

Volunteer CONNECTION

SUMMER 2024

INSIDE THIS ISSUE

- Welcome George Davis- PG. 1
- Volunteer Spotlight- PG. 2
- Timely News- PG. 2-3
- MHV News- PG. 3-5
- Patient Experience- PG. 6
- Safety Matters- PG. 6-7
- Welcome New Volunteers- PG. 7
- Health Watch- PG. 7-8
- Healthcare Advocacy- PG. 8
- Volunteer Opportunities- PG. 9
- Volunteers in Action- PG. 10
- Calendar of Events- PG. 11

"Alone we can do
so little, together
so much"

-Helen Keller

Photo by
Suzanne Rose
shows the hands
of many
volunteers at
Ascension Mercy



Welcome George Davis the New Manager of Volunteer Services

George Davis has been named the new Volunteer Manager at NE Wisconsin - Mercy Campus. His role began on July 24, 2024. George joins us from Children's - Fox Valley where he also held the role of Volunteer Manager.

Originally from Manitowoc he currently lives in Menasha with his wife Shanna, their 11-year-old son Warren, and their dog, Gravy. They have spent time living in Colorado, Alabama, Tennessee, and Montana before settling down in his home state of Wisconsin. In his free time, he is an avid cyclist and is actively involved in the Menasha Community. George and his family enjoy camping and boating in the summer, and downhill skiing in the winter.

George is very excited to be a part of the team and is looking forward to new challenges. He will be serving as the fourth Volunteer Manager at Mercy with the first manager hired in the early 1970's. Please stop in the volunteer office to welcome George to his new position.



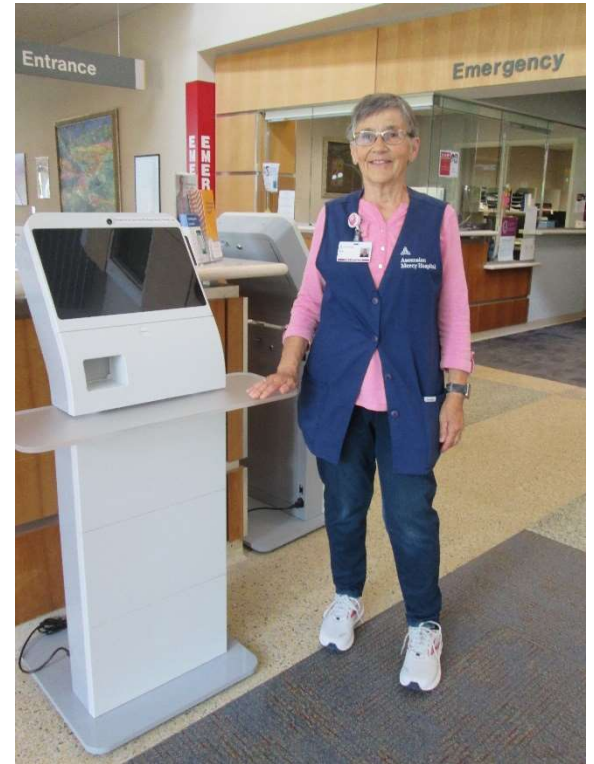
Volunteer Spotlight – Ann Fox

Ann Fox has been volunteering at Mercy Hospital since 2014 and has logged 1,530 hours of volunteer time at both the Reception Desk and in the Transport area. She was inspired to volunteer when she was a visitor in the hospital and ran into the Volunteer Manager, Amy Brownson, who showed her joy and kindness. She was so touched by this caring and friendly welcoming that she followed Amy into the volunteer office where Ann promptly signed up to volunteer!

Ann States, “I have gained such a positive attitude from volunteering. I really love the people.” Ann describes herself as positive, encouraging and always tries to be smiling. When asked to describe a memorable volunteer moment, Ann giggled, “I had to find a belt for a gentleman. I did find a rope to give him but then I finally found a belt in a cabinet.” Ann also enjoys offering a warm blanket and encouragement to patients waiting to be seen in the lab and radiology areas.

