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From the Manager

The fiscal year came to a close on June 30, 2017. It was another busy year! Thank you to the 500 volunteers who contributed their many talents helping Mercy Medical Center's patients, visitors and staff donating 56,769 hours of service. We couldn't provide the care and service that we do without YOU!

Students are an important part of our team. Over one hundred and fifteen volunteered at Mercy Medical Center giving of their time and enthusiasm this past year. Many begin their training in the summer months. Thanks to associates and volunteers who have welcomed, trained and worked with them.

Mercy also graduated their first class of project SEARCH interns. One of the interns was hired by Mercy Medical Center and another by Franciscan Courts. What a positive program Project SEARCH has been enriching the environment of our hospital. Please welcome the new interns this fall as we continue to support this collaboration with the Oshkosh Public Schools, Goodwill, the Department of Vocational Rehabilitation and other area agencies. It's a great way to showcase to others our mission of inclusiveness at Mercy Medical Center.



Amy Brownson, Manager
Volunteer Services
Amy.Brownson@Ascension.org

Ac-cent-tchu-ate the Positive!

The Mercy Medical Center volunteer recognition event was held on April 27th, 2017 at the Oshkosh Convention Center as a part of National Volunteer Week. The 1940's themed celebration included dinner, prizes, entertainment by Trisis "Wisconsin's Singing Trio of Sisters" and a staff video tribute to Mercy's volunteers. Here are some photos of the evening's festivities



Shirley Heisler & Marilyn Paulick



Karry VandenHeuvel



Standing (left to right) Sue Ertmer, Pat Brown, Jeremy Normington-Slay, Toni Markofski
Seated (left to right) Ron Timm, Bill Brown, Starr Cardanes



Dona Rager, Georgeanne Chier, Sharon Handy & Rhonda Aulbach



Joyce Prill & Linda Lemkuil



Trisis Entertainment

Volunteer Spotlight - Ray Ulvenes

Ray Ulvenes has been a volunteer at Mercy Medical Center since December of 2015 accumulating over 590 hours of service. He volunteers in Transport which includes running errands, transporting patients, and helping hospital visitors find their way around the hospital. Ray also volunteers at his church helping with the Knights of Columbus group.

Ray got bored sitting at home during the winter when he couldn't golf (which is one of his favorite hobbies), so he decided to become a volunteer at Mercy. He enjoys volunteering so much that he even quit a golf league to be able to keep his spot in Transport! His favorite part about volunteering is just being able to help people out; he also enjoys talking to the patients and the friendly staff.

Besides golfing, Ray has recently become an amateur photographer and an amateur radio operator, his furthest interaction over the radio was with a man all the way in Tasmania. He also does woodworking and collects old cameras; he has around forty of them!

Ray is easy to talk to, friendly, goofy, and a great person to volunteer with. When asked what the one thing he would like to see change in the world was, he responded with, "I want people to stop fighting and just get along, respect their differences and move on."

Haylee Hopp, Field Placement Student
Volunteer Services



Ray Ulvenes and "patient" Haylee Hopp

UW-Oshkosh Nursing Scholarships Awarded

The Mercy Medical Center Volunteer (MMCV) board is pleased to announce the recipients of the MMCV scholarships for the academic year 2017-2018. Two scholarships were awarded to students enrolled in the College of Nursing at the University of Wisconsin-Oshkosh at the UW-Oshkosh Honors and Awards Ceremony in April 2017. The recipients are Payeng Lor and Ashley Jones.



left to right, Scholarship winners: Ashley Jones and Payeng Lor

Each scholarship of \$1,000 is applied to the cost of tuition. Each student has demonstrated financial need and excellent academic achievement.

Ashley Jones is from Mauston, Wisconsin and says that nursing school has been the hardest and bravest thing that she has ever done. She hopes to pursue Critical Care nursing so that she can help patients and families as they improve and as they grieve. She states, "If it wasn't for opportunities such as this scholarship, I'm not sure I would be able to afford nursing school as it can be very expensive." Eventually, Ashley hopes to go back to school to become a Clinical Nurse Leader, Clinical Nurse Specialist, or a Certified Nurse Anesthetist.

Payeng Lor is from Milwaukee, Wisconsin and is excited to be a first-generation, Hmong female student and aspires to become a maternal or pediatric nurse practitioner. She has always wanted to be a nurse, the idea of being able to make a difference in a person's day or life is one of the most rewarding feelings to her. She hopes to someday open her own practice with rates that are affordable for low income patients. This scholarship will aid Payeng with her financial expenses of undergraduate school. She says, "As we all know, college is not at all cheap by any means. Receiving this scholarship will assist me in reaching my academic goals of persistence, retention, and graduation."

