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From the Manager

I read an article recently entitled "My Turn-Life as a Hospital Volunteer." There is a line in it that reads "when you lift a patient's spirits, you lift your own." I expect that is the case for most hospital volunteers as I have witnessed the power of volunteer kindness and the positive effect this giving of self has on patients, staff, visitors and volunteers.

The author also writes "But I'm just a volunteer." And the staff person replies, "Just a volunteer? We couldn't do any of this without you." And here at Mercy it is no different; the generous giving of our volunteers does not go unnoticed.

Thus our theme for national volunteer week, April 23 - 29, 2017, is "Mercy Volunteers - Ac-cent-tchu-ate the Positive!" Check out the displays by the Volunteer Services Office and in the cafeteria. We will be reliving the 1940's era at the 48th annual recognition event on April 27th at the Oshkosh Convention Center. All active volunteers received an invitation. Get "in the mood" and enjoy a fun evening. Dinner, recognition, door prizes, and entertainment will be highlighted. We would love to see you there.

Excerpts from "My Turn - Life as a Hospital Volunteer" Newsweek 10/18/2006



Amy Brownson, Manager
 Volunteer Services
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Volunteer Spotlight - Gail Sullivan

Gail Sullivan has been a volunteer at Mercy Medical Center since July of 2016 accumulating over 120 hours of service. She volunteers in Medical Staff Services completing clerical tasks and with Children's Screening Services as a vision screener.

A recent retirement and the need to be active sparked Gail's interest in becoming a volunteer. Mercy's excellent service and friendly atmosphere made it an easy decision for Gail to volunteer here. Outside of the hospital, she also gives her time to her church on the finance committee and by providing hospitality. Her favorite part of volunteering is getting to meet new people every day. Aside from volunteering, Gail's hobbies include: reading, biking, walking her dog, and helping with her grandchildren.

The staffs here have nothing but positive praise for Gail. Judy Viczian, the regional manager of Medical Staff Services says Gail makes a 'great addition to the team' and describes her as a 'wonderful' person.

Gail encourages everyone to get out and volunteer. She says there are so many opportunities, the training is easy, and there's always someone to ask when a question arises. With her positive outlook in life, Gail hopes that everyone can learn to "agree to disagree." This is the change she would like to see in the world.



Gail Sullivan and her supervisor Judy Viczian

Mai Xiong, Field Placement Student
Volunteer Services

Mercy Medical Center Volunteer Scholarship Awarded to Austin Yakes



Austin Yakes

This year's Mercy Medical Center Volunteers (MMCV) Scholarship Award of \$500 will be presented to Oshkosh West High School senior, Austin Yakes. The scholarship is funded through a Mercy Medical Foundation endowment established by the Mercy Medical Center Volunteers. Criteria for this scholarship are that the awardee is to be a High School graduating senior and a Mercy Medical Center Volunteer, in good standing, with a high amount of volunteer hours. The student must also be planning to attend a technical school or university.

Austin has been volunteering with Mercy Medical Center since July of 2013 and has accumulated over 230 hours of service. He began volunteering in transport then transitioned to the errands assignment which worked better with his school and work schedule. Austin found out about volunteering through his mother's friend. When asked what motivates him to volunteer, Austin said "the community gives me so much; I needed to give back to the community as well." The biggest lesson he has learned from volunteering is to be open, be kind and to listen. He enjoys meeting new people and learning their stories. Although he may not remember each person's name, their stories stay with him.

Throughout Austin's high school career he has participated in football, basketball, cross country, trapshooting, the O'Neil National Honor Society, and Wave Robotics. After graduation, he plans on attending Michigan Technological University to study Biomedical Engineering and hopes to land a place in their medical program. Austin stated that the three things that keep him going are his faith, his family (especially his parents), and having an open mind. He encourages everyone to think about all of the great people in their life and try to become like those great people. Volunteering is a perfect place to start.