In her spare time, Ann travels to her new cottage in Neshkoro with her friend Peg. She also enjoys spoiling their dog Ginger, a Maltese Poodle mix. When asked how she could encourage others to volunteer, Ann reflects, “People need friendliness in their lives, and I enjoy giving it. Transporting and visiting with patients gives me joy.”

Laura Hensel



Ann at the Reception Desk

Timely News

Project SEARCH Updates



Left to Right: Graduates holding certificates: Joseph K., Chase B., Isabella T., Jillian D., Neema L., Elizabeth W., Austin L. (not pictured)

Congratulations to the seven Project SEARCH spring graduates pictured above. A new class of interns will be starting at Ascension Mercy this fall: Gabriella Faust, Anthony Footit, Ryley Goodwin, Tyler Hartmann

Brandon Kamine, Elizabeth Wakefield, Tao Xiong, & Chiahang Yang. Please also welcome back the Project SEARCH staff; Dana Zander, Mike Brickey, Melinda Delbridge, Kailey Colwell, Jana Weigandt & Mary Connors.

Project SEARCH is a high school transition program; a unique, business led, one-year school-to-work program that takes place entirely at the workplace. The focus is on helping youth with disabilities make successful transitions from school to adult life. Ascension Mercy partners with the Oshkosh Area School District, Goodwill Industries, the Division of Vocational Rehabilitation and other agency support services for the benefit of the interns. Ascension Mercy has participated in the program since 2016, hosting 82 interns. Ascension Mercy/Franciscan Courts has hired 9 interns over the years.

Amy Brownson

Mercy Gift Shop & Fundraising



The Mercy Hospital Gift Shop will be implementing a new point of sale cash register in the shop this fall. We are busy learning the new system and inputting the correct data so it will be ready to go. Please be patient with us as we roll this out.

The Mercy Volunteers hold various fundraisers throughout the year. We are always looking for new ideas for our fundraisers and are open to any feedback you can provide. If you know of any places that host fundraisers that you would like to see at Mercy Hospital please email or call Sheryl Bathke, Gift Shop and Fundraising Coordinator at Sheryl.Bathke@ascension.org or 920-223-4440.

Sheryl Bathke Gift Shop and Fundraising Coordinator

MHV News

Mercy Hospital Volunteers

From the MHV Chair

Hello to one and all as your new MHV (Mercy Hospital Volunteer) Chair! You voted in the officers listed on the following page for a two-year term on the MHV Advisory Board. On behalf of the board, thank you. We will continue to serve as best as we can.

A little about me. I am a Mercy retiree. After graduating from UW Oshkosh with a nursing degree in the 1970's, I worked as a Mercy RN for 42 years on the Orthopedics, Pediatrics and OB units. After retiring in 2016 I became a Mercy volunteer. I have been on the MHV Advisory Board since 2019 as the Vice Chair and the Bylaws Chair. I also volunteer with the Craft Projects group. It has been fun staying connected to Mercy in a volunteer role.

I look forward to continuing to serve along with my fellow volunteers in various ways to assist Mercy's patients, their families, and our wonderful staff. Thank you for all you do!



Sue Knobloch, MHV Chair

FY 2024 MHV Board and Meeting Schedule (July 1, 2024 - June 30, 2025)

BOARD MEETINGS:

Tuesdays 1:00–2:00 pm in the Volunteer Services Multi-purpose Room

August 21, 2024

February 18, 2024

May 20, 2024

ANNUAL MEETING:

Tuesday 1:00 – 2:00pm am in the Integrity Conference Room

November 19, 2024

All are welcome to attend!

