

# Volunteer Updates



Froedtert  
West Bend Hospital

July/August 2022 Issue

## Director's Letter

Hip, hip, hooray, summer is officially here! We know this not only because of the warmer temperatures but the calendar officially agrees.

The Joint Commission visit window deadline may have passed on April 29 but that doesn't mean the visit will not happen. As previously shared, 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. Please remember to always wear your name badge and check often that it is forward facing. Also know where to find the red "In Case of Emergency" book in your area and review the information book for your service area regularly (if appropriate).

Preparations are underway for mandatory annual education. Information will be coming out mid-September. Annual education provides important information on topics such as safety and emergency procedures, infection prevention, HIPAA, corporate compliance and customer service. Please keep an eye out for the packet that will be mailed to your home and make sure to complete by the deadline that is provided.

While a number of our volunteer service areas have returned, we have not yet returned to our direct patient care departments which include the Birth Center/Cuddler volunteers, Modified Care Unit/patient companion volunteers and in the Emergency Department. We are currently working with leaders from these departments to reevaluate their needs and to discuss a plan for the return of volunteers to these areas.

Last but certainly not least, with this calendar year half over, sharing a gentle reminder the 15 hours of service requirement has been reinstated. The deadline to get your hours in is December 31. While we took a pause during the pandemic and were not requiring hours, volunteers returned in February and there are plenty of opportunities where volunteer help is needed for you to get the minimum hours. Please make sure to check out the "volunteers needed" section a little further inside this newsletter. Wishing you all a safe and happy Fourth of July. Thank you for the amazing time and talents you so generously continue to share for the benefit of the patients, families and staff at Froedtert West Bend Hospital.

Enjoy your summer!

*Ann Johnson*

Foundation and Volunteer Services Director  
Froedtert West Bend Hospital



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## Department Update

### Transition of Onboarding Process:

- Kayla has officially taken over the role of on boarding volunteers from Keri. If any questions moving forward contact Kayla.

### Return of Cuddler, Patient Companion, ED Volunteers:

- Keri will be working with these department leaders to see if/when we would be able to return these volunteer roles.

### Annual Education:

- We will be completing the annual education via mail-in forms again this year.
- Annual education packets will be mailed to all on-site volunteers in mid-September. Please watch for additional information on vaccine requirements, due dates and exemption requests. Contact Keri with questions.

### COVID-19 Decision Tree (Updated):

- The Covid-19 Decision Tree has been updated and is included at the end of this newsletter. Please make sure to review and use if needed when assessing how you are feeling prior to your scheduled shift.

### Volunteer Recruitment/Membership:

- Focus the rest of this year will be on recruiting new volunteers, so if you have someone you know who would be a good fit for a volunteer role here at the hospital/health center, please have them apply online or reach out to Kayla at [kayla.weninger@froedtert.com](mailto:kayla.weninger@froedtert.com).

## Membership

- Adults = 85
- Teens = 3

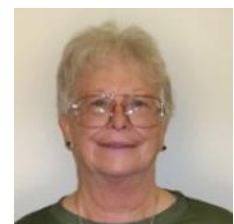
We have three NEW VOLUNTEERS who will be training for positions either at the hospital ambassador desk or the Cookie Sales. Super exciting!!! ☺



**Mary Lynn**  
Partner Volunteer



**Lisa**  
Partner Volunteer



**Carol**  
Partner Volunteer

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## 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. Hospital Ambassadors will provide some patient transporting.
- **Gift Shop Cashier**  
Volunteer responsibilities include providing customer service including cashiering, restocking and pricing.

## Fundraising

**Cookie Sale – July 12th**

**Cookie Sale – August 2nd**

**Nutman (Froedtert West Bend Health Center) – August 8<sup>th</sup>**

**Cookie Sale – August 23<sup>rd</sup>**

**Crumbl Cookie and Nothing Bundt Cake Sale (ISC) - August 30<sup>th</sup>**

To sign up, or if questions, please contact Kayla Weninger at 262-836-8075 or [kayla.weninger@froedtert.com](mailto:kayla.weninger@froedtert.com).

## Gift Shop

Summer is here be sure stop by the Well Wisher Gift Shop and get all your summer gems today. Supplies are limited so stop by before it's all gone!



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## Team Lead Updates

### Mailroom - Patient Folder Totals for Froedtert West Bend Hospital

- May 2022- **468** folders assembled
- June 2022- **517** folders assembled

## WHA Partner Updates

### Partner Volunteer Convention – October 11-13

Partners of WHA will be hosting Volunteers: Helping Hands, Touching Hearts at the Chula Vista in Wisconsin Dells.

## Health Education

### HEPATITIS

Hepatitis means inflammation of the liver. The liver is a vital organ that processes nutrients, filters the blood, and fights infection. When the liver is inflamed or damaged, its function can be affected. Heavy alcohol use, toxins, some medications, and certain medical conditions can cause hepatitis. However, Hepatitis is often caused by a virus. In the US the most common types are Hepatitis A, B, or C. Hepatitis D and E have also been identified. Hepatitis A has an effective vaccine available. Outbreaks still occur in the US. Recent food born outbreaks in the US were traced to imported food. It's common in many countries, especially those without modern sanitation. The illness can last from a few weeks to several months. It is spread when a person ingests fecal matter – even in microscopic amounts – from contact with objects, food, or drinks contaminated by feces from an infected person.

