

Volunteer Updates



Froedtert
West Bend Hospital

September/ October 2022 Issue

Director's Letter

As summer is winding down, I hope this note finds you savoring the warmer days and soaking up as many outdoor events and gatherings with family and friends that you are able.

This time of year is always exciting as it is when the Partner Volunteers annual Wish List funding request process takes place. This is a wonderful example of the impact our volunteer have on the patient care being provided. The gift of time many of you have shared either in the Well Wisher Gift Shop or with the special fundraising sales has allowed for \$35,000 in Wish List funding this year. These dollars directly support patient care and hospital department needs. Wish List applications will be reviewed at the Partner Advisory Council meeting in September and an allocation of funds will be determined.

This time of year also brings with it the following important reminders, deadlines and volunteer needs.

Annual Education

- Annual education packets will be mailed to volunteer homes by the end of September. Please make sure to take time to review the volunteer handbook as information has been updated. The handbook quiz must be returned by **November 11th** for confirmation of completion. Volunteers who do not complete the annual education will no longer be able to volunteer and will be removed from service.

Annual Flu Vaccines

- All onsite volunteers must receive the mandatory flu vaccine by **November 11th** as an important part of infection prevention and control measures for the hospital. Forms and documentation should be submitted to Internal Occupational Health. Volunteers who do not receive their flu vaccine will no longer be able to volunteer and will be removed from service.
- Flu vaccine exemption requests may be submitted for consideration and are due by **September 16th**. Medical and religious exemption forms can be found at the end of this newsletter and need to be returned to Occupation Health. *If an exemption was submitted and approved last year, a new request does not need to be submitted this year.*
- New this year, if you receive your flu vaccine elsewhere, documentation needs to be provided by either using the form at the end of this newsletter, submitting signed documentation of vaccine by provider, or submitting a copy of your Wisconsin Immunization Registry record for verification.

Annual Hours

- As a reminder, the annual requirement of 15 hours of volunteer service has been re-instated for 2022. Volunteers who do not have their hours in by December 31st will be removed from service unless a waiver has been reviewed and approved by Volunteer Services. Please consider signing up for additional hours, if you are able, or trying out a new volunteer position if you are in need of hours.

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Volunteer Areas in Need

- Patient companion volunteers for Medical/Surgical floor and Modified Care Unit are needed in an effort to provide a positive patient experience and support staff in their roles. Please reach out to Keri Schwartz if interested in this role.
- Ambassador/greeter volunteers are being asked to return to the West Bend Health Center (located on Paradise Drive). This role will be stationed near the main entrance and will greet patients, provide directions, assist with wheelchairs when needed and escort patients to appointments. Please reach out to Keri Schwartz if interested in this role.
- Volunteers are still needed for our hospital Ambassador position, Pleasant Valley Health Center greeter and in the Well Wisher Gift Shop. We have not yet been able to return to a full schedule in these areas which is making it difficult to support our patients, families, visitors and staff as needed. Regular schedules are important so we can continue providing the amazing volunteer service our Partners are known for in our hospital and health centers. Please consider signing up for additional hours, if you are able, or trying out a new volunteer position.

If ever any questions, please do not hesitate to reach out, we are more than happy to answer or help however needed.

Thank you for all that you do and I wish you a wonderful Labor Day holiday weekend and hope you enjoy the remainder of your summer.

Ann Johnson

Volunteer Services Director
Froedtert West Bend Hospital

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Membership

- Adults = 80
- Teens = 3

Welcome to some of the **newer** volunteers/volunteers that have joined our team in the last few months:



Eileen Neff



Rose Palmer



Dale Poisson



Regina Awwe



Rachel Olafsson



Maura Glynn



Paula Theisen

Volunteers Needed

Volunteer Shifts Available:

- Hospital Ambassadors Desk- Volunteer responsibilities include welcoming and assisting patients, their families and visitors entering the hospital. Hospital Ambassadors will provide some patient transporting.
- Pleasant Valley Health Center Greeter- 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 – September 13th

Cookie Sale – October 4th

Nutman (Froedtert West Bend Hospital) – October 19th-20th

Cookie Sale – October 25th

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

Well Wisher contributed a record tying \$60,000 to Partners for fiscal year 2022, July 1 2021 – June 30, 2022. Thank you Partners for supporting your gift shop by shopping with us! Special thanks to all who volunteer in the shop! Volunteers spend countless hours selecting, checking in, pricing, displaying, dusting and restocking merchandise as well as cashiering and serving at our lobby sales.