Haylee Hopp, Field Placement Student
Volunteer Services

2017 Advocacy Day

A number of staff and volunteers from Mercy Medical Center, St. Elizabeth Hospital, and Calumet Medical Center headed to Madison via motor coach on April 19, 2017 to attend the Wisconsin Hospital Association's (WHA) Advocacy Day. The crowd of over 1,000 heard from the morning's keynote speaker, Amy Walter, national editor of the Cook Political Report. Attendees also asked questions of a bipartisan state legislative panel. Governor Walker provided luncheon keynote remarks.



Advocacy Day attendees are; standing left to right: Jeremy Normington-Slay, Amy Brownson, Peg Larson, and Mai Xiong; seated left to right: Ray Ulvenes, Sue Boerschinger, Toby VandenHeuvel, Bill and Pat Brown

Attendees made their way to the State Capital for meetings with their elected officials in the afternoon. Mark your calendar now for the Advocacy Day 2018 event set for **Wednesday, March 21**. The event is an excellent way to learn about health care legislation and hot topics at the state and federal level.

Amy Brownson



Volunteer Education In-Service, Flu Vaccines and TB Questionnaires

The annual volunteer in-service sessions will be held on **Thursday Sept. 21st** and Wednesday, **Sept. 27th**, 2017. Those volunteers required to complete the in-service will receive a letter in the mail with the specific timeframes. The flu vaccine is planned to be offered to volunteers on those dates as well. There will be other

dates available for the vaccine and, as soon as we are made aware of the fall vaccine clinic schedule, we will post it in the volunteer sign-in area and send messages via e-mail and mail.

Volunteers are mailed a TB questionnaire, during their birthday month, to complete and return to the volunteer office. Associate Health reviews the form and will contact the volunteer if a TB test is required. Thank you, in advance, for keeping Volunteer Services compliant with Joint Commission and CDC requirements.

Michelle Feucht, R.N. Associate Health
Georgia Moll, R.N. Associate Health
Amy Brownson, Volunteer Services Manager

Greetings from the Gift Shop

Summer is now in full swing and the MMC Gift Shop has the perfect decor and clothing to brighten your days. Come in and browse the unique items we have to offer.

Along with summer comes the outdoor Oshkosh Farmer's Market. We are pleased to let you know that MMCV will host a booth at the market on **September 16** and will be selling many of the homemade items made by our Craft Project Group. Be sure to stop by, to support our new venture.



The project group has also been very busy making items for the Fall Craft Fair which will be held on **October 13**. If you would like to reserve a table, please click on the following link for more information. Mark your calendars so you don't miss this fun event!



Nancy Reichenberger
Gift Shop Coordinator
Nancy.Reichenberger@Ascension.org

Spring and Summer Fundraiser Fun



Dimples Jewelry offered a wide variety of items



Nancy Nigl, Bev Fretchel and Haylee Hopp, Field Student Volunteer, with some of the Geranium Sale selections



Rob Robinson and Jerry Draws planted Geranium Sale items to help beautify the MMC campus



Diana Drew displays some of the plant selections offered at the Geranium Sale



Sue Boerschinger and Karry VandenHeuvel were ready to help at the Strawberry Sale



Karry VandenHeuvel and Jennifer Ziemer with some of the items offered at the Collective Goods Book Sale

Greetings from the MMCV Chair

The volunteer advisory board is excited to be kicking off a new fundraiser set for 2018 to commemorate the 60th anniversary of the founding of the Mercy Medical Center Volunteers (MMCV) organization, formerly Mercy Medical Center Auxiliary (MMCA). You should have received a letter asking for your input and help with this new "60 for 60" fundraiser that will reach out to the Mercy Medical Center and Oshkosh area communities, to raise money for "Child Wellness" in our community. We are excited to try something new and we appreciate all of the support we have already received. If you are interested in helping or want further information please let me know.

Also in 2018 we will have openings coming up on the MMCV advisory board. Would you consider getting more involved? Please contact me or stop into volunteer services to find out more.

I love this time of year - summer. For some reason it seems easier to give, share, and to show love when the weather is warm. As volunteers, we have a responsibility to serve our patients with an open heart providing service to those who have been through tough times and are in recovery and to those here for perhaps the first time seeking assistance.

We should walk through the hospital spreading cheer and sincere smiles, a "may I help you" or just a simple "hello" makes a world of difference. We need to place ourselves in the patient or visitors' place. Customer service should be our main priority by showing kindness, patience, and respect. In the words of our own Nurse of The Year, Dawn Auclair, "Never forget that the patients put their trust in your hands and that is a high responsibility."



Sue Boerschinger
MMCV Chair
sboers01@netzero.com

Real Power in a Smile



Hannah Follett and Austin Wellhoefer offer a friendly smile in errands

You've heard it a thousand times - "Smile!" What you may not know is the effect of smiling.

