanship to make an impact by telling their story.

Advocacy Day also included an address by current Gov. Tony Evers and a bipartisan state legislative panel of Rep. Mark Born (R-Beaver Dam), Rep. Evan Goyke (D-Milwaukee), Sen. LaTonya Johnson (D-Milwaukee) and Sen. Pat Testin (R-Stevens Point). Advocacy Day 2024 is slated for **March 20, 2024**.

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Legislation on Hospital Price Transparency Proposed in Wisconsin

Despite Wisconsin hospitals earning 4.5 out of 5 stars from a private sector company for having available and complete price transparency files as required by the federal government, and despite no hospital being fined by the federal government for failure to comply with the federal regulations, on May 3, a new bill on hospital price transparency creating state-level regulations on top of the already existing federal requirements was announced by four legislators in Wisconsin.

Price transparency efforts have supporters on both sides of the aisle. WHA is committed to improving health care costs and advancing transparency within the entire health care system. Wisconsin hospitals are national leaders in complying with federal transparency law and that is why WHA believes this legislation is unwarranted," said WHA President and CEO Eric Borgerding. "Further, the legislation creates a new set of state regulations and penalties that will complicate and confuse compliance with existing federal regulations and penalties being rigorously enforced by the Centers for Medicare and Medicaid Services (CMS)."

The bill would differ from the federal requirements in several ways, including in the timelines and penalty amounts. Importantly, it would also allow the state's Department of Health Services to create its own file template and reporting format which could differ from the federal requirements. "Bottom line, our hospitals are ahead of the curve and new, publicly available price and quality transparency tools are emerging every day making this legislation unneeded in a leader state like Wisconsin," said Borgerding.

The Milwaukee Journal Sunday, May 7, 2023, edition, page 3A, also discussed in more detail this proposal.

National Hospital Week: May 7-13, 2023

In celebration of national hospital and health care worker week, Gov. Evers has issued a proclamation celebrating hospitals and health systems that serve our communities.

Submitted by Sharon Scott, Public Policy Chair

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VOLUNTEER HIGHLIGHTS

Spring Appreciation Luncheon



Service Hour Milestone Recognition Volunteers!



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Congratulations to the following on their service milestones!

100 Hours

*Regina Awwe
Barbara Belsky
Pamela Farrell
Karen Konicek
Lois Poisson
Denise Scheib
Mary Whitney*

500 Hours

Lynn Ballbach

1,000 Hours

*Mary Lutz
Marlyss Thiel
Barbara Thimm*

1,500 Hours

Jean Rieke

3,500 Hours

Carol Schaefer

6,000 Hours

Rick Taetsch

8,000 Hours

Debbie Wolf

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2023 Froedtert West Bend Hospital Partner Volunteers Scholarship Recipients

Emma Raimer is graduating from Slinger High School with a 4.0 grade point average, ranking first in her class. She plans to attend the University of Wisconsin-Madison working toward a career in medicine as a Physician's Assistant. Emma is the daughter of Bob and Cindy Raimer. At Slinger High School she is a member of the National Honor Society, the Leadership Council and the golf team. Her academic honors include awards and medallions for the Science Olympiad. She describes herself as "passionate" about everything she undertakes in school or volunteering in the community. Her job at We Rock the Spectrum, a children's gym that provides an encouraging environment for all children, especially those that typically experience social isolation from their peers, has taught her many skills she will be able to use in her life and professional career.

Angela Reedell will graduate from West Bend West High School with a 3.8378 grade point average, ranked in the top 25 of our her graduating class. Angela will be attending the University of Wisconsin-Eau Claire where she will obtain her Nursing degree, hoping some day to work in a hospital. The daughter of Scott and Megan Reedell, Angela wants to follow in her grandmother's footsteps in her nursing career. At West Bend West High School she participated in two sports, swimming and track & field, but plans to join the weightlifting club at UW-Eau Claire. She was active in many clubs at high school including, S.E.E.D. an environmental club, Future Business Leaders of America and the National Honor Society. Outside of school she was involved in the Washington County 4-H and works at Eaton's Fresh Pizza, a job she truly loves. In her free time she enjoys hiking and reading.

Submitted by Michael Bloedorn, Scholarship Committee Chair

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Please join us!

Volunteer Coffee Hour

Bring a friend, family member or someone you feel would be interested in learning more about the great things going on with our Volunteer Program at Froedtert West Bend Hospital and the Health Centers.

The relaxed, drop-in format will be held bi-monthly from 9:00AM-10:00AM in the Garden Café.

Coffee Hour Schedule 2023:

- * Monday, July 10th
- * Monday, September 11th
- * Monday, November 13th

If questions, please reach out to Kayla Weninger at 262-836-8075.

We hope to see you there!



Froedtert
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PARTNER VOLUNTEERS

Froedtert West Bend Hospital Volunteer Services Department

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