If you have not been in the gift shop lately, you might be surprised to see we are growing! The lobby space previously occupied by the flower cooler has been closed and opened up as additional space in the gift shop. Renovations are almost finished with expected completion in mid-September. The additional space will allow us to improve traffic flow and increase product selections.

Well Wisher is welcoming new volunteer cashiers. If you or someone you know might be interested in joining our team, please contact Keri Schwartz. The cash register is touch screen and extremely user friendly, no previous experience is necessary.

Stop in to see our fabulous fall decorations, beautiful Wisconsin cutting boards, new dip mixes, and mildly spicy jams! The jams make a quick and tasty appetizer when poured over cream cheese and served with crackers.



Team Lead Updates

Mailroom - Patient Folder Totals for Froedtert West Bend Hospital

- July 2022- 606 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. Convention is an opportunity to meet and interact with volunteers from other hospitals throughout the state and attend informational workshops. If interested in attending, please contact Kayla Wening by **September 2nd**.

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Health Education

E Coli

Escherichia Coli (E Coli) is a broad spectrum group of bacteria, with Shiga toxin producing E Coli (STEC) being the most harmful. It is found in the environment, food sources, and in the intestines of humans and animals. Infection results from exposure to the bacteria, even in small amounts. The most common source of E Coli infection is eating contaminated food.

Symptoms: include stomach cramps and pain, watery to bloody diarrhea, nausea and vomiting, and low grade fever which generally start 3 – 4 days after exposure, with healthy adults recovering in a week. The most serious complication is life-threatening kidney failure, called Hemolytic Uremic Symptoms (HUS).

Source of Infection:

- 1.) Contaminated food - raw ground beef, unpasteurized milk and juice, leafy greens and sprouts.
- 2.) Contaminated water – ground and surface water used to irrigate crops that have been contaminated by human or animal waste.
- 3.) Person to person – It can occur when hands are not properly washed between family members and by visiting petting zoos and animal barns.

Diagnosis: Lab testing of stool specimens is done to determine the presence of harmful E Coli bacteria when severe symptoms are present.

Treatment: Supportive therapy, hydration being the key. Antibiotics and anti-diarrheal medications are NOT used as they may increase the risk of developing kidney failure (HUS). There is no vaccine or specific medication for it.

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

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Public Policy

Although our State Legislature is currently in recess, a couple of issues will be added to their docket for the coming sessions all due to the ongoing work/agendas of several sub-committee both at the State and Federal levels.

The Federal Trade Commission (FTC) has announced it will launch a study into the practices of the pharmacy benefit manager (PBM) industry. The study will include assessing fees and “clawbacks” (monies that have already been paid out and must be returned) to determine pharmacy reimbursement and the impact of those rebates and fees from drug manufacturers on the costs of prescription drugs to payers and patients.

This study is extremely important to hospitals and health systems for its potential to expose practices that harm providers and patients....especially to 340B programs (health care providers for the under-insured and vulnerable clients to purchase drugs at discounted prices and use the savings to provide more comprehensive services) and the on go “white bagging” and overall drug pricing. Distribution of patient-specific medication from a pharmacy, typically a specialty pharmacy, to the physician’s office, hospital, or clinic for administration.

The Wisconsin Legislature introduced AB718 in this past session to prohibit insurance-mandated white bagging. Hearings in both the Senate and Assembly exposed the potential for patient harm and treatment delays that result because the medication must be obtained outside the provider’s normal process for procuring, storing, preparing, and handling these drug therapies.

On July 7, the federal Health Resources and Services Administration (HRSA) announced it will pause its plan to withdraw many federally designated Health Professional Shortage Areas (HPSAs). In general, HPSAs are designated for shortages of primary care, dental or mental health professionals in certain geographic areas, population groups and/or facilities. The lists of designated HPSAs are reviewed, annually this was most recently done on April 30, 2021.

WHA will continue working with the Evers administration and federal partners to assist hospitals with maintaining their status and advocating for any changes necessary to make the process more user-friendly.

Submitted by Sharon Scott, Public Policy Chair

Froedtert West Bend Hospital Volunteer Services Department

Ann Johnson
Volunteer Services Director
ann.johnson@froedtert.com
262-836-7828

Keri Schwartz
Volunteer & Gift Shop Coordinator
keri.schwartz@froedtert.com
262-836-8063

Kayla Weninger
Volunteer Administrative Assistant
kayla.weninger@froedtert.com
262-836-8075