

PARTNERS OF WHA is committed to advocating for the health of our communities and advancing the success of local health care volunteer organizations, through the coordination and provision of volunteer education, development resources, and leadership opportunities for health care volunteers and their organizations.

A Message from the Partners of WHA President

New Beginnings and Attitudes



Jan Molaska

Recently, while listening to Christmas music, John Lennon’s “So this is Christmas” was playing. As I listened to the lyrics, I tuned in to “Another year over and a new one just begun.” When Lennon wrote the song, he was referring to the Vietnam War being over, but the statement holds true in all our lives.

The holidays are over, decorations are being packed away, and we move from the hustle and bustle of the season into the quiet and calmness of the new year. Winter is settling in and for some reason, something about winter slows our pace just a little. Because of the slower pace, we are more content to stay in and thus have time to contemplate the year gone by and the New Year to come.

As I reflect on 2018, the first word that comes to my mind is “gratitude.” One year ago, at this time, I was dealing with significant medical issues. It took the better part of the year but thankfully the issues have resolved. I am tremendously grateful for my family and my friends who have helped me through the tough times. Thankfully, I was too busy focusing on Partners of WHA to dwell on my medical concerns. I am also grateful for the 8,500 plus members of Partners that make a difference in the lives of others. On these dreary winter days, YOU might be the only SUNSHINE for patients and their families.

I’m sure many of you are familiar with the expression: “The only thing that is constant, is change.” In health care, that certainly is true. Every day we read or hear about health care concerns—insurance coverage or lack thereof, pre-existing conditions, the opioid crisis, mental health issues, increase in suicides—and the list goes on.

2019 will present challenges, but as advocates for our hospitals and communities, you, the auxiliary members and volunteers, are valuable resources and can affect positive changes at the local, state, and federal levels. Attending Advocacy Day is one way to demonstrate our commitment to promoting the need for superior health care for all. Mark your calendars—Advocacy Day—April 17, 2019. WHA will be providing more information regarding registration and activities. Remember to check the Partners website (partnersofwha.org) for additional information.

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A Message from the President-Elect

Bylaws Challenges



Peg Larson

Thank you for entrusting me with the role of President-Elect of Partners of WHA. Together, we can fulfill the mission and support health care volunteers throughout the state. The primary task of the President-Elect is to review and propose any changes needed to the bylaws. I have a fair amount of experience with bylaws in several organizations and am delighted to use that accumulated knowledge for the benefit of Partners.

The bylaws of an organization are the rules which govern the group. When they are initially established, a set of bylaws is a cohesive document that is consistent from one area to another. Over time, changes are made to address issues that arise and new needs of the organization. Partners is no different. Over the last 50 years, the world has changed greatly, generating new clauses and sections in the Partners bylaws. As changes are made in one section, conflicts in interpretation have arisen with other sections. In October 2016, the board voted to redraft the bylaws as a whole to be sure the governing structure is appropriate for the current volunteer world and to eliminate the conflicting clauses.

In the spring of 2017, the Board convened a bylaws retreat to look at the current structure of the organization. Our

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***A Message from the President...
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For the past two years, the Health Education focus has been on the opioid crisis. However, paramount to the opioid crisis is that of mental and behavioral health. The use of drugs is often the outward manifestation of deeper mental and/or emotional concerns. We hear daily about depression, suicide, and anxiety disorders. Because mental illness affects us all, I have chosen mental health to be the Community Health Education focus for 2019. Not all wounds heal. Not all scars show. Not all pain is obvious. Sherry Jelic, CHE chair, will be researching and providing additional information so we are better informed and can recognize signs that indicate possible concerns.

Some Partners goals for 2019 include retention of the organizations that already belong to Partners of WHA, recruiting non-member organizations, and improving communication. The Executive Committee will determine additional goals for the next two years. However, Partners is YOUR organization. We, the Board, very much welcome your input, suggestions, concerns, questions, comments, or whatever you have to offer. It is my goal to have more involvement from the local organizations, so please contact any of the Board members with your thoughts.

The pages on the calendars of our lives have turned. 2018 is written and there's no going back. 2019 however, is blank and ready for you to write the new entries and fill in the days. It's a time for new beginnings and new attitudes. You hold the pen. What will you write?

