

Volunteer Updates



Froedtert
West Bend Hospital

May/June 2022 Issue

Director's Letter

This is the time of year we CELEBRATE YOU, our wonderful volunteers!

Thank you to those who were able to make it to our Treats, Tokens & Thank You drop in at the hospital in recognition of National Volunteer Week (April 18-22). It was wonderful to see so many faces in person! We cannot thank you enough for all that you do for the patients, families, visitors, physicians, nurses and staff at Froedtert West Bend Hospital and Pleasant Valley Health Center. It is such an honor and pleasure to be able to work alongside you and below is a snapshot of some of our volunteers in action.



A few highlights worth sharing as we hopefully are on our way to warmer and brighter days ahead:

- On May 10, we have the pleasure of hosting the Wisconsin Hospital Association's (WHA) Southeastern District Spring Meeting. The meeting will be virtual so if you are interested in attending, let us know so we can get you registered and share the meeting information.
- We are excited to see new volunteer applications submitted and look forward to growing our team. We look forward to the return of those volunteers who chose to take some time off these last two years. Please make sure to let us know when you are ready to return.
- As a reminder, as the weather starts to warm up and as we head toward summer, please make sure to review the dress code in the volunteer handbook as it relates to clothing and footwear that is/is not appropriate for a health care setting and when volunteering in patient care areas.

With this being our May/June newsletter, I would like to close by wishing all of you 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!

Ann Johnson

Volunteer Services Director
Froedtert West Bend Hospital

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Department Update

- **Emergency Alert Card** – please make sure you have the updated white emergency alert card attached to your name badge. Cards can be picked up by Volgistics kiosk or in Human Resources at hospital.
- **ParkMed Screeners** – the ParkMed temperature/entrance screeners for the health center have been removed and the volunteer Ambassador desk has been returned to its normal placement. Volunteer service should be returning to normal activity!

Need to Know

Joint Commission Window Visit Continues

Hospitals are regularly reviewed by the Joint Commission, on behalf of the Centers for Medicare and Medicaid Services to ensure they meet a minimum set of patient care and safety standards. Surveyors show up unannounced so it's important we are prepared at all times. Froedtert West Bend Hospital's survey window still remains open. It's important to review your volunteer handbook and know where to find the emergency procedures booklet in your volunteer area (red).

Volunteers Needed

Volunteer Shifts Available

- **Ambassadors Desk- FWBH Hospital & Pleasant Valley Health Center**
Volunteer responsibilities include welcoming and assisting patients, their families and visitors entering the hospital.
- **Gift Shop Cashier**
Volunteer responsibilities include providing customer service including cashiering, restocking and pricing.

Fundraising

Cookie Sale - May 10

Cookie Sale - May 24

Nutman (FWBH) - June 1-2

Cookie Sale - June 21

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

Spring is here and garden décor has arrived at Well Wisher Gift Shop. Supplies are limited so stop by before it's all gone!



Health Education

Lyme Disease

Lyme Disease is a bacterial infection (*Borrelia burgdorferi*) caused by the bite of infected black-legged ticks, also known as deer ticks. It's the most common vector borne (transmitted by a living organism) disease in the US. Ticks are tiny, sesame seed sized and can hide in the hair, armpits, and groin and behind the knees. Most humans are infected by immature ticks called "Nymphs" only as large as a poppy seed, and difficult to see. Ticks must be attached 36-48 hours to transmit the disease.

Symptoms: The initial symptoms include fever, chills, headache, fatigue, swollen lymph nodes, and a characteristic "bullseye" rash that is not painful or itchy. They usually occur 3 – 10 days following the bite. If left untreated, the disease can spread to the joints, heart, and nervous system, and cause serious long term illness.

Diagnosis: Review of history of ticks in the areas where Lyme Disease is prevalent (here), looking at signs and symptoms experienced, and the results of blood tests that

measure the amount of antibodies the body is producing to fight the bacteria. Results are equivocal so 2 tests should be run.

Removal of tick: Take a pair of fine tipped tweezers, pulling the tick upward with steady pressure. Clean the area with rubbing alcohol or soap and water.

Treatment: A few weeks of antibiotics therapy is usually successful. Treatment does not give immunity to Lyme disease, so it's possible to develop the illness again, if exposed.