Mai Xiong, Field Placement Student
Volunteer Services

Tanner Calo - Natalie Kate Bolin Scholarship Recipient

The Natalie Kate Bolin Mercy Student Volunteer Scholarship Award was created by the family of Natalie Kate Bolin, a former Mercy student volunteer, in memory of her beautiful spirit and life. The Scholarship is administered by the Mercy Health Foundation. Criteria for this scholarship are the awardee is to be an Oshkosh West High School graduating senior and a Mercy Medical Center Volunteer, in good standing, with the highest amount of volunteer hours. The student must also be planning to attend a technical school or university. This year's \$1000 scholarship will be presented to Tanner Calo.

Tanner began volunteering at the age of 14 and has accumulated over 300 volunteer hours in both transport and errands. Tanner is currently a senior at Oshkosh West High School who is active in the National Honor Society and in sports (basketball, baseball, and football). After graduation, Tanner plans to attend either the University of Wisconsin-Stevens Point or the University of Minnesota to major in Pharmacy.

Tanner likes to put 'service above self' and goes out of his way to help out others. People may give volunteering a bad reputation because they think it's just for those who have nothing to do but Tanner wants to correct that by saying that it's a very rewarding feeling and a great experience. Overall volunteering has been more than he expected and he did not believe he would stay with Mercy this long. He is thrilled to be receiving this scholarship which will be a big help in paying for college.



Tanner Calo

Mai Xiong, Field Placement Student
Volunteer Services

Zoe Bossert - Recipient of Wilma Ritsema Scholarship



Zoe Bossert

Congratulations to Zoe Bossert for being this year's recipient of the \$500 Wilma Ritsema Scholarship. Al Ritsema created this fund within the Mercy Health foundation to annually award students in honor of his wife, Wilma. Al and Wilma were both active volunteers at Mercy. Wilma took on many volunteer roles as well as serving as president of the Mercy Medical Center Auxiliary. In total, she provided over 5,000 hours of volunteer Service. Criteria for this scholarship are that the awardee is to be a High School graduating senior and a Mercy Medical Center Volunteer, in good standing, with a high amount of volunteer hours. The student must also be planning to attend a technical school or university.

Zoe currently attends Oshkosh North High School and participates actively in her school community. She is part of National Honor Society, Hispanic Honor Society, rotary club, choir council, stage society, and cross country. Outside of school, Zoe also gives time to her Church. Her hobbies include running, writing, biking, and reading. After graduation, she plans on attending UW-Lacrosse to major in either English or Biology.

Her interest in volunteering with Mercy Medical Center sparked after a tour of the hospital in eighth grade. She started volunteering the following year as a freshman in high school. Areas that she has volunteered in are transport and errands. She has donated over 170 hours of service. She enjoys interacting with people and has learned responsibility and how to communicate with others better.

In regards to volunteering, Zoe says "As much as you give, you get so much more back". She is thrilled and honored to be receiving this scholarship and would like to thank her Mom for shaping her into the person she is today.

Mai Xiong, Field Placement Student
Volunteer Services

Advocacy Day 2017

Sign up now for Advocacy day 2017 to be held on Wednesday, April 19th, 2017. Ascension WI will be providing motor coach transportation for interested volunteers and staff from Mercy Medical Center, St. Elizabeth Hospital, and Calumet Medical Center. Advocacy Day is an annual legislative event designed to motivate and educate health care employees, volunteers, and trustees on health-related issues and grassroots advocacy opportunities.

WHA Advocacy Day 2017 will have a great line up of speakers, including morning keynote Amy Walter. Known as one of the best political journalists covering Washington, D.C., Walter is national editor of the Cook Political Report and the former political director of ABC News. Over the past 14 years, Walter has built a reputation as an accurate, objective and insightful political analyst. She is a regular panelist on NBC's Meet The Press, PBS' Washington Week, and Fox News' Special Report with Bret Bair. She also provides political analysis every Monday evening for the PBS NewsHour.



Amy Walter

This is a free event and includes these highlights:

- * Bus to pick up at Mercy Medical Center Oakwood entrance - at 6:10 a.m.
- * Arrive at Madison approximately - 8:30 a.m.
- * Registration & Continental Breakfast
- * An Insider's Look at Today's Political Landscape featuring Amy Walter
- * State Legislative Panel
- * Luncheon Keynote - Governor Scott Walker (invited)
- * Presentation of Health Care Advocate Award and Advocacy All-Star Award
- * 2017 State Legislative Issues Update
- * Legislative visits at the Capitol
- * Head back to Oshkosh - 3:45 p.m.
- * Arrive back at Mercy approximately - 5:30 p.m.