Thank you for the opportunity to serve Partners of WHA. I am sincerely looking forward to working with each of you to grow, strengthen, and advocate for our local and state organizations and communities.

Jan Molaska
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Have Your Say: Be an Advocate

It should come as no surprise that health care will be a major issue this legislative session. Health care matters to everyone. While it is unclear which issues will take precedence and how the dynamics of divided government will play out, one thing is clear—your elected officials will make important decisions impacting Wisconsin hospitals' ability to deliver high-quality, affordable, and accessible health care.

Before those decisions are made though, you can have your say.

The Hospitals Education and Advocacy Team (HEAT) is a statewide network of more than 2,400 advocates serving as a powerful voice for Wisconsin health care. The HEAT program facilitates your involvement in the public policy making process by not only providing up-to-date policy information for you to read and share, but also highlighting key issues for you to give voice to. We call that taking action, or **advocacy**.



Elected officials value hearing from their constituents to better understand the issues and their impact. The Legislature will be taking up the state's biennial budget in the coming year, making it more important than ever that Wisconsin hospitals have a strong advocacy voice. And we need your help:

1. Elevate your engagement and be ready to take action.
2. If you are not already a member of HEAT, sign-up TODAY! Go to <https://www.wha.org/EngageInAdvocacy/EngageinAdvocacy>.
3. Be a leader and encourage others to have their say and be advocates by joining HEAT.

For questions or comments, contact WHA's Vice President of Advocacy Kari Hofer at khofer@wha.org.

Registration Now Open for Advocacy Day 2019 on April 17



Each year, the WHA Advocacy Day event grows both in number of attendees and in the impact made on our legislators in Madison. Advocacy Day is one of the best ways hospital employees, trustees, and volunteers can make an important and visible impact in the state capitol. Help make the 2019 event a great success by assembling your hospital contingent for 2019 Advocacy Day, set for April 17 at the Monona Terrace in Madison. Registration is now open at <http://www.whareg4.org/AdvocacyDay2019>.

As always, Advocacy Day 2019 will have a great lineup of speakers and sessions, including keynote speaker former Governor Tommy

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Registration Now Open for Advocacy Day 2019...
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Tommy Thompson

Thompson, along with the popular annual legislative panel discussion, followed by a luncheon keynote address from Governor Tony Evers (invited). The highlight of Advocacy Day is always the hundreds of attendees who take what they've learned during the day and then meet with their legislators in the state capitol in the afternoon. In fact, over 600 visits were made last year that directly impacted the outcomes

of priority legislation. Speaking up on behalf of your hospital by meeting with your legislators during Advocacy Day is essential to help educate legislators on your hospital and health care issues.

Join over 1,100 of your peers from across the state at Advocacy Day 2019, April 17. More information and online registration are now available at <http://www.whareg4.org/AdvocacyDay2019>. For Advocacy Day questions, contact Kari Hofer at 608-268-1816 or khofer@wha.org. For registration questions, contact Sherry Collins at scollins@wha.org or 608-274-1820.

Kari Hofer, WHA Vice President, Advocacy

Best of the Best Award Needs Applications Now!

The Best of the Best Award was established in 1994 to recognize and thank administrators for their support of the work Partners volunteers do. It honors on-site administrators, CEOs, presidents, executive directors, first vice-presidents, and CFOs of Wisconsin hospitals and medical centers who participate in exemplary and supportive relationship with their volunteer organizations.

Nominating forms will be mailed to all Partners of WHA presidents in March. They will also be available at the Spring District meetings. Information can also be found at www.partnersofwha.org. Anyone nominated must have been in the present position for no less than 24 months as of June 8, 2019. The deadline for submission of nomination forms is June 8, 2019. If you have submitted a nomination in the past, but were not successful, please feel free to resubmit after you have reviewed it in light of the criteria. Let's show our administrators that we appreciate their support of what we do.

The 2019 committee includes Chair Arletta Trejo, plus Bev Lazar, Hawkins; Jennifer Frank, WHA Madison; Donnella Christianson, Stanley; and Randy Abraham, Janesville.

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A Message from the President-elect...