Hepatitis B is primarily spread with blood, semen, or other body fluids from an infected person. It can range from a mild illness, lasting a few weeks, to a serious lifelong chronic condition. About 2 in 3 people with it don't know they are infected. There is an effective vaccine available. Hepatitis B is a leading cause of liver cancer. Hepatitis C – About 50% of people infected do not know that they are. It is a leading cause of liver transplants and liver cancer. It can range from a mild illness lasting a few weeks, to a serious lifelong chronic

infection, which most do. Hepatitis C is spread by contact with blood from an infected person – even in microscopic amounts. Hepatitis D is a rare form that only occurs in conjunction with Hepatitis B infections. Hepatitis E is a water born disease caused by ingestion of fecal material in water supplies, and found mainly in areas of poor sanitation. It is uncommon in the US.

Autoimmune Hepatitis is a disease that occurs where the body makes antibodies against liver tissue. Chemical Hepatitis can also occur as a secondary result of medications, drugs, toxins and alcohol. Treatment: For Hep. A, just supportive treatment for symptoms. For Hep. B, Just supportive care for acute cases. For chronic cases some patients are treated with anti-viral drugs. For Hep. C. no recommended treatment for acute cases. If chronic, there are several medications available which currently involve 8 – 12 weeks of oral therapy that cure over 90% with few side effects. Symptoms: Many do not have symptoms, but if they occur with an acute infection, they can appear from 2 weeks to 6 months after exposure. Symptoms of chronic viral infection can take decades to develop. They can include fever, fatigue, and loss of appetite, nausea, vomiting, abdominal pain, dark urine, light colored stools, joint pain, and jaundice.

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

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## Public Policy

### Public Policy Report:

The Biden administration is expected to renew the Public Health Emergency (PHE) declaration that currently expires in mid-July for another 90 days, out to mid-October. Additionally, some news outlets are reporting that sources inside the administration have indicated it will be extended again in mid-July for another 90 days.

WHA is continuing to stress in its federal advocacy efforts the importance of permanently extending many of the flexibilities granted in current waivers for programs like telehealth, hospital at home and critical access hospital flexibilities <https://www.wha.org/MediaRoom/WHANewsletter/2021/10-28-2021/WHA-Asks-CMS-to-Permanently-Retain-Several-COVID-R>.

During the June 2 meeting of WHA's Public Policy Council, members heard from Wisconsin Insurance Commissioners regarding several aspects of the Office of the Commissioner of Insurance's (OCI's) regulatory function, most recently the additional roles provided under the authority of Centers for Medicare & Medicaid Services (CMS) to enforce provisions of the federal No Surprises Act. Some of these areas include consent for out-of-network care; consumer notice of rights; balance billing for emergency care and certain non-emergency care; and provider directories.

A new survey from the American Medical Association (AMA) shows health insurers have yet to implement prior authorization process reforms they agreed to four years ago. As a result of what it calls "apathetic or ineffectual follow-through on mutually accepted reforms," the AMA says that legislation is needed, since there has been a lack of progress on voluntary efforts.

Submitted by Sharon Scott, Public Policy Chair

### Froedtert West Bend Hospital Volunteer Services Department

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262-836-8075

## COVID-19 Decision Tree

If you have been exposed to someone who is positive for Covid-19 or tested positive yourself, please follow the appropriate steps below. If you simply are not comfortable volunteering, or with the steps below, please make sure to communicate that with the Volunteer Services department.

Volunteer was **exposed** but is currently **WITHOUT** symptoms:

- Volunteers who have received the vaccination and booster may continue volunteering with no restrictions and no testing is needed. Individual should continue to monitor for symptoms.
- Volunteers who have received the vaccination without the booster need to remove themselves from volunteering and may return on day 7 from exposure, if continued without symptoms. Day 0 is first day of exposure. Must be fever free and not using fever-reducing medications for 24 hours before returning.

Volunteer was **exposed** but is **WITH** symptoms:

- Volunteers with symptoms related to COVID-19 need to remove themselves from volunteer schedule and should contact their primary care physician for further direction.
- Volunteers may return 5 days after onset of symptoms as long as at least 24 hours have passed since last fever without the use of fever-reducing medications. Symptoms must be improved. Day 0 is day of onset of symptoms.

Volunteer **tested COVID POSITIVE**:

- Volunteers with symptomatic COVID infection may return to service 5 days after onset of symptoms. At least 24 hours must pass since last fever without the use of fever-reducing medications or when the primary care doctor recommends return to service. Symptoms must be improved. Day 0 is day of onset of symptoms.
- Volunteers with asymptomatic COVID infection may return to volunteering 7 days after their positive test. At least 24 hours must pass since last fever without the use of fever-reducing medications. Symptoms must be improved. Day 0 is day of positive test. A repeat COVID test is not needed.