We would love to see a good turnout of MMC volunteers. To register for the event please contact Volunteer Services: e-mail mmcvolun@affinityhealth.org or call 223-0225 as soon as possible so Ascension knows what size motor coach to reserve.

Amy Brownson

Geranium and Plant Sale



Mercy Medical Center Volunteers are taking orders for a variety of beautiful geraniums and greens grown by Hrnak's Flowerland. Orders can be placed until Tuesday, May 16. The plants can be picked up from 10:00 a.m. to 5:30 p.m., on Wednesday, May 17th, or Thursday, May 18th, in the Mercy Medical Center parking lot, corner of Ninth and Oakwood. Look for the tent!

Geraniums sold are in white, salmon, red, violet/fuchsia, tango orange, pink splash, and tango rose splash at \$5.25 each (tax included). A variety of greens are available in 3 ½ inch pots at \$4.75 each (tax included).

Geraniums, greens, hanging baskets, assorted potted annuals, tomato and green pepper packs will be available the day of the sale. Proceeds will fund student scholarships. Order forms are available in the Mercy Medical Center Gift Shop or in the Volunteer Services Office

Bev Fretchel, Chair

Always a Warm Smile....



Elaine with her great-grandchildren

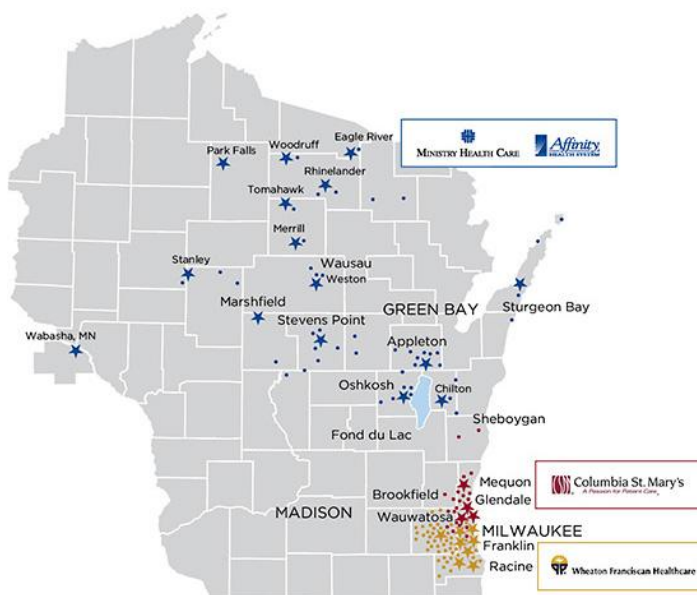
Since February, 2008 the patients and associates of Mercy Medical Center could always count on Elaine Jungwirth's warm smile and helpful personality as she directed patients and guests from the North reception and Oakwood information desks. Always willing to help, Elaine would come in whenever needed as a substitute in addition to her regularly scheduled hours, sometimes volunteering two or more times a week. This dedication provided 2,195 hours of service to Mercy Medical Center over the last nine years.

Recognizing Elaine's love for volunteering and her commitment to Mercy Medical Center after her recent passing, Elaine's family directed all memorials to the Mercy Health Foundation to benefit Volunteer Services. Joey, Elaine's son, shared "Mom loved it here and always wanted to be of help. It's fitting that we as a family honor this and have her memorials benefit a place that she enjoyed so much." We thank the Jungwirth family for their generosity and for choosing the Mercy Health Foundation as a vehicle to honor their mother's memory and carry on her volunteer spirit.

Mercy Health Foundation

We are Ascension - Wisconsin

The Ascension Wisconsin locations are listed on the map below:



Over the past few years we've been coming together as a national ministry, focused on developing regional clinically integrated systems of care to best serve our patients, physicians and caregivers. We are operating under a shared mission statement and name providing compassionate, personalized care for all, especially for those who need it most.