MHV ADVISORY BOARD:

Executive Board

Chairman: Sue Knobloch

Vice-Chairman: Sue Boerschinger

Treasurer: Peg Larson

Secretary: Lisa Peters

Committee Chairmen

Bylaws: Sue Boerschinger

Community Health Education & Public Relations:
Linda Kopp

Craft Projects: Karry VandenHeuvel

Fundraising: Pam Anderson, Peg Larson, Karry VandenHeuvel & Sue Boerschinger

Gift Shop: Mimi Adam & Cheryl Curtin

Hospitality: Pam Anderson

Nominating: Sue Boerschinger

Scholarship: Sue Boerschinger

Members at Large: Roger Grosnick, Joan Bitter & Maureen Pfaffenroth

UW-Oshkosh Nursing Scholarships Awarded

The Ascension Mercy Hospital Volunteer (MHV) board is pleased to announce the recipients of the UWO Nursing MHV scholarships for the academic year 2024-2025. Two scholarships are awarded, and recipients are **Ashley Domask** and **Karissa Swanson**.

Each scholarship of \$1,000 is applied to the cost of tuition. Each student has demonstrated financial need and excellent academic achievement. **Ashley** is from Waunakee, WI and currently a senior in the Nursing program at UW Oshkosh. "Receiving this scholarship will positively impact my education by helping alleviate some of the stress of the cost that comes with attending college. I know it will motivate me to keep working hard towards my nursing degree and I greatly appreciate the opportunity. Thank you so much!"



Photo to the Left – Ashley Domask

Photo to the Right – Karissa Swanson



Karissa is from Hayward, WI and currently a junior in the Nursing Program at UW Oshkosh. “This scholarship will impact my financial life greatly by allowing me to spend more time focusing on my academics, instead of financial worries. I will also be able to order my books and other essential materials for the fall and spring semester which will positively impact my education at UW Oshkosh and establish a pathway to success in the nursing field. Thank you again!”

Laura Hensel

School of Radiology Scholarship

The MHV (Mercy Hospital Volunteer) group has awarded **Katherine (Kate) Braskamp** a \$1000 scholarship as a student in the Marian University Radiologic Technology (RT) Program for the 2024 – 2025 academic year. The scholarship is applied to the cost of tuition. The recipient has demonstrated financial need and excellent academic achievement

Kate is from Fox Lake, WI. She currently works as a YMCA camp counselor and a student radiologic technician at St. Agnes Hospital in Fond du lac. After graduation in 2026 her ultimate goal would be to be a radiologic technician in a pediatric setting. She states, “I am very pleased and appreciative to learn that I was selected as the recipient of this scholarship award. The MHV has helped to reduce my financial burden allowing me to focus on my schooling. Thank you!”

Amy Brownson



Kate Braskamp

Patient Experience

Behaviors that demonstrate Ascensions Service Commitments

The below behaviors foster the delivery of exceptional service through **Modeling Teamwork**. Our consumers can feel it when they are in the presence of a unified team, or one that is not, and their perception influences their experience. Modeling teamwork is one way to **build consumer confidence** that nothing will fall through the cracks.

You can model teamwork by...

- Sharing pertinent details at handoffs and verbally reinforcing confidence in team members to the consumer (e.g., “We have wonderful associates in the Cancer Center, and they will take great care of you while you are there.”)
- Holding sensitive conversations away from consumer-facing areas
- Working together *proactively* to reduce stress for the patient and family by anticipating needs and exceeding expectations

Thank you for being an important part of the Mercy Team!



Extend kindness

- Respect inherent human dignity
- Engage with compassion
- Create personalized moments
- Express gratitude



Listen to understand

- Connect to our greater purpose
- Be fully present
- Gather perspectives
- Build shared understanding



Serve together

- Demonstrate solidarity
- Take initiative
- Promote teamwork
- Exceed expectations

Safety Matters

Importance of Your Identification Badge

The safety and well-being of our associates, providers and patients is our first priority. However, personal safety and security is a shared responsibility for everyone and wearing your Ascension issued ID badge is an important part of this effort.

In accordance with our policy, identification badges must be worn above the waist with your name, title, and photo clearly visible. For everyone’s safety, Leaders and Security team members will be increasing efforts to identify associates, medical staff, volunteers, and vendors who are not displaying appropriate identification. We encourage each of you to check with individuals, whether they appear to be associates or visitors, who are not wearing an Ascension ID badge and if you feel uncomfortable, call Security.