Prevention: Use insect repellent containing DEET, eucalyptus, oil of lemon, or there are also other chemical products available. Wear pants and socks when in wooded areas or handling fallen leaves. Check for ticks daily. Tumble dry clothes on high heat for 10 minutes. A chemical called permethrin can be applied to clothing and camping gear. There is no vaccine for Lyme Disease.

**Submitted by Joanne Shirkey,
Community Health Education Lead**

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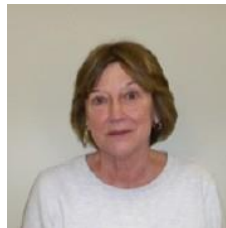
Membership

- Adults = 81
- Teens = 3

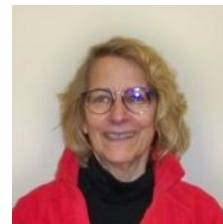
Welcome to three NEW VOLUNTEERS who will be training for positions at both the hospital ambassador desk and the patient folders in the mailroom!! Super exciting 😊



Victoria
Partner Volunteer



Mary
Partner Volunteer



Jennifer
Partner Volunteer

Public Policy

Wisconsin Hospital Association (WHA) Advocacy Day 2022

Nearly 1,000 healthcare providers, frontline workers, volunteers and supporters attended the annual Advocacy Day virtually on March 23rd.

Governor Tony Evers praised hospitals and health care workers for going above and beyond during the state's greatest public health crisis. He announced two important pieces of bipartisan legislation for Wisconsin hospitals; Assembly Bill 960 protecting Wisconsin health care workers and their families from threats and acts of violence and Assembly Bill 679 permanently enabling hospitals to deliver hospital inpatient level of care in a patient's home.

The event's keynote discussion featured former U.S. Food and Drug Administration Commissioner Dr. Scott Gottlieb. He shared lessons learned from the COVID-19 pandemic and strategies that can be employed now to strengthen the state's and the nation's public health preparedness.

A legislative panel discussion took place, focusing on the vital role Wisconsin hospitals and health systems play in their communities.

The 2023 Advocacy Day is scheduled for April 19, 2023 and we hope to be in person.

Submitted by Sharon Scott, Public Policy Chair

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Scholarships

2022 Froedtert West Bend Hospital Partner Volunteer Scholarships

Amelia Pfund is graduating from Kettle Moraine Lutheran High School with a 3.975 grade point average. She has been accepted at Bethany Lutheran College in Mankato, Minnesota and is also considering UW-Green Bay and UW-Madison. She is pursuing a degree in Psychology and plans to make a career as a Psychologist. Amelia has excelled in a variety of music at school, including opportunities to compete at the State level in Vocal duet, Piano and Choir. She has also been involved in Theater/Drama while volunteering at several non-profit agencies. This National Honor Society member will represent our scholarship exceedingly well.

Alexis Gugliotti is graduating from West Bend East High School with a 3.75 grade point average and is heading to UW-La Crosse to pursue a degree in Exercise and Sports Science so she can reach her dream of becoming an athletic trainer. Alexis has been very active in soccer and cross country serving as captain on both teams. This National Honor Society member has also given over 173 volunteer hours to her church and school. Alexis is a very confident and talented senior that has realistic and achievable goals for her future.

Volunteer Scholarship

Lola Chemer has been selected to receive this year's Volunteer scholarship based on her volunteer work and hours for Froedtert West Bend Hospital. She is graduating from West Bend West High School with a 3.94 grade point average and is a member of the National Honor Society. She will be pursuing a degree in Nursing and Spanish at UW-Madison. Lola loves tennis and credits her family with the motivation and inspiration to become a nurse. Some of her volunteer hours were also spent at the Albrecht Free Clinic and Casa Guadalupe. Lola is very appreciative of the scholarship since she will be joining two older siblings at the UW campus.

Team Lead Updates

Mailroom - Patient Folder Totals for Froedtert West Bend Hospital

- March 2022- **529** folders assembled
- April 2022- **441** folders assembled

WHA Partner Updates

• Spring Southeastern District Meeting - May 10, 2022

FWBH Volunteers will host this virtual meeting that will include an annual business meeting, WHA state officer introductions, question and answer session and "Reimagining Volunteers" presentation. If interested in attending please let Kayla Weninger know.

Froedtert West Bend Hospital Volunteer Services Department

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