In September of 2016, we began a new chapter in our coming together as a national health ministry, launching a new logo and new mission statement as part of Ascension Wisconsin. Despite this new identity, so much of who we are and what we do remains the same, including our focus on how we can best serve our patients and communities. Now more than ever, we are making meaningful, personal transformations as One Ascension in order to serve those who count on us every day. Ascension Wisconsin unites four legacy Wisconsin health systems: Ministry Health Care, Affinity Health System, Wheaton Franciscan Healthcare and Columbia-St. Mary's. Learn more at <http://ascension.org/our-work/ascension-health/ascension-wisconsin>.

Amy Brownson

Emotional Intelligence in Customer Service

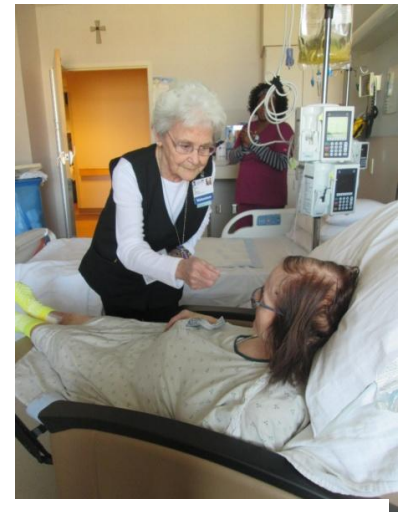
Emotional intelligence (EI) applies very well to customer service, where it has big payoffs. To use EI in customer service, focus on your customers' emotions and not your own. You will appear more empathic, identify customer needs more quickly, and calm an angry customer faster.

You will experience less stress on the job by being proactive rather than reactive to a customer's emotionality. Try it. See if you aren't less worn out at day's end.

Source: Employer Solutions FrontLine, July 2016



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



Volunteer, Helen Mathe, ministers to patient

Greetings from the Gift Shop - Fundraising Fun

Thank you to the Shopko Foundation Community Charitable Grant program for their contribution of \$225.00 towards our Arm Chair Quarterback raffle. We were doubly blessed this year as an anonymous donor also donated \$225 for the purchase of the recliner chair. The chair was purchased from Shopko and the TV was donated by Kossel's. The winning ticket was drawn the Friday before the super bowl and the lucky winner was Brian Brownson.



Nancy Reichenberger and Sue Boerschinger (2nd & 3rd from left) receive check from Shopko staff

The Gift Shop is a year round fundraiser for the MMCV group, operating seven days a week. In addition, there are many other fundraising events held throughout the year. You can find the list on our website. <http://www.affinityhealth.org/Affinity/About-Us/Volunteer/Volunteer-at-Mercy-Medical-Center.htm>). Printed lists are available at each of the Volunteer Services "banners" found in the main hallway of MMC, the Oakwood lobby and the MMC lower level galleria stairway or you can stop in the Volunteer Services' office and request a copy.

Our craft group will once again be showcasing our best-selling handmade craft items at the Oshkosh Farmers Market booth on two Saturdays: July 22nd and Sept. 16th. Our fundraiser proceeds fund hospital and community health care programs. Please support our cause.



Joan Bitter and Amy Geurden at the Farmers Market MMCV booth



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

Greetings from the MMCV chair

On November 21, the MMCV Board met at the UWO College of Nursing for a tour of the nursing labs and for the MMCV board meeting. Shelby Lang, the Advancement Officer & Alumni/Community Relations Coordinator from the school, gave the tour.

The Nursing program began in 1966 with 27 students at Pollack House. The program is now located in a beautiful modern building with an enrollment of 800 students this year. UWO had the largest number of nursing graduates annually in our state. The undergraduate nursing program has achieved a 100% pass rate on the Clinical Nurse Leader Certification exam since 2009. Profits from our Gift Shop and fundraisers are used to provide three \$1000 scholarships to juniors at UWO each year.



(Left to Right) Nancy Reichenberger, Sue Boerschinger, June Wiechman, Karry VandenHeuvel, Becca Bollant, Tom Wollangk, Debbie Seekings, Joan Bitter, Pam Anderson

One of the tour areas was the simulator lab. During each simulation, four fully equipped hospital rooms are used. A Sim Man is a computerized model that talks, breathes, and has realistic heart, lung and abdominal sounds. A SimBaby and real life computerized birthing mother simulate an actual birth. Control rooms for instructor viewing and video recording are used for debriefing students. Learning Labs are available for a variety of skills such as administering injections, IVs and health assessments. These realistic learning opportunities help to prepare health care professionals in a safe, fun, education environment.