Other additional steps you can take to help keep yourself and others safe in the workplace include:

- Individuals who do not have an exception should be asked to leave as visitation hours end.
- Be careful when entering “Card Access Only” or “Employees Only” areas not to allow non-ID employees or visitors to ‘tailgate’ in behind them.
- All are encouraged to keep doors secure – don’t prop them open, and don’t share access codes, or allow unidentified individuals to enter. Report broken doors or locks to Maintenance/Facilities promptly.
- Notify Security regarding concerns of suspicious activity or when someone is beginning to escalate their behavior where verbal or a physical assault may occur.

Reporting – The expectation is that all suspicious incidents or security breaches be reported by contacting security. Associates may choose to anonymously report suspicious incidents or inappropriate conduct. But make the report.

Excerpted from Medxcel Safety Matters Newsletter, September 2023

Welcome New Volunteers

4/1/24 – 7/31/24

Jan Erdmann	Judith Riese	Teresa Victory	Kayla Wihlm	Cheyenne Pierce
-------------	--------------	----------------	-------------	-----------------

Health Watch

Try Healthy Burgers This Grilling Season



Healthy option #1: Bean burger

Beans are a great plant-based protein alternative. **Try this easy recipe:**

- Add **2 cans of black beans**, rinsed and drained, to a large bowl. Then add **1 small onion**, minced; **2 garlic cloves**, grated; **2 minced chipotle peppers in adobo sauce** from a can, plus 2 tablespoons of the sauce; **1 tablespoon of Worcestershire sauce**; and **1 teaspoon of cumin**. Add salt and pepper to taste.
- Mash everything together with a fork or potato masher until you have a thick paste. (You may still have some whole beans in the mix.) Mix in **2 eggs**. Then fold

in **1 cup of panko breadcrumbs**.

- Form the mixture into 6 patties. Grill over medium-high heat for about 6 to 8 minutes on the first side. Flip and cook for about 5 minutes more. Serve on a bun and top with guacamole and salsa.

Healthy option #2: Seafood burger

Try surf instead of turf for a healthier burger. Chopped or ground salmon or tuna make a great base for a seafood burger. **Try this easy recipe:**

- Cut **1 1/2 pounds of boneless, skinless salmon or tuna** into chunks.
- Add about a quarter of the fish to a food processor with **1 tablespoon of mayonnaise, 1 tablespoon of mustard and 1 tablespoon of lemon juice**. Process until it forms a paste. Add the rest of the fish, **1/4 cup of chopped fresh herbs** (such as dill, parsley, or tarragon) and **1 tablespoon of capers** to the food processor. Pulse until everything is mixed but there are still small chunks of fish.
- Form the mixture into 4 patties. Brush with olive oil, then grill over medium-high heat for a few minutes per *side*. (Place a small piece of foil under the patties if they aren't holding together.) Serve on a bun with tartar sauce and coleslaw.

Healthy option #3: Turkey or chicken burger

Ground turkey and chicken are great low-fat choices. They are both good sources of protein too. **Try this easy recipe:**

- Put **1 1/2 pounds of ground turkey or chicken** to a large bowl. Add **1 small shallot, minced; 1 garlic clove, minced; a small handful of chopped cilantro; 1 tablespoon of grated ginger; 1 tablespoon of hot sauce; and 1 teaspoon of low-sodium soy sauce**.
- Gently mix everything together with your hands. Try not to overwork the meat. That can make your burgers tough and dry.
- Form the mixture into 4 to 6 patties. Grill the patties over medium-high heat for 4 to 5 minutes per side. Serve on a bun with sriracha mayonnaise and kimchi or shredded cabbage.

Excerpted from <https://www.optum.com/health-articles/article/healthy-living/healthy-your-burgers-grilling-season/>

Health Care Advocacy



Become a member of Wisconsin Hospital Associations HEAT Network

As the leading voice on health care in Wisconsin, WHA's **Hospitals Education & Advocacy Team (HEAT)** is the statewide network designed to facilitate YOUR grassroots involvement in health care public policy. The HEAT program provides you with the information, strategy, and assistance you need in order to share your insight on how legislative issues impact hospitals and the communities they serve.

