

# Volunteer Update

A publication for Partners and Volunteers

## What a difference a year makes!

When I looked back at last year's May/June newsletter, I had shared how our volunteers were the missing piece at our hospital and health centers given the pandemic. This year it is with *great* enthusiasm I can say "We're Back!" or at least we are on our way back. I cannot tell you how amazing that is to say but I would imagine you feel the enthusiasm as well.



On March 15<sup>th</sup> we started our volunteer re-entry training for Phase I volunteers to safely return to service in the hospital. On April 6<sup>th</sup> we were able to invite Phase II volunteers in for training. This phase includes not only our hospital volunteers but our health center volunteers as well. It has been so exciting to finally see our volunteers in-person, even if it is behind a mask! At this time, I do not have an anticipated return date for Phase III volunteers.

As we continue to phase onsite volunteers back, please understand that information can change often as to how we are using PPE and the guidelines we must follow. We ask that you are patient and to make sure you are reviewing the newsletters and any Volgistics messages upon logging in/out for the most up-to-date information. Below are a few updates/changes to what may have been previously shared.

**Name badge update:** For those who do not have the Froedtert blue bar on the bottom of their name badge, you will need to stop in Human Resources on one of your first few shifts back to get an updated name badge (HR open Mon, Wed, Thurs, 7:30 am – 3:00 pm). Also included will be a name badge extender that will hook behind your badge with the word "volunteer" on it for easier identification purposes.

**Pause on green vests/aprons:** We will be pausing the wearing of volunteer vests and aprons to be mindful of potential infection prevention issues between hospital/home. Volunteers should instead wear the blue lanyards that attach to their name badge. If needed, lanyards can be picked up on one of your shifts with your staff/team lead.

**Eye protection update:** A change has been made to the information shared at some of the re-entry training sessions regarding eye protection. Eye protection is now optional if role does not require regular direct contact with patients/visitors. It will still be available for those interested in using. While optional, eye protection is yet another protective layer.



# Well Wisher Happenings

After a long year without volunteers, we're very happy many will soon return to the gift shop! It will be wonderful to offer more "normal" gift shop hours which our patients, visitors and staff will appreciate. Having the shop closed for almost three and a half months, and then reopening with limited hours, significantly impacted sales. Despite these challenges, we were still able to transfer \$22,000 to Volunteer Services in January. While this number is lower than normal, it highlights the importance of our volunteers and the valuable service you provide. Gift shop profits help fund the Partner Wish List and support scholarships to local youth pursuing health careers. We are hopeful that as time goes on, gift shop sales will return to pre-pandemic volumes and soon surpass previous records.

Please note that Well Wisher is no longer accepting donated books, magazines, or videos as well as vases and floral supplies. If you've cleaned out closets and have some of these items saved up for the gift shop, you might consider recycling or donating vases to Goodwill or St. Vincent de Paul.

If you haven't been to the shop lately, we invite you to stop in. You'll find wonderful ideas for Mother's Day, fun garden items; and many new handbags, jewelry, and apparel items.



Get those recipes ready — **Bake Sale May 7th** ! Anyone who bakes goodies for the sale will receive 3 hours volunteer hour credit. Drop off Thursday May 6th between 8 a.m. and 3 p.m. in the hospital board room or Friday May 7th before 9 a.m. in the hospital lobby.

## Nutman:

Wednesday	June 2, 2021	7:30 to 9:30 a.m. 9:30 to 11:30 a.m. 11:30 a.m. to 2 p.m. 2 to 4 p.m.
Thursday	June 3, 2020	7:30 to 9:30 a.m. 9:30 to 11:30 a.m. 11:30 a.m. to 2 p.m. 2 to 4 p.m.
Friday	June 4, 2021	7:30 to 9:30 a.m. 9:30 a.m. to noon Noon to 3 p.m.

\*\*please note some shifts are longer than 2 hours\*\*

Anyone interested in helping at the Nutman sale, please contact Lori Keon at 262-836-8391 or [lori.keon@froedtert.com](mailto:lori.keon@froedtert.com)—THANK YOU!!!!



## FACTS ABOUT COVID

Infectious disease will be the focus of PARTNERS OF WHA Community Health information for the next 2 years. Also known as “communicable disease” infectious disease is defined as illnesses that result from the presence and growth of pathogenic biological agents (bacteria, viruses, fungi, parasites) in a human or other animal host.

### COVID RISK LEVELS

High risk –	Eating at a buffet Working out at a gym Attending an event at a sports stadium	Going to a theater Going to a bar
Next risk -	Going to a hair salon Attending a wedding or funeral	Eating inside at a restaurant
Moderate risk -	Having dinner at someone else’s house Shopping at a Mall Sending kids to school, camp, or daycare Working (a week) in an office building Visiting an elderly relative in their home	
Less risk -	Grocery shopping Sitting in a doctor’s office	Staying at a hotel 2 nights Eating in a restaurant outside
Lower risk –	Getting restaurant takeout Opening the mail	Pumping gasoline

Always wearing masks and washing hands is important. Double masking gives 92.5% protection.