Smiling is not just about looking inviting to customers. It is also a tool to help influence their attitude to produce a state of agree-ability. Engaging customers in an atmosphere of positivity reduces stress, minimizes conflict, improves the bottom line, transforms your attitude, and allows you to go home at the end of the day more satisfied with your role. That's a lot from a smile!

Excerpt from Ascension Frontline, February 2017 issue



Diane Griffin
Volunteer Services Specialist
Diane.Griffin@ascension.org



Volunteer **Maggie Hoernke** completed her training and did an awesome job last night for her first time in our area. She did get quite a few interesting things thrown her way on her first day but did great. For her first night I give her an A+! I think she'll really do a good job with us in ER.

Also **John Daly**, We all enjoy him as our volunteer! All in all, the volunteers we have in Patient Access/ER Reception are pretty fantastic. They all make our job easier and more pleasant with their great company, Thank you for sending these great people our way! We appreciate them.

Rebecca Frey
Patient Access Representative

I met Mercy's **Daisy Da Clown** Volunteer on a recent Sunday morning and we were able to touch base. I think that she is a great addition to our care team. Thank you!

Rev. Phil Dewitt, M.Div., BCC
Chaplain, Spiritual Services Department

Just wanted to send you an email letting you know how helpful **Jon Pfeilstifter** has been. He is so good with our PEACE (physically exercising after cancer enters) program and has done extra by helping one of the members figure out how to use her smart phone better and he also took the time to help a patient who was having problems finding the wound clinic. The person thought that it was still upstairs so Jon got him to Oakwood and the new location. He seems very comfortable with the PEACE program and I am so glad that we have him!! Thanks so much

Lori Christianson, PTA
Coordinator PEACE Program and Fitness for the Physically Challenged Program

I realize the volunteers don't have email, but I wanted to share kudos for one of your team. **Mary Ann Tronchetti** who mans the welcome/information desk at the Oakwood entrance is always such a joy to see. She welcomes everyone with her contagious smile and warm greeting. Mary Ann literally makes my day when I see her. Mary Ann deserves an extra pat on the back!

John Fuller
Director Franciscan Courts



Chaplain Nathan Bettger and Daisy Da Clown
a.k.a. Lynn Minkowski

Children Screening Services Volunteers



Children Screening Services volunteers provide hand washing training to preschoolers.

The Children Screening Services Volunteers are affiliated with Mercy Medical Center and Prevent Blindness Wisconsin. The group provides vision screening in Oshkosh area day care centers, preschools, public and parochial schools. In addition, they teach hand washing to the younger students. If a vision problem is suspected, the child is referred to an eye care specialist. One thousand and eight were screened in 2016-2017 school year.

Officers for the 2017- 2018 school year are:

President - Linda Lemkuil
Vice President - Diane Lang
Secretary - Sue Kirsling
Treasurer - Marsha Johnson

Amy Brownson

Mercy Medical Center Volunteer Opportunities

Reception Desk

Duties include greeting patients and visitors, customer service, office procedures and escorting patients and family. This is a great area for someone who likes a variety of interaction, can use a computer and push patients in a wheelchair.



Transport

Achieve between 4,500-7,000 steps in a 4 hour shift volunteering in our Transport area. This assignment provides patient wheelchair escort, and delivers supplies and other items to and from various areas. If you are caring, energetic, and able to push patients in wheelchairs this is the area for you. Volunteers are needed during the weekdays 8:00 a.m.-noon or noon - 4:00 p.m.

If you or someone you know may be interested in these or other volunteer areas at Mercy, you can contact Mercy Medical Center Volunteer Services at 223-0225 for more information or apply online at www.affinityhealth.org/volunteer.

Diane Griffin

New class of Project SEARCH interns coming to Mercy this fall

A new class of Project SEARCH interns will be starting at Mercy Medical Center this school year. Please welcome back the Project SEARCH staff; Dana Zander, Chris Kayla Courtney, Mike Schneider, and Pachoua Lee and our interns listed below:

Jacob Boss	Jacob Franklin
Chad Giles	Jessica Hermans
Lara Muehlenberg	Nicholas Nelson
Daniel Palfrey	Suryachand Pulakandum
Morgan Richards	Julia Sobojinski
Lauren Vanesky	Charles Wilson

Project SEARCH is a high school transition program; with a focus on helping youth with disabilities make successful transitions from school to adult life. Mercy Medical Center and Franciscan Courts will partner with the Oshkosh Area School District, Goodwill Industries, the Division of Vocational Rehabilitation and other agency support services for the benefit of the interns. In addition to learning employ-ability skills in an onsite classroom setting, the interns provide service for about 4 hours per day within hospital departments and at Franciscan Courts.