Stay informed of the issues and join thousands of others in making the voice of Wisconsin hospitals heard loud and clear. [Sign-up](https://www.wha.org/HEAT-SignUp) for HEAT today at <https://www.wha.org/HEAT-SignUp> to receive:

- Action alerts, called **HEAT Alerts**, on important, timely public policy facing the Governor, State Legislature, or Congress that could impact Wisconsin hospitals and health care in the state.
- An invitation to WHA's annual **Advocacy Day** where you will join more than 1,100 hospital administrators, employees, trustees, volunteers, physicians, patients, and others passionate about protecting Wisconsin's high-quality, high-value health care system as they lobby in the state Capitol.
- Periodic **public policy updates** keeping you informed of the status and progress of legislative priorities.
- **Election resources** so you know where your candidates stand on health care issues.

Excerpted from WHA's website at: <https://www.wha.org/actioncenter>

Volunteer Opportunities

Spiritual Services Eucharistic Ministry

Spiritual Services is in need of volunteers to distribute the Sacrament of the Eucharist to patients on various units, as assigned by Spiritual Services staff. A volunteer must be a Roman Catholic Eucharistic Minister, a member of a Roman Catholic worshipping community and be recommended by parish pastor.

Transport

Achieve between 3,500-6,000 steps in a 4-hour shift volunteering at Ascension Mercy Hospital in our Transport area. This assignment provides patient wheelchair escort at discharge, delivers supplies and equipment to and from nursing units and ancillary departments and assists with special projects. If you are caring, energetic, and able to push patients in wheelchairs this is the area for you.

Outpatient Testing

Ascension Mercy Hospital is looking for caring people to serve as escort volunteers for Outpatient Testing. If you would enjoy assisting/escorting patients and helping the staff with various duties this is the area for you.

If you know of anyone interested in the above areas please direct them to Volunteer Services at 223-0225 or to visit the website at www.ascension.org/ascensionmercyvolunteer



Sherri H. – Eucharistic Minister



Olivia K. and OPA Staff – Transport



Jo F. – Outpatient Testing

Volunteers – in Action!



Vickie P. & Gladys O. – Craft Projects



Kathy D. & Cath H. – Gift Shop



Sharon H.. – Information Desk



Mary R. - Pharmacy



Geranium & Plant Sale

Upcoming Calendar of Events



*TBD = to be determined

August 20	MHV Board Meeting 1:00 PM	Volunteer Services Multipurpose Room
August 23	Friday Fun Scrubs, and Sports attire Day Fundraiser	Wear your Fun Scrubs, Jeans, or favorite sports team attire and donate \$5 to Volunteer Services or the Gift Shop
September 9 & 10	Collective Goods Book Sale Fundraiser	Main Entrance Hallway
September 27	Friday Fun Scrubs, and Sports attire Day Fundraiser	Wear your Fun Scrubs, Jeans, or favorite sports team attire and donate \$5 to Volunteer Services or the Gift Shop
September/October	Volunteer Annual In-service	Annual In-Service - information to be mailed or emailed out to volunteers. New this year online option for completion!
October 1 – 3	Partners of Wisconsin Hospital Association (WHA) Convention	Holiday Inn and Convention Center, Stevens Point
October 3-11	MHV New England Trip Fundraiser with Collette Travel	There are still openings for this trip. If interested in signing up contact Sue Boerschinger at sboers42@gmail.com by 8/31/24.
October 15 & 16	Nutman Company Fundraiser	Main Entrance Hallway
October 25	Friday Fun Scrubs, and Sports attire Day Fundraiser	Wear your Fun Scrubs, Jeans, or favorite sports team attire and donate \$5 to Volunteer Services or the Gift Shop
November TBD	Gift Shop Holiday Open House	Visit the Gift Shop for our annual holiday open house and shop early discounts on holiday décor
November 19th	MHV Board & Annual Meeting 1:00 PM	Integrity Conference Room – All are welcome!