### Recent findings:

FDA and CDC said they are pretty certain that COVID 19 is not transmitted through food or food packages Heart damage was seen in more than half of a group of hospitalized COVID patients after discharge – a British study.

Joanne Shirkey  
Community Health Education Lead



# Planting season is here!

*Help raise funds for Froedtert West Bend Hospital while shopping for flowers and vegetables.*

Froedtert West Bend Hospital Partner Volunteers and Groth's Country Gardens can help you create the garden you are dreaming of! This colorful fundraiser allows you to buy a \$25 certificate through the Partner Volunteers and use it at Groth's Country Gardens. Pick out flowers, shrubs, fruits and vegetables - everything you need to create a beautiful garden.

- ❁ You can buy and use as many certificates as you want - there is no limit to what you can use per shopping trip.
- ❁ Certificates can be used for any product.
- ❁ Certificates are available in Hospital Administration, please contact Lori Keon at [lori.keon@froedtert.com](mailto:lori.keon@froedtert.com).
- ❁ Pay with cash, check (made payable to FWB Volunteer Partners) or payroll deduction.
- ❁ Partner fundraising proceeds benefit the community by enhancing FWB Hospital patient services and programs, and supporting local youth health care career scholarships
- ❁ Buy now and start shopping ... certificates expire June 30, 2021.



Froedtert  
West Bend Hospital  
PARTNER VOLUNTEERS

## Southeastern District of Partners of WHA Public Policy Education Report

March 2021

We recorded 64 contacts with our State and Federal legislators in 2020, most made by email. The issues about which we contacted our legislators included many to support our hospitals regarding the following COVID related issues:

Support for the Surprise Medical Bills Act of 2020. Bill #5826

Support for the Free COVID 19 Testing Act to cover COVID funding

Support for money to help hospitals care for COVID 19 patients while having to cancel elective surgeries.

Support for emergency contingency funding from Congress to insure hospitals can pay personal for caring for COVID patients.

HEAT Alert to Senators Baldwin and Johnson regarding relief actions and important provisions to give additional support to maintain health benefits for individuals and families and increasing coverage options for those uninsured.

Support for Health Care in the next COVID Relief Package the HEALS Act which expanded Medicare, Telehealth, and government reimbursements for Behavioral Health Care.

Thank you for communicating with our legislators to express your opinions on how they can support legislation that will help our hospitals with this unprecedented health care crisis. The number of COVID cases has decreased as well as hospitalizations. But there will still be financial and operational strains on our hospitals that have been stretched thinly during this pandemic.

We have 32 members of HEAT in our district. Five of our seven organization leaders or PPE Chairs receive the WHA Valued Voice and pass it on to others in their organizations. A good goal would be to have all of our organizations receive and share the Valued Voice and add one more HEAT member to each organization.

Now for 2021. An excerpt from the March 11, 2021 Valued Voice.

“During a meeting of the Assembly Health Committee on March 3, WHA President and CEO Eric Borgerding and other senior members of the WHA team testified in favor of Assembly Bill 148. The legislation ...would adopt five provisions intended to both support hospitals and providers while they continue the fight against COVID-19 and permanently remove regulations that have been barriers for care providers.”

It goes on to say that these provisions in Assembly Bill 148 have received support by both Republicans and Democrats in the Legislature and Governor Evers. These proactive ideas were born out of the pandemic and enable better utilization of resources by improving care.

Provides payments to hospitals for certain outpatient care delivered to Medicaid patients outside the inpatient facility through January, 2022;

Clarifies the ability for hospitals to deliver hospital services in a patient’s home consistent with a Medicare-covered service, like those approved under the Centers for Medicare & Medicaid Services’ Acute Hospital Care at Home program; and

The new legislation includes the following provisions:

- Permanently adopts, even beyond the public health emergency, temporary licensure processes established during COVID-19 for out-of-state providers with a valid, unrestricted license in another state;
- Provides payments to hospitals for Medicaid patients who are ready to be discharged from the hospital but await a post-acute care placement through January 1, 2021;
- Provides payments to hospitals for certain outpatient care delivered to Medicaid patients outside the in-patient facility through January, 2022;
- Clarifies the ability for hospitals to deliver hospital services in a patient's home consistent with a Medicare-covered service, like those approved under the Centers for Medicare & Medicaid Services' Acute Hospital Care at Home program; and
- Provides the WHA Information Center with Medicaid claims data, helping hospitals better understand how care delivered outside the walls of a hospital is impacting care outcomes inside hospitals to reduce unnecessary utilization and Medicaid losses for hospitals.

This legislation was scheduled to be voted on by the full Assembly on March 16. By the time you see this report it hopefully will have been passed. I wanted you to know what was all included in this Bill to support our hospitals.

I hope to be able to see many of you this year if circumstances permit. May you all be safe and healthy. If you have any questions about this report please contact me.

Cindy Finger

Southeastern District PPE Chair

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