Amy Brownson

FY 2018 MMCV Board and Meeting Schedule (July 1, 2017 - June 30, 2018)

BOARD MEETINGS

Mondays 9:30 am - 11:00 am in the Volunteer Services Multi-purpose Room

August 21, 2017

October 16, 2017

November 20, 2017

February 19, 2018

March 19, 2018

May 21, 2018

GENERAL/LUNCHEON MEETING

Noon - 1:30 pm Integrity & Creativity Conference Rooms A & B

September 11, 2017 Sponsored by the Mercy Health Foundation

MMCV ADVISORY BOARD

Executive Board

Chairman: Sue Boerschinger

Vice-Chairman: Joan Bitter

Treasurer: Debbie Seekings

Secretary: June Wiechman

Committee Chairmen

Assistant Treasurer: Nancy Wilms

Bylaws: Joan Bitter

Community Health Education and Public Relations: Tom Wollangk

Craft Projects: Karry VandenHeuvel & Joan Bitter

Fundraising: Pam Anderson, Bev Fretchel, Peg Larson, Karry VandenHeuvel & Jennifer Ziemer

Gift Shop: Karen Chapin & Bev Fretchel

Hospitality: Pam Anderson

Nominating: Karry VandenHeuvel

Scholarship: Bev Fretchel

Member at Large: **OPEN**

Amy Brownson

Let Nature Rejuvenate You

New research shows that there are mental health advantages that come with spending time immersed in natural settings. Frequent technology use puts extraordinary strain on cognitive functions such as attention, problem solving, focusing, multitasking and shifting between programs with different cognitive demands. Research indicates that exposure to natural settings seems to improve our ability to perform these tasks because of the restorative benefits offered by a radically different change of environment. A couple of days of downtime and communing with nature can give you a 50% boost in productivity!



Source: Ascension Frontline, May 2017 issue
Diane Griffin

In Memory

Just this side of heaven is a place called Rainbow Bridge.

When an animal dies that has been especially close to someone here, that pet goes to Rainbow Bridge. There are meadows and hills for all of our special friends so they can run and play together. There is plenty of food, water and sunshine, and our friends are warm and comfortable.

All the animals who had been ill and old are restored to health and vigor. Those who were hurt or maimed are made whole and strong again, just as we remember them in our dreams of days and times gone by. The animals are happy and content, except for one small thing. They each miss someone very special to them, who had to be left behind.

They all run and play together, but the day comes when one suddenly stops and looks into the distance. His bright eyes are intent. His eager body quivers. Suddenly he begins to run, from the group, flying over the green grass, his legs carrying him faster and faster.

You have been spotted, and when you and your special friend finally meet, you cling together in joyous reunion, never to be parted again. The happy kisses rain upon your face; your hands again caress the beloved head, and you look once more into the trusting eyes of your pet, so long gone from your life but never absent from your heart.

Then you cross Rainbow Bridge together...

Author Unknown



Prince

12/7/10-7/11/2017

Prince was a Pet Therapy dog volunteering at Mercy since 2014 along with his sidekick Jim Papenfuss. They were a special duo giving unconditional love to many patients, staff and visitors. Thank you for your service.

Diane Griffin



New Volunteers 3/16/17 - 7/17/17

Kathie Baum - Lap Robes
Dallas Cavegn - Errands
Jacob Dewhurst - ER; PCU1
Jean Rony Dorval - Behavioral Health Unit; ER
Debra Fernau - Pet Therapy
Ariana Garton - ER
Allen Grasley - P.E.A.C.E. Program

Rachael Guritz - ER; Patient Access/ER Reception
Maggie Hoernke - Patient Access/ER Reception; Pharmacy
Gabriel Javier - Errands
Christine Katuszonek - Surgical Waiting Room
Aaron Klysen - Pharmacy
Vanessa Kuenzi - Errands
Josh Martin - Outpatient Testing
Tom Nevers - PCU2
Vickie Pennau - Projects
Jonathan Pfeilstifter - ER; PEACE Program
Lucas Pinkerton - Errands
Melodie Pulvermacher - Pet Therapy
Morgan Schroeder - Errands; Reception; Transport
Kelli Trester - ER; Errands; Info Desk; Transport
Lori Welch - Pharmacy; Spiritual Services

Diane Griffin

Calendar of Upcoming Events



Aug. 30	PRN Uniform Sale
Sept. 14	40 Winks Sale
Sept. 16	Oshkosh Farmer's Market
Sept. 21	Volunteer Annual In-Service
Sept. 27	Volunteer Annual In-Service
Oct. 5-6	Collective Goods Book Sale
Oct. 13	Craft & Bake Sale
TBA	Benvenuto's Dine Out Fundraiser
Nov. 2-3	Gift Shop Open House
Nov. 9-10	Dimple's Jewelry Sale



Hope you are enjoying our summer season!