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mission statement was revised, and the Board considered how the organization should be structured to support that work. A new set of bylaws was drafted which contained substantially the same intent as the current bylaws with slight modifications. Because the bylaws are our legal foundation, the draft was sent to an attorney who specializes in bylaws. He suggested significant expansions to include language specifying the procedures to be taken in certain cases rather than relying on an external document like Robert's Rules of Order. The board reviewed those changes, accepting some and revising others. During Spring Tour 2018, the fruits of that work were presented to the membership in significant detail. In addition, a conference call was held in September, prior to convention, to ensure that any questions were addressed for the delegates. At convention, there was some opposition and confusion regarding the bylaws. As a result, the replacement bylaws were not passed, leaving us with the current conflicting set.

This spring, the Bylaws Committee will once again take up the challenge of replacing our current document with a more cohesive set of bylaws with enough flexibility to do business and enough rigidity to protect the organization. To help with this work, please let me know as soon as possible what your questions and concerns are. Partners exists to serve you, the membership. To ensure that happens, we must hear directly from you. The document that was proposed in October is available on the [home page of the website](#). If you have concerns or confusion about the proposed bylaws, please email Jan Molaska (jmolaska@gmail.com) or Peg Larson (pegvoluntr@hotmail.com). All questions and answers will be addressed in public on the website.

Peg Larson
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 Email: pegvoluntr@hotmail.com

Convention Theme - “VOLUNTEERS, OUR PRECIOUS GEMS”

As convention chair, I'm truly excited with the venue that has been selected—The Red Lion Paper Valley Hotel and Convention Center in beautiful downtown Appleton, **TUESDAY, OCTOBER 1 - THURSDAY, OCTOBER 3, 2019.** The staff is eagerly awaiting our return and are excited to share the remodeling that has taken place.



The Southeastern and Lakes Districts are hosting the 2019 convention. Volunteers from both districts are in the process of planning an educational, spirited, and enjoyable three days of speakers, workshops, delicious food, and the opportunity to network with fellow volunteers from throughout our great state of Wisconsin. We all look forward to greeting and renewing friendships and ideas with you!!!!

MARK YOUR CALENDARS now to share in the fun and fellowship with your fellow volunteers—each of you are “Our Precious Gems.”

Sharon Scott, 2019 Convention Chair
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Strategic Planning Report

Per the Partners of WHA bylaws, a Strategic Planning Committee shall be composed of the Chair, President, President-Elect, Treasurer, Community Health Education Chair, Public Policy Chair, and WHA representatives. The remaining members are to be appointed by the President and/or Strategic Planning Committee Chair, not to exceed a total of ten (10) members.

The duties as outlined in the bylaws are the following: The Strategic Planning Committee shall study and evaluate organizational functions, future objectives and projected resources as they relate to the purposes of Partners and shall make recommendations to the Board of Directors.

I am honored that our President of the Partners of WHA Jan Molaska asked me to chair this committee. I have been a volunteer at HSHS Sacred Heart Hospital for over ten years, volunteering at the Information Desk. However, a full-time paid employee is now working in that position so I am volunteering in the Family Waiting Center. I have served in the following positions for the Volunteer Partners of Sacred Heart Hospital: as President-Elect, President, Past President, Secretary, and on numerous committees. I am the Coordinator/Editor for the Hospital Volunteer Partners' newsletter, which is published three times per year and presently serving on the Patient and Family Advisory Committee for the hospital. I am the Chair for the West Central District of the Partners of WHA; however, my term will be completed in April 2019.

With changes in the health care field, the volunteer role in hospitals is changing also. There are new positions and areas of volunteering in the hospitals and in the community. If you have any suggestions or ideas for the Strategic Planning Committee and Partners of WHA, please contact me or one of the members of the Committee. I would like to hear from you!

Jaci Fuller, Chair Strategic Planning Committee
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Certain Techniques Manage Stress

Common clues can manage stress, headaches, upset stomach, and trouble sleeping.

A stressful job or home situation can defuse anger or conflict by better stress-lowering techniques, such as delegating household responsibilities or just saying “no.”

The natural decrease in adrenaline production after exercise may counteract the stress response. Physical activity can relieve symptoms of anxiety. Medical care and counseling can help and can improve this anxiety and depression.