Former nurse Joan Bitter, was amazed at the new technology and facilities available to students. June Wiechman commented that simulators have replaced having students using other students as practice patients like when she was in nursing school.



Sue Boerschinger
MMCV Chair
sboers01@netzero.com

Congratulations to Mercy's 2017 Project SEARCH Intern Graduates

Congratulations to Mercy Medical Center's first Project SEARCH group of graduating interns! A formal graduation ceremony will be held on June 2nd, 2017 at noon in the Integrity and Creativity Classrooms. Mercy volunteers and staff are invited to the ceremony and social following the event.

Lucas Caramanidis
Cooper Carlson
Alyssa Haidlinger
Angel Helm
Kayla Hetzel-Smith
Noah Keltesch
Peter Kindt
Deanna Krystek
Luis Rodriguez-Jinks
Montana Schultz
Alayna Vadnais
John Walter

Thank you interns! We wish you all the best on your new endeavors post-graduation.

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. Mercy Medical Center and Franciscan Courts is the worksite for the project partnering with the Oshkosh Area School District, Goodwill Industries, the Division of Vocational Rehabilitation and other agency support services for the benefit of the interns. Visit <http://www.projectsearch.us/Home.aspx> to learn more.



2017 Project SEARCH Intern Graduates

Dress Code Reminder

As warm weather is approaching, it is a good time to remind volunteers of the Volunteer Dress Code Policy. Closed toe shoes are recommended for all volunteers, however, sandals and open-toed shoes may be worn in non-patient care areas as long as the style of shoe does not present a safety concern and provides for a professional appearance. Sandals or open-toe shoes are not acceptable in patient care areas. Transport, Information, Oakwood, and Reception Desks are considered patient care areas.



Professional dress Capri's, dresses and skirts covering the knee are permissible. Blue jeans, bib overalls, shorts, sweat pants and exercise wear, like tight fitting spandex or Lycra, are not acceptable.

Shirts worn with your volunteer vest should be professional looking - (no sweatshirts, screen printed t-shirts, athletic wear or sleeveless) attire.

Please fasten your volunteer name badge above the waist where it can be easily read. If you have questions, please ask your supervisor or refer to the Volunteer Dress Code Policy available in the volunteer services office.

Amy Brownson

A Memorial Donation

Recently the Mercy Medical Center Volunteers (MMCV) organization received a gift in memory of the donor's mother. The donor's mother had been a life-long knitter who loved to make blankets for the many weddings, graduations, and baptisms within the family. To honor their mother, the family donated two hundred and fifty dollars to be used for the purchase of baby yarn. The yarn will be used by the many volunteer knitters at Mercy who knit hats for Mercy's newborns. What a wonderful way to be remembered.

Amy Brownson

Volunteer Opportunities



Hannah Follett and Austin Wellhoefer are ready to help at the Errands desk

Summer is approaching and now is the time to encourage students (age 16 or older) to apply for year round volunteer opportunities at Mercy. Volunteering can help students develop leadership skills, gain self-confidence and learn new roles. Students who serve can find mentors, career interests, boost their resumes, and improve their chances of being accepted into competitive colleges.

Our current greatest areas in need of volunteers of any age are Patient Access/ER Reception and Outpatient Testing. Learn more about these areas or any of our other volunteer opportunities at <http://www.affinityhealth.org/volunteer>. Our goal is to find the right match for each volunteer.

Diane Griffin



Beware of Antioxidants

A study has shown evidence that antioxidant supplements should only be taken if there is a clear deficiency diagnosed by a health care professional. Humans depend on oxygen to produce energy, but oxygen also has the potential to generate so-called oxygen radicals, which may cause oxidative stress and disease. Markers of oxidative stress have been correlated with cardiovascular disease, cancer, diabetes, and other conditions. Because of these associations, antioxidant supplements are taken by millions of people; however, none of the antioxidants tested in randomized clinical trials have demonstrated any benefit. On the contrary, some of them may cause harm. This is because oxygen radicals not only trigger disease but also perform many important functions in the body, such as immunity defense and hormone synthesis.