Relaxing, such as guided imagery, meditation, muscle relaxation, and relaxed breathing can help. Your goal is to lower your heart rate and blood pressure while reducing muscle tension. Focus on hobbies or activities, which might include reading, listening to music, or playing with your pet.

Social support can help reduce stress and prolong life, so find a friend and do whatever you feel is important, such as go to a movie, talk on the phone, or take a walk.

It's so important to recognize when you need help. Therefore, see your doctor or a specialist in behavioral medicine.

Information shared from Mayo Clinic

Web Safety

I do not claim to be an expert in cybersecurity by any means. As your webmaster, I try to balance the goals of making data that people need available (like names and contact information) with the need to protect each individual's privacy. The website does have lists for each level of officer with their contact information. It allows other organizations to easily access the information to send invitations to convention or district meetings. Those lists also allow a treasurer from one local organization to contact the treasurer of another organization to share experience and information.

Unfortunately, those lists may also allow those with bad intent to send emails called "phishing" to attempt to gain information or cash. If you receive an email from any source that seems odd or out of the usual scheme of things, please contact the purported sender in some other way. For instance, you might receive an email that says that the sender is Peg Larson. At the top of your window, it should give the actual email address it came from. It might look like "Peg Larson <johnsmith@gmail.com>" not "Peg Larson <pegvoluntr@hotmail.com>." Clearly, this is an attempt to make you believe that I sent the email. If you get an email like this, you should treat it like spam and block the sender. Even if the email has the return address that matches the name of the sender, it may come from a "spoofed" account. Most importantly, DO NOT reply to it or follow the directions in the email. Contacting the supposed sender can be useful to let them know that it happened, but to do so you will need to find their actual email address rather than replying to the message. **Please do not forward the bad email.**

The Partners of WHA website, to the best of my knowledge, follows the security protocols prescribed by the industry. I do know that one institution's protocols will not allow them to download documents from it. If you have any trouble with any aspect of our website, please let me know as soon as possible. I can email copies of documents and/or repair the website.

Keeping the website fresh and up to date does rely on YOU to send pictures and other documents. Please send them to me with as much information about the item as possible.

Thank you for all you do for Partners.

Peg Larson, Website Manager
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My Mother Taught Me...

- To Appreciate a Job Well Done – "If you're going to kill each other, do it outside. I just finished cleaning."
- Religion – "You better pray this will come out of the carpet."
- Time Travel – "If you don't straighten up, I'm going to knock you into the middle of next week."
- Logic – "Because I said so, that's why."
- More logic – "If you fall out of that swing and break your neck, you're not going to the store with me."
- Foresight – "Make sure you wear clean underwear, in case you're in an accident."
- Irony – "Keep crying and I'll give you something to cry about."
- About the Science of Osmosis – "Shut your mouth and eat your supper."
- Contortionism – "Will you look at the dirt on the back of your neck!"
- Stamina – "You'll sit there until all that soup is gone."
- Weather – "This room of yours looks as if a tornado went through it."
- Hypocrisy – "If I told you once, I've told you a million times – don't exaggerate!"
- Circle of life – "I brought you into this world; and I can take you out."
- Behavior Modification – "Stop acting like your father."
- Envy – "There are millions of less fortunate children in this world who don't have wonderful parents like you do."
- Anticipation – "Just wait until we get home."
- Receiving – "You are going to get it when you get home!"
- Medical Science – "If you don't stop crossing your eyes, they are going to get stuck that way."
- ESP – "Put your sweater on; don't you think I know when you are cold?"
- Humor – "When that lawn mower cuts off your toes, don't come running to me."
- How to Become an Adult – "If you don't eat your vegetables, you'll never grow up."
- Genetics – "You're just like your father."
- Roots – "Shut that door behind you. Do you think you were born in a barn?"
- Wisdom – "When you get to be my age, you'll understand."
- Justice – "One day you'll have kids, and I hope they turn out just like you!"

Hope you have had some laughs reminiscing the OLD TIMES!

Public Policy Education Report

My name is Ronald Stephen Williams and I am the new state PPE chairperson. I am comfortable with being called Ron. But over the years, I have gone by many different names! Many of my students in my 37 years in public school education called me Mr. Williams, The-Guy-Who-Played-the-Piano. During my 64 years playing pipe organs and pianos in churches and directing choirs in both school and church, I was called the Minister of Music or the Director of Music. In my volunteer role at the hospital, I am usually called the Man-Who-Plays-Piano-at-the-Hospital.

I have been a volunteer at Community Memorial Hospital (CMH) in Menomonee Falls, WI for 15 years and I volunteer at the main desk as a greeter and escort. I also play the piano for our annual Love Lights Tree Lighting ceremony, the Foundation's Donor Recognition Reception, Employee Service Recognition event, and music in Behavioral Health department at CMH. This winter, I will be starting a music activity on the third floor called the ACE (Acute Care of the Elderly) unit. My portable digital piano, purchased by our Volunteers in Partnership at CMH, has a full size key board, so I have the full range of a regular piano. I will be on the unit during select dates to provide music to the patients and staff by interacting with them about the music, playing requests, and talking with them about the music. My time on the unit is a fun time to allow patients to sing, listen, and remember music from their past and enjoy listening to old favorites as well as some new music from today. While I'm playing, I encourage them to listen, sing, smile, keep time, make requests, enjoy the moment, and remember the fun time of musical memories.

The music session is always flexible and I always adjust my music to their interests. It's very enjoyable to see patients break out into song when they hear music from their past, and it's fun for me to see them smile when they hear and recall memories and then share those memories with me. I always feel lifted up and alive after I am done volunteering. Who ever said hospital life was dull? Not only do the patients benefit from the music, but so do I! I always look forward to volunteering and I always leave "with a song in my heart" for all of them.

If you are interested in starting a music program at your hospital, please reach out to me and I will be happy to give you more information.

Ron Williams, PPE Chair
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Consider Some of These New Year's Resolutions

- Smile at people – at least one person each day.
- Learn a new word – each week.
- Laugh out loud – and often!
- Turn off all electronic devices and listen to the sound of silence. You might be surprised at what you actually hear.
- Do something new each week. Big thing, small thing; it doesn't matter – just do it.
- Go to a movie with a friend or by yourself.
- Read a good book – read lots of books.
- Walk more often – take your time and enjoy the surroundings.
- Be or start living more minimally. Unclutter your house.
- Savor and be in the moment – don't rush through things.
- Visit someone you haven't talked to or seen in quite a while.
- Write down something you are thankful for and put it in a jar – do it every day or least once a week. At the end of the year, take out all those notes and reread them. How fun!
- Recruit your friends to volunteer at your hospital!



*Submitted from Mary Pengra, Director
HSHS Sacred Heart Hospital, Eau Claire, Volunteer and
Community Services*

Heart Attack Symptoms for Women

Women are more likely to have heart attack symptoms unrelated to chest pain, such as:

- Neck, jaw, shoulder, upper back, or abdominal discomfort
- Shortness of breath
- Right arm pain
- Nausea or vomiting
- Sweating
- Lightheadedness or dizziness
- Unusual fatigue

If you have questions, see your health care provider for more information.

Community Health Education Report



Sherry Jelic

Thank you to all volunteers for supporting our health focuses and initiatives. When we move forward with knowledge and understanding, we also move our organizations and communities forward by decreasing stigmas and encouraging everyone to live the healthiest lives possible.

We begin the New Year 2019 with a new health topic—**mental health**. Why do we want to take this focus as our health topic?

The news releases have many examples of a failure to address mental health issues. How many crimes are committed by a person who could not access care for his delusions? How many are homeless because families cannot understand or are afraid of erratic behavior? How many suffer from the disease of substance abuse because they can't find relief from underlying fears, anxieties, and emotional traumas? How many harm themselves or end their lives because they can find no other relief from internal pain?

Mental health is defined by the World Health Organization as a state of well-being in which every individual realizes his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to her or his community. Mental health includes emotional, psychological, and social well-being, affecting how we think, feel, and act. It helps determine how we handle stress, relate to others, and make choices. Many factors contribute to mental health problems, including biological factors, life experiences, family history of mental health problems, and seasonal affective disorder (SAD). Mental health can affect physical health—eating, sleeping, and activity. If you don't have a healthy mental state it will be hard for you to live your life to its fullest extent.

Mental disorders are diagnosable illnesses in which thinking processes, mood, or behavior are altered, resulting in distress and inability to function in daily life.

One in four Americans experiences a diagnosable mental disorder in any given year, and many also have a physical health condition. Mental health issues are more common than heart disease, lung disease, and cancer combined. We freely discuss our physical problems, but not mental health. If we develop a cough, we take a medication or visit a doctor. But if there are lingering feelings of worries or a sense of hopelessness, a person may continue along as though nothing is wrong. Too many suffer in silence because negative attitudes or beliefs result in fear, rejection, distrust, discrimination, or avoidance. These may affect areas in their lives such as housing, employment, or relationships. Did you know that in the U.S. and much of the developed world, mental disorders are one of the leading causes of disability?

So why do we want to take on this focus? The answer is because mental health affects ALL of society in some way. We as volunteers in health care can make a difference—learning, understanding, and advocating for actions that provide equity of care for all health issues, the visible (physical) and the invisible (mental).

Sherry Jelic, CHE Chair
608-235-9526
Email: sjelic@msn.com

Watch Your Mail for WAVE Award Applications

The Wisconsin Awards for Volunteer Excellence (WAVE) program was established by Partners of WHA to recognize outstanding contributions that a volunteer group has given to their hospital. These awards will be given at the annual convention in October.

There are four categories, which include Community Service, Fundraising, In-Service, and Community Outreach and/or Collaboration.

Application forms will be mailed to your hospital volunteer president/coordinator in March. Think of a unique program that you have to serve your hospital and submit your application. If you have applied before, submit again and maybe yours will be “the one” to be chosen. Let the WAVE Committee make the decision!

Joyce Breen, Chair
525 Devin Lane, River Falls, WI 54002
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Around the State

Partners of Stoughton Hospital, Stoughton:

Not everyone can say they have three daughters who are volunteers at Stoughton Hospital along with their mother, Sandra Maerz! These gals are Brenda Klitzke, Renee Kjellstrom, and Mindy Holverson and they are “apples of their mother’s eyes” and proud of it! Previously, Sandra was a 33-year employee of Stoughton Hospital. Great legacy!

UnityPoint Health – Meriter Volunteers, Madison:

The Birthing Center Tote Bag Project enlisted the volunteers to make bags for new parents, which contain a bottle of sparkling cider, two plastic champagne flutes, chocolates, and a coupon for a free meal. The Food and Nutrition Department delivers the assembled bags.

Bellin Hospital Volunteers – Green Bay:

A new item from the Backstreet Coffee Shop is homemade hand-held pies baked fresh from an Amish Bakery in Cecil. They are individually sized in apple, cherry, raspberry, blueberry, and lemon and could be enough for two people. It’s a very nice compliment to the other foods available in the shop!

Partners of Rusk County Memorial Hospital – Ladysmith:

This past summer, Rusk County Memorial Hospital became Marshfield Medical Center – Ladysmith and they look forward to the opportunities this partnership will give to the community and hospital. Certain steps for active Partners will be required to carry over their roles to the Marshfield Clinic Health System. Carolyn Welsch, volunteer coordinator, will be in this position.

Kay Lyndahl, Editor

New Treasurer Takes on Her Duties

I look forward to the opportunity to serve as your Partners of WHA State Treasurer. Many thanks to outgoing treasurer Peg Larson. She did an excellent job computerizing and updating our Partners of WHA financial records over the last four years. Peg has assured me she will be just a phone call or email away as I learn the money handling and record keeping responsibilities of my new position.



Julie Steiner

I am confident that my experience as local and district treasurer along with various other leadership positions will help me in my new role. Feel free to contact me. I’m eager to receive any financial feedback you may have regarding our state Partners.

Julie Steiner, Partners Treasurer
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Reaching Out Deadlines

<u>Issue</u>	<u>Deadline</u>
May 2019	Sat., April 13, 2019
August 2019	Mon., July 15, 2019
November 2019	Sat., October 12, 2019
February 2020	Tues., January 14, 2020

Partners *Reaching Out* is published four times a year by Partners of Wisconsin Hospital Association, Inc. Visit the Partners website at www.partnersofwha.org. Direct questions or comments to:

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Happy Valentine’s Day!