Oxidative stress could be important in some conditions and only in a small proportion of patients. This stress can be treated with drugs targeted only at those sources of oxygen molecules that are triggers of the disease and leave the healthy ones alone, not by taking a variety of non-targeted antioxidant supplements.

Excerpt from Medical News Today - July 20, 2016

Tom Wollangk, Chair
Community Health Education & Public Relations

In Memory ...

Elaine Jungwirth passed away on December 14, 2016. She began her volunteer service in 2008, volunteering at the Reception desk, in short term projects and, most recently, the Oakwood desk. Prior to becoming a volunteer, Elaine was employed for 32 years at Mercy Medical Center as a certified unit clerk. Her friendly smile and willingness to help out whoever and whenever she could is missed by many.



Diane Griffin



Invite a friend to volunteer

Do you know of any friends or family who may be interested in volunteering at Mercy? If an Affinity employee or volunteer recruits a new volunteer to Mercy, their name goes in the hat for a prize drawing at the annual volunteer recognition event which will be held this year on April 27, 2017. Recruiters must be present at the event to win. Sixteen names are currently entered. May we add yours to the list below?

Joan Bitter, Pat Brown, Georgeanne Chier, Betsy Fox, April Frank, Tammy Gresser, Sharon Handy, Kaelyn Huebschman, Haley Klysen, Sarah Lairson, Linda Lemkuil, McKennah Matulle, Carol Murphy, Nancy Nigl, Joyce Prill and Natalie Roesch.

If you have someone you would like to recommend, call 223-0225, stop in the Mercy Volunteer office, or e-mail mmcvolun@affinityhealth.org. New volunteers can apply on-line at affinityhealth.org/volunteer.

Diane Griffin



Congratulations and Thank You to our 2017 High School and College Student Volunteer Graduates

Fox Valley Technical College: John Siefert

Neenah High School: Julie Latreille, McKennah Matulle

North High School: Zoe Bossert, Allison Konrad, Daniel Palfrey

West High School: Reagan Beyer, Claire Bischel, Tanner Calo, Austin Heidl, Carolyn Morehouse, Sabrina Rateike, Natalie Roesch, Jenna Weber, Austin Yakes

UW-Oshkosh: Robert Fraser, Haylee Hopp, Christy Jahns, Anthony Mack, Collin Malliet, Haley Quandt, Mai Xiong

Viterbo University: Jennifer Zupke

Diane Griffin



New Volunteers 11/1/16 - 3/15/17

Emily Beyer - Magazine Distribution, Food Service & Environmental Services

Starr Cardenas - Chart Cleaning

John Daley - Patient Access/ER

Susan Ertmer - Gift Shop

Hannah Follett - ER; Errands

Alexandra Haight - Errands, ER

Debra Heidl - Gift Shop

Jane Kellerman - Gift shop

Terry Kippa - Reception Desk; Transport

Susan Knobloch - Projects

Carl Lemkuil - Reception Desk; Transport

Toni Markofski - Oakwood Desk & Chart Cleaning

Katie McBrair - PCU1; Errands

Lauren Olejnik - Gift Shop

LuAnn Ruby - Reception Desk

Sue Steinberg - AMG Pulmonology; Potted Plant Maintenance

Austin Wellhoefer - Errands

Mai Xiong - Field Student Volunteer

Jennifer Zupke - Oakwood Desk; Outpatient & Inpatient Behavioral Health

Diane Griffin

Calendar of Upcoming Events



Apr. 6-7	Dimples Jewelry Sale
Apr. 19	Advocacy Day
Apr. 23-29	National Volunteer Week
Apr. 27	Volunteer Recognition Dinner
May 15	MMCV Board Meeting
May 17-18	Geranium Sale
June 2	Project SEARCH Graduation
TBA	Flyte Family Farms Strawberry Sale
June 22-23	Collective Goods Book Sale
July 22	Oshkosh Farmers Market



...and